

2018 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Identifies TWO actions relevant to the scenario	2
• Identifies ONE action relevant to the scenario	1

Sample answer:

One action would be for the employee to fill out an incident report form. Another would be to remove the cords.

Answers could include:

- Management informed
- First aid administered
- Follow-up drill completed
- Safety audit.

Question 16 (b)

Criteria	Marks
• Outlines the difference between <i>risk assessment</i> and <i>risk control</i> with reference to the scenario	3
• Shows some understanding of <i>risk assessment</i> and/or <i>risk control</i>	2
• Identifies a feature of <i>risk assessment</i> or <i>risk control</i>	1

Sample answer:

Risk assessment considers the likelihood of an incident occurring and the severity of possible outcomes, whereas risk control considers how the risk can be eliminated or minimised. In the scenario, the evacuation route should be assessed regularly to determine the level of risk posed to employees.

Question 17 (a)

Criteria	Marks
• Provides TWO disadvantages of a decentralised filing system	2
• Provides ONE disadvantage of a decentralised filing system	1

Sample answer:

One disadvantage is that records can be fragmented as people only keep what they need to perform their job. Another disadvantage is duplication of files/information.

Answers could include:

- Lack of uniformity
- Lack of consistency
- Confusion about location
- Some staff members may not know how to maintain files correctly.

Question 17 (b)

Criteria	Marks
• Uses a relevant example to show the stages of the records continuum	4
• Outlines some features of the records continuum	3
• Identifies features of the records continuum OR	2
• Outlines a feature of the records continuum	
• Makes a general statement about records	1

Sample answer:

When a business takes on a new client they create either an electronic or hard copy business record. As the working relationship continues the record is maintained by updating with relevant information. Records can be disposed of when the business no longer exists and/or legal requirements for keeping records have expired.

Question 18 (a)

Criteria	Marks
• Shows an understanding of why the credit note was issued making reference to the information provided	2
• Identifies a relevant piece of information from the credit note provided	1

Sample answer:

This credit note has been issued to inform Jewel Communications that they will receive a credit of \$21.45 to their business account for the damaged display folders. This credit will reduce the amount they have to pay on future purchases.

Question 18 (b)

Criteria	Marks
• Shows an understanding of the purpose of a business activity statement	2
• Makes a general statement about a business activity statement	1

Sample answer:

A business activity statement (BAS) records the amount of GST paid and received by a business. It is sent to the government quarterly in order to receive a refund of GST paid where applicable.

Question 18 (c)

Criteria	Marks
• Provides a thorough description of how petty cash is used in a business	3
• Demonstrates some understanding of how petty cash is used in a business	2
• Identifies a feature of petty cash	1

Sample answer:

Petty cash is a small float of cash on hand used to pay for incidental purchases such as stationery or morning tea for a visitor. The employee can take petty cash to make the purchase or be reimbursed afterwards. Usually the business requires a petty cash form to be filled out and attached to the receipt. The float gets topped up when funds run low.

Question 19 (a)

Criteria	Marks
• Shows how a team member can demonstrate lateral thinking	2
• Shows a basic understanding of lateral thinking	1

Sample answer:

Lateral thinking could be demonstrated by approaching problems indirectly and creatively. For example they could look for solutions that may not have been tried before or consider alternative perspectives to form new ideas.

Question 19 (b)

Criteria	Marks
• Explains issues that should be considered prior to implementation of the innovation	6
• Outlines issues that should be considered prior to implementation of the innovation and explains at least one of them	4–5
• Outlines issues that should be considered prior to implementation of the innovation OR explains one issue	3
• Identifies issues that should be considered prior to implementation of the innovation OR • Outlines an issue that should be considered prior to implementation of the innovation	2
• Provides some relevant information	1

Sample answer:

When implementing such change in the workplace, it is important to consider the cost of implementation and/or other resource implications to ensure it is affordable for this business. For example, having to purchase new desks conducive to a collaborative environment is expensive as is having to appropriately dispose of existing furniture. Another issue would be organisational culture, as it is important to recognise the effects that this change could have on individual employees and to avoid the change being counterproductive by causing them stress or anxiety.

Answers could include:

- Relationship to workplace policy and priorities
- Logistics
- Potential problems.

Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies essential pieces of information that should be included on a curriculum vitae/resumé 	2
<ul style="list-style-type: none"> Identifies pieces of information that can be included on a curriculum vitae/resumé 	1

Sample answer:

Essential information that should be included: personal details, education, employment history, referee names and contact details.

Answers could include:

- Work experience
- Qualifications
- Personal interests/hobbies
- Personal attributes/characteristics
- Career objectives.

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> Identifies TWO relevant areas 	2
<ul style="list-style-type: none"> Identifies ONE relevant area 	1

Sample answer:

The level of authority of the person making the request and the confidential nature of the information requested.

Question 20 (c)

Criteria	Marks
• Explains a process that management could use to resolve the conflict	5
• Outlines some possible steps management could use to resolve the conflict	4
• Identifies some possible steps and outlines at least one of them	3
• Identifies some possible steps OR outlines one possible step	2
• Provides some relevant information	1

Sample answer:

Management could use problem solving, negotiation and mediation to help overcome this workplace issue. Management could spend time clarifying the specifics of the conflict with individuals. The parties involved could then be brought together by management to air their grievances in an open and transparent forum. Managers need to remind all parties to refer to workplace policies and procedures to ensure they appropriately deal with any conflict that arises. If the conflict is still not resolved using problem-solving techniques then formal proceedings will need to be conducted. This could be negotiation where parties try to reach a compromise, or mediation where a third party is called in to assist them in reaching a solution. These formal proceedings would require documentation to be stored within personnel records. Management must ensure they follow up with relevant parties to ensure agreed action is implemented.

Section III

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> Proposes strategies to reduce the effect of environmental hazards 	6
<ul style="list-style-type: none"> Outlines relevant strategies to reduce the effect of environment hazards and justifies at least one strategy 	5
<ul style="list-style-type: none"> Outlines relevant strategies to reduce the effect of environmental hazards 	4
<ul style="list-style-type: none"> Identifies relevant strategies to reduce the effect of environmental hazards and outlines at least one strategy 	3
<ul style="list-style-type: none"> Identifies strategies to reduce the effect of environmental hazards <p>OR</p> <ul style="list-style-type: none"> Outlines a relevant strategy to reduce the effect of environmental hazards 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

There are a range of environmental hazards that can occur in a business services workplace such as temperature fluctuation, dust and fume emissions. One way to reduce the impact of these hazards is to ensure regular maintenance of equipment, eg regularly servicing and cleaning air conditioners or extractor fans in order for these to run efficiently. This will minimise costs, use less power and circulate cleaner air within the workplace environment. Another strategy to reduce such hazards could also be rezoning of particular areas of the workplace in order to provide greater airflow and reduce running costs for a variety of rooms relating to use.

Question 21 (b)

Criteria	Marks
• Explains how a business services workplace can achieve best practice in environmental sustainability	9
• Describes how a business services workplace can achieve best practice in environmental sustainability and provides some explanation	8
• Outlines how a business services workplace can achieve best practice in environmental sustainability	6–7
• Identifies some ways that a business services workplace can achieve best practice in environmental sustainability	4–5
• Shows some understanding of how a business services workplace can achieve environmental sustainability	2–3
• Provides some relevant information	1

Answers could include:

Current environmental sustainability issues:

- Conservation
- Energy use and efficiency
- Pollution
- Recycling/re-use
- Resource use and efficiency
- Sustainability
- Waste management.

Strategies that can be implemented to ensure best practice:

- Legal compliance
- Workplace policies and procedures
- Following instructions – signs, posters, warning signals, written directions, safety data sheets, PPE
- Learn about hazards in the workplace
- Reporting issues
- Observe precautions
- Participation.

Section IV

Question 22

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of quality customer service and addressing customer complaints • Clearly relates quality customer service to addressing the customer's complaint • 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 quality customer service and addressing customer complaints • Links quality customer service to addressing the customer's complaint • Communicates using workplace examples and industry terminology • Presents a logical response 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding of quality customer service and/or customer complaints • Shows some link between quality customer service and addressing the customer's complaint • Uses industry terminology • Demonstrates some organisation in presenting information 	7–9
<ul style="list-style-type: none"> • Demonstrates some understanding of quality customer service and/or customer complaints • Uses basic industry terminology 	4–6
<ul style="list-style-type: none"> • Makes general statements about customer service and/or customer complaints 	1–3

Answers could include:

Types of customers – internal, external, new, repeat

Features of quality customer service:

- Knowledge of range of products
- Matching customer needs, preferences, expectations
- Seeking opportunities to deliver an additional level of service beyond a customer's immediate request or expectation
- Developing collegial working relationships
- Using and adopting a team work approach
- Dealing with problems and/or delays in the delivery of products and/or services
- Seeking feedback on customer service practices.

Customer inquiries/complaints/feedback:

- Establishing details of the inquiry/complaint by questioning, summarising, clarifying
- Effectively responding within appropriate timeframes
- Reasons and examples for dissatisfaction, problems
- Complaints handling policies and procedures
- Skills required for handling complaints

- Conflict resolution techniques
- Effective responses
- Importance of:
 - offering viable solutions
 - acting within level of authority
 - getting customer agreement
 - escalating where necessary.
- Recording/reporting of complaint
- Reviewing/implementing workplace practices
- Value of complaints/feedback.

2018 HSC Business Services Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Sustainability — resources – p45
2	1	Safety — safe work procedures and practices – p41
3	1	Safety — WHS compliance – p39
4	1	Customer service — customer inquiries, questioning – p26
5	1	Innovation — workplace innovation – p34
6	1	Financial records — financial records typical to a business – p30
7	1	Working in the business services industry and workplace — working in the industry – p48
8	1	Workplace information — information, business technology – p54
9	1	Workplace information — information system, classifying files – p55
10	1	Financial records — financial calculations, numerical operations – p30
11	1	Working in the business services industry and workplace – employment – p49
12	1	Sustainability — environmental compliance, key bodies – p45
13	1	Financial records — financial calculations, numerical operations – p30
14	1	Working in the business services industry and workplace — anti-discrimination – p50
15	1	Customer service — customers, needs, preferences, expectations – p25

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Safety — WHS compliance – p39
16 (b)	3	Safety — risk management – p40
17 (a)	2	Workplace information — information system – p55
17 (b)	4	Workplace information — workplace records – p 55
18 (a)	2	Financial records — financial records typical to a business – p30
18 (b)	2	Financial records — financial records typical to a business – p30
18 (c)	3	Financial records — petty cash – p30
19 (a)	2	Innovation — workplace innovation – p34
19 (b)	6	Innovation — implementing routine change – p36
20 (a)	2	Working in the business services industry and workplace — employment – p49
20 (b)	2	Working in the business services industry and workplace — employment – p49
20 (c)	5	Working in the business services industry and workplace — misunderstanding and conflict – p52

Section III

Question	Marks	HSC content – focus area
21 (a)	6	Sustainability — environmental hazard identification and risk control – p44
21 (b)	9	Sustainability — environmental compliance – p45

Section IV

Question	Marks	HSC content – focus area
22	15	Customer service — customer complaints and feedback – p26–27