

2017 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	D
2	A
3	B
4	C
5	A
6	B
7	A
8	B
9	C
10	B
11	D
12	C
13	A
14	C
15	D

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies a way in which an office assistant can contribute to resource efficiency 	1

Sample answer:

Turn off all electrical items when not in use to save energy and power.

Answers could include:

- Double sided printing
- Shut-down procedures
- Recycling
- Reduce wastage
- Reduce, re-use, recycle.

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> Shows a thorough understanding of the implementation of a green office program in the business services environment 	3
<ul style="list-style-type: none"> Shows some understanding of the implementation of a green office program in the business services environment 	2
<ul style="list-style-type: none"> Makes a general statement about a program 	1

Sample answer:

Since a green office program involves replacing old equipment with new environmentally friendly and energy efficient equipment, the training centre will need to undertake an audit to establish what equipment is needed. They should also look at their office supplies and change to suppliers who can provide environmentally sustainable products such as recycled paper.

Question 17 (a)

Criteria	Marks
• Provides THREE pieces of correct information	3
• Provides TWO pieces of correct information	2
• Provides ONE piece of correct information	1

Sample answer:

- X) 15
- Y) \$31.60
- Z) \$347.60

Question 17 (b)

Criteria	Marks
• Shows a thorough understanding of the effects on the businesses with reference to the errors on the delivery docket	4
• Outlines some effects on at least one of the businesses with reference to the errors on the delivery docket	3
• Identifies some errors and/or effects on the businesses	2
• Identifies an error or an effect on one of the businesses	1

Sample answer:

The purchase order number is missing from the delivery docket, so neither of the businesses will be able to track the delivery docket to the purchase order or invoice. A product identification number is missing which will result in Georgia's Bargain Barn being unable to confirm that the product description stated on the delivery docket or the product itself is correct. If this was to happen on a regular basis, Georgia's Bargain Barn would look to another supplier as productivity is lost in follow-up phone calls or emails to Frankie's Office Supplies to sort the issues. Frankie's Office Supplies would lose valuable income for the business.

Question 18 (a)

Criteria	Marks
• Clearly outlines the economic cost to an organisation if an office assistant is deemed unfit for work due to work-related stress	2
• Identifies an economic cost to an organisation if an office assistant is deemed unfit for work due to work-related stress	1

Sample answer:

The economic cost to the organisation may include the cost of filling the vacancy with another staff member and the cost associated with training the staff member.

Question 18 (b)

Criteria	Marks
• Clearly distinguishes between a manageable first aid situation and an emergency situation	2
• Identifies a characteristic of a manageable first aid situation or an emergency situation	1

Sample answer:

A manageable first aid situation involves assistance being provided in the workplace and perhaps the need for non-urgent medical attention. An emergency situation requires external agencies such as police and ambulance to attend the workplace immediately.

Question 18 (c)

Criteria	Marks
• Proposes a range of relevant strategies and provides reasons for these strategies	5
• Proposes some relevant strategies and provides reasons for these strategies	4
• Outlines some relevant strategies	3
• Lists relevant strategies OR	2
• Outlines a relevant strategy	
• Makes a general statement about reducing accidents or injuries	1

Sample answer:

To reduce accidents and injuries it is important that all workers are made aware of their obligations to keep their workplace safe. In an office environment, workers should ensure that their workstation is set up ergonomically to prevent injuries such as back pain and occupational overuse syndrome. Workers are also required to report any hazards such as an overfilled filing cabinet or exposed cords that may lead to an accident or injury. Workers can also participate in workplace health and safety committees whose role is to minimise any risk of injury or accident.

Question 19

Criteria	Marks
• Provides an explanation of why a range of skills is required to handle complaints	5
• Outlines relevant skills required to handle complaints	4
• Identifies relevant skills required to handle complaints and outlines at least one of the skills	3
• Identifies relevant skills required to handle complaints OR	2
• Outlines a relevant skill required to handle complaints	
• Makes a general statement about complaints	1

Sample answer:

Problem-solving skills are needed to identify the issues and find solutions that are acceptable to both the customer and the business. However, it is not always possible to find solutions that are appealing to both parties. Negotiation skills may be needed to persuade the customer to accept a compromise while avoiding an argument. If the customer complaint has already reached a volatile state, conflict resolution skills may be needed to calm down the situation and navigate a way to a peaceful solution.

Question 20 (a)

Criteria	Marks
• Shows an understanding of the importance of ensuring personnel files are accurate using an example	2
• Makes a general statement about personnel files	1

Sample answer:

Accuracy helps to ensure that an employee is being paid the correct rate of pay for their position, age and qualification.

Answers could include:

- Renewal dates for First Aid Qualifications
- Record of Working with Children Check
- Contacts in case of emergency
- Training and updated qualifications
- Taxation and superannuation.

Question 20 (b)

Criteria	Marks
• Shows a thorough understanding of responding to requests for workplace information	3
• Shows some understanding of responding to requests for workplace information	2
• Makes a general statement about responding to requests for workplace information	1

Sample answer:

The office manager would need to consider the secretary level of authority and reasons for requesting the personnel file. Once this had been established, it is important for the office manager to ensure the security, privacy and confidentiality of the file is maintained.

Answers could include:

- Timeframe
- Scope of responsibility
- Collection methods
- Workplace policies and procedures.

Question 20 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Explains advantages and disadvantages of using off-site storage for workplace records 	5
<ul style="list-style-type: none"> • Outlines advantages and disadvantages of using off-site storage for workplace records 	4
<ul style="list-style-type: none"> • Identifies advantages and/or disadvantages of using off-site storage for workplace records and outlines some of these 	3
<ul style="list-style-type: none"> • Identifies advantages and/or disadvantages of using off-site storage <p>OR</p> <ul style="list-style-type: none"> • Outlines an advantage or a disadvantage of using off-site storage 	2
<ul style="list-style-type: none"> • Makes a general statement about off-site storage 	1

Sample answer:

One advantage of off-site storage is that electronic data can be kept in a centralised and secured location that is constantly monitored and maintained to ensure its integrity. When using off-site storage for paper records, you are saving workplace office space as documents are archived and stored for the required legal period. One disadvantage of off-site storage is that should a worker need to access a document quickly, processes will need to be followed for the release of the file and this will take time. Another disadvantage of off-site storage is that the business will incur a cost for these storage services which will affect their budget.

Section III

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a sound understanding of why work standards are important in a business services workplace • Uses a relevant workplace example 	3
<ul style="list-style-type: none"> • Outlines the importance of work standards OR <ul style="list-style-type: none"> • Provides a relevant workplace example 	2
<ul style="list-style-type: none"> • Makes a general statement about work standards 	1

Sample answer:

Work standards are important to ensure consistency across a workplace by improving quality and reducing errors and waste. For example, a standard telephone greeting across all departments could ensure a professional image of the business is achieved.

Answers could include:

- Improve the quality and reduce variability in the product or service
- Easier to train new staff due to consistent approach
- Respectful workplace
- Safe work environment
- Easier to identify problems or issues in an individual worker's standards
- Best practice
- Quality assurance
- Responding to external change, easier and faster.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Outlines the primary functions of employer groups 	3
<ul style="list-style-type: none"> • Identifies the primary functions of employer groups OR <ul style="list-style-type: none"> • Outlines a primary function of employer groups 	2
<ul style="list-style-type: none"> • Makes a general statement about employer groups 	1

Sample answer:

Employer groups are made up of employers who are from similar industry backgrounds. They work to make positive changes for their industry by lobbying government and working with trade unions. Information and advice is shared for the benefit of all members.

Question 21 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Provides an explanation of the consequences for both the business and the workers if a business fails to implement the Fair Work system 	9
<ul style="list-style-type: none"> • Outlines the consequences for both the business and the workers if a business fails to implement the Fair Work system • Explains some of the consequences 	7–8
<ul style="list-style-type: none"> • Outlines the consequences for both the business and the workers if a business fails to implement the Fair Work system 	5–6
<ul style="list-style-type: none"> • Outlines some features of the Fair Work system and/or consequences for non-compliance 	3–4
<ul style="list-style-type: none"> • Makes a general statement about the Fair Work system and/or non-compliance 	1–2

Answers could include:

Business

- Violation can lead to company incurring penalties or dissolution
- Legal action may be taken
- Fines
- Damage to business reputation.

Workers

- Loss of rights
- Mistreatment
- Unfair dismissal
- Underpayment
- Unsafe working conditions.

Section IV

Question 22

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of innovation in a business services workplace • Clearly demonstrates how an individual worker can facilitate innovation in a business services workplace • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical and cohesive response 	13–15
<ul style="list-style-type: none"> • Demonstrates a detailed understanding of innovation in a business services workplace • Demonstrates a sound understanding of how an individual worker can facilitate innovation in a business services workplace • Communicates using workplace examples and industry terminology • Presents a logical response 	10–12
<ul style="list-style-type: none"> • Demonstrates some understanding of innovation in a business services workplace • Outlines some ways an individual worker can facilitate innovation in a business services workplace • Uses industry terminology • Demonstrates some organisation in presenting information 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of innovation in a business services workplace <p>OR</p> <ul style="list-style-type: none"> • Identifies some ways an individual worker can facilitate innovation • Uses basic industry terminology 	4–6
<ul style="list-style-type: none"> • Makes general statements about innovation in a business services workplace 	1–3

Answers could include:

Individual workers may identify opportunities related to their own roles in consultation with their supervisors. They may also identify opportunities in the broader scope of the organisation. Areas where improvement can take place may include:

- processes and procedures
- work practices or services
- changes to the physical environment
- storage or maintenance procedures
- team communication
- new equipment and technology
- new customer base
- staff changes
- job role changes.

They may initiate or seek opportunities to:

- collaborate, brainstorm or discuss ideas
- think laterally and/or creatively
- participate in professional learning.

They may encourage other workers to do the same and seek to develop techniques for approaching people to share ideas and/or suggestions and maximise the likelihood of support.

To facilitate innovation in the workplace, individual workers need to be:

- willing to take risks
- open to new ideas
- committed to improvements in the workplace
- collaborative
- flexible and willing to adapt to new skills or a new work environment.

Innovation may have implications for workplace policies and priorities, organisational culture, logistics and financial considerations. Individual workers can work with their supervisors or management to address the practicalities of change. These may involve negotiation and problem-solving.

2017 HSC Business Services Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Customer service — Customers – page 25
2	1	Working in the business services industry and workplace — Working in the industry – page 48
3	1	Workplace information — Information system – page 56
4	1	Workplace information — Information system – page 55
5	1	Safety — Safe work procedures and practices – page 41
6	1	Customer service — Quality customer service – page 25
7	1	Financial records — Financial calculations – page 30 Financial records — Cash management – page 32
8	1	Safety — Incidents, accidents and emergencies – page 42
9	1	Working in the business services industry and workplace — Employment – page 49
10	1	Financial records — Cash management – page 32
11	1	Sustainability — Environmentally sustainable work practices – page 46
12	1	Financial records — Financial records typical to a business – page 30, and Financial calculations – page 31
13	1	Innovation — Workplace innovation – page 34
14	1	Sustainability — Environmental compliance – page 45
15	1	Innovation — Implementing routine change – page 36

Section II

Question	Marks	HSC content – focus area
16 (a)	1	Sustainability — Resources – page 45
16 (b)	3	Sustainability — Environmentally sustainable work practices – page 46
17 (a)	3	Financial records — Financial records typical to a business – page 30, and Financial calculations – pages 31–32
17 (b)	4	Financial records — Ensuring quality outcomes – page 31
18 (a)	2	Safety — Work Health and Safety (WHS) – page 38
18 (b)	2	Safety — Incidents, accidents and emergencies – page 41
18 (c)	5	Safety — Incidents, accidents and emergencies – page 41
19	5	Customer service — Customer complaints and feedback – page 26
20 (a)	2	Workplace information — Information – page 54
20 (b)	3	Workplace information — Information – page 54
20 (c)	5	Workplace information — Information system – page 55

Section III

Question	Marks	HSC content – focus area
21 (a)	3	Working in the business services industry and workplace — Working in the industry – page 48
21 (b)	3	Working in the business services industry and workplace — Employment – page 49
21 (c)	9	Working in the business services industry and workplace — Working in the industry – pages 48–49

Section IV

Question	Marks	HSC content – focus area
22	15	Innovation — Workplace innovation – page 34, and Participation and contribution – pages 34–35