NSW Education Standards Authority

NSW GOVERNMENT

2020 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Demonstrates a sound understanding of the positive effects of change and innovation on day-to-day business routines and operations • Uses relevant workplace example(s)	3
• Identifies the positive effects of change and innovation on day-to-day business routines and operations • Provides example(s)	2
• Provides some relevant information	1

Sample answer:

Change and innovation can lead to greater efficiency, reduced resource use and increased communication within the business services industry. Moving to cloud-based applications enables greater collaboration between team members both onsite and offsite. Innovation and change are reflected in the use of hot desking to increase flexibility further supporting individual and team-based working arrangements.

Question 16 (b)

Criteria	Marks
• Explains the benefits of brainstorming and problem solving in facilitating change and innovation	4
• Describes the benefits of brainstorming and/or problem solving in facilitating change and innovation	3
• Outlines the benefit(s) of brainstorming and/or problem solving in facilitating change and innovation	2
• Provides some relevant information	1

Sample answer:

Brainstorming can bring about new ideas and engage a range of employees to provide input. Problem solving is important as it provides alternative ways to address issues faced within a workplace. Problem solving helps to facilitate change as employees are identifying the positive features of ideas, limitations or barriers to implementation and how they can be addressed. When employees are involved in problem solving and brainstorming there is a sense of ownership over the ideas being fostered and they are more likely to work towards ensuring the success of change or innovation.

Question 17

Criteria	Marks
• Demonstrates an extensive understanding of how to develop rapport with customers • Provides a sequential, logical procedure	5
• Demonstrates a thorough understanding of how to develop rapport with customers • Provides a sequential procedure	4
• Demonstrates a sound understanding of how to develop rapport with customers • Provides some features of a procedure	3
• Demonstrates a basic understanding of how to develop rapport with customers	2
• Provides some relevant information	1

Sample answer:

A procedure has a number of steps such as:

1. Always greet the customer using eye contact and a smile.

2. Welcome the customer.

3. Introduce yourself to the customer using your first name only –
   Good morning my name is _____

4. Ensure the customer receives your undivided attention.

5. Speak to the customer asking open-ended questions to establish customer needs.

6. Use clarifying questions where necessary.

Question 18 (a)

Criteria	Marks
• Explains the benefits of green office design • Provides relevant examples of best practice	4
• Describes the benefits of green office design • Provides relevant examples of best practice	3
• Identifies some benefit(s) of green office design • Provides example(s) of green office design	2
• Provides some relevant information	1

Sample answer:

Green office design promotes resource efficiency and environmental responsibility. Green office design aims to provide a healthy workplace for employees. This improves the efficiency of workers due to enhancing natural lighting, reducing overuse of air conditioning and incorporation of plants within the office to improve air quality. The business is aiming to reduce its carbon footprint with energy efficient LED lighting and ensuring temperature control is maintained at a comfortable level. In the long term, this may reduce the overall cost to the business and lead to more sustainable office management.

Question 18 (b)

Criteria	Marks
• Demonstrates an extensive understanding of key government environmental bodies and how they support a business in achieving environmental compliance	4
• Demonstrates a thorough understanding of key government environmental bodies and how they support a business in achieving environmental compliance	3
• Demonstrates a sound understanding of the support of relevant environmental bodies in achieving environmental compliance	2
• Provides some relevant information	1

Sample answer:

Local councils provide a range of opportunities to address environmental compliance regarding the disposal of toxic chemicals and recycling facilities. The NSW Environmental Protection Authority builds on this by providing businesses with tools such as the bin trim tool, which helps businesses measures their waste, and find out how to waste less and potentially make cost savings. The Department of Industry, Science, Energy and Resources (Australian Government) provides advice on the implementation of energy policies and programs to support individuals and businesses by providing tools such as the energy rating scheme and calculator.

Answers may include:

Role of each body:

EPA – carries out environmental protection work in a variety of areas including air and water quality, environmental incident management, contaminated land, noise, dangerous goods and resource recovery.

Department of Agriculture, Water and the Environment (Australian Government) – designs and implements Australian Government policy and programs to protect and conserve the environment, water and heritage, promote climate action and provide adequate, reliable and affordable energy.

Clean Energy Regulator (Australian Government) – responsible for key administrative tasks under the Emissions Reduction Fund including registering projects, running auctions, managing contracts and issuing Australian carbon credit units on achievement of emissions reductions.

Local councils – pursuing initiatives to reduce their environmental footprint such as stormwater projects, waste education and biodiversity protection initiatives. Councils are also well placed to inform businesses to take up environmental improvement programs and initiatives.

Question 19 (a)

Criteria	Marks
• Outlines TWO employer responsibilities in relation to Equal Employment Opportunity (EEO)	2
• Provides some relevant information	1

Sample answer:

Employers are responsible for ensuring a safe workplace where staff are able to work without harassment, bias or discrimination. Employers are also responsible for ensuring employees are selected based on merit and free from discrimination.

Question 19 (b)

Criteria	Marks
• Sketches in general terms the purpose of a Code of Conduct	2
• Provides general information on Codes of Conduct	1

Sample answer:

A Code of Conduct is a set of rules to determine acceptable behaviour within an industry or workplace. Its purpose is to ensure workers understand the requirements to treat others fairly, with respect and to undertake their duties within a safe working environment.

Question 19 (c)

Criteria	Marks
• Includes a range of personal attributes and workplace skills to support the position criteria • Consistently and correctly uses industry terminology in a manner appropriate to the audience	4
• Includes a range of personal attributes and workplace skills to support the position criteria • Communicates using industry terminology in a manner appropriate to the audience	3
• Includes some personal attributes and workplace skills to support the position criteria • Communicates using basic industry terminology	2
• Provides some relevant information	1

Sample answer:

I wish to apply for the Service Administrative Assistant position advertised by your business. I am a diligent worker who is comfortable working in a fast-paced environment. I pride myself on presenting to work in appropriate clothing and a professional manner.

My customer service skills, as outlined in my resume, are well developed. I believe in providing personal, targeted customer service.

I have experience and skills in administrative duties such as invoicing and customer service. I have experience in filing documents using both alphabetical and numerical systems.

I possess skills in the use of spreadsheets, databases and word processing software.

I work well with others and am able to provide my ideas and listen to the input of others, to achieve team goals.

Thank you for considering my application.

Question 20 (a)

Criteria	Marks
• Explains an appropriate response to the request	2
• Outlines a response to the request	1

Sample answer:

An employee should decline the request, record the details of the representative and contact their manager before handing out any private information regardless of who asked for it. Passing the information on would be a privacy and security breach.

Question 20 (b)

Criteria	Marks
• Identifies the features used in effective version control	2
• Identifies a feature used in effective version control OR • Provides some relevant information	1

Sample answer:

In effective version control a business would encourage employees to use time stamps, date stamps, version numbers and to use the tracking changes feature available.

Question 20 (c)

Criteria	Marks
• Describes relevant processes for tracking the location of paper-based and electronic files	3
• Outlines relevant processes for tracking the location of paper-based and/or electronic files	2
• Provides some relevant information	1

Sample answer:

To track paper-based files a business could limit access to files by creating a designated file zone. The business would provide a space that allows access to and security of the files. For electronic files, the use of a consistent naming protocol for files ensures easy access. In addition to this, the use of a common file description in the footer of the document enables users of hard copies to locate digital copies.

Section III

Question 21 (a)

Criteria	Marks
• Demonstrates a sound understanding of debtors and their impact on a business	2
• Provides some relevant information	1

Sample answer:

A debtor is an individual or business that owes money. Businesses may contact a debtor if accounts are overdue, to set up payment plans, or to update personal details.

Question 21 (b)

Criteria	Marks
• Explains the benefits of monitoring cash flow within a business services workplace	4
• Describes the benefits of monitoring cash flow within a business services workplace	3
• Identifies the benefits of monitoring cash flow within a business services workplace	2
• Provides some relevant information	1

Sample answer:

Monitoring cash flow enables a business to ensure sufficient cash is available to make payments, therefore reducing the likelihood of defaulting on payments which can result in paying overdue fees and affect the business's reputation. Another benefit to monitoring cash flow is that it assists a business in scheduling expenses throughout the year to enable long term financial planning.

Question 21 (c)

Criteria	Marks
• Demonstrates an extensive knowledge of specific financial records common in a business services workplace • Demonstrates extensive understanding of the relationship between accuracy and the consequences of errors in financial record keeping	8–9
• Demonstrates a thorough knowledge of specific financial records common in a business services workplace • Demonstrates a sound understanding of the relationship between accuracy and the consequences of errors in financial record keeping	6–7
• Demonstrates some knowledge of specific financial records common in a business services workplace • Demonstrates sound understanding of the relationship between accuracy and the consequences of errors in financial record keeping	4–5
• Demonstrates some knowledge of financial records AND/OR accuracy in record keeping	2–3
• Provides some relevant information	1

Answers could include:

- Importance of accuracy when transferring, recording and completing financial data.
- For example:
    - Delivery dockets – accuracy in orders, checking stock, ensuring payments match stock received and orders complete.
    Consequences of inaccuracy – Orders incomplete, stock balance incorrect, incorrect balance on order.
    - Petty cash – accountability, legitimacy of use – fraud and access.
    Consequences of inaccuracy – Unable to balance petty cash, misuse of funds.

Section IV

Question 22

Criteria	Marks
• Demonstrates an extensive knowledge and understanding of WHS legislation and workplace policies and practices within the business services industry • Clearly explains the relationship between implemented workplace policies and practices and WHS legislation • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical and cohesive response	13–15
• Demonstrates a sound knowledge and understanding of WHS legislation and workplace policies and practices within the business services industry • Explains the relationship between implemented workplace policies and practices and WHS legislation • Communicates using relevant workplace examples and industry terminology • Presents a logical response	10–12
• Demonstrates some knowledge and understanding of WHS legislation and workplace policies and practices within the business services industry • Shows some link between workplace policies and practices and WHS legislation • Communicates using some workplace examples and industry terminology • Demonstrates some organisation in presenting information	7–9
• Demonstrates a basic knowledge and/or understanding of workplace policies and practices and/or WHS legislation • Uses some industry terminology	4–6
• Provides some relevant information about WHS legislation and/or policies and practices	1–3

Answers could include:

- *Work Health and Safety Act 2011* (NSW) (as amended)
- *Work Health and Safety Regulation 2017* (NSW) (as amended)
- Workplace policies and practices could include:
  - Development and consultation processes
  - Compliance
  - Risk management
  - Responding to incidents, accidents and emergencies
  - Implementing safe work procedures – eg ergonomics, housekeeping, hazardous substances and manual handling.

2020 HSC Business Services Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Workplace information — information systems – page 57
2	1	Customer service — customer complaints and feedback – page 26
3	1	Sustainability — environmentally sustainable work practices – page 47
4	1	Innovation — participation and contribution – page 34
5	1	Financial records — financial records typical to a business – page 29
6	1	Customer service — quality customer service – page 25
7	1	Safety — WHS compliance – page 39
8	1	Workplace information — information – page 56
9	1	Safety — work health and safety – page 38
10	1	Innovation — implementing routine change – page 35
11	1	Safety — work health and safety – page 38
12	1	Working in a business services industry — misunderstandings and conflict – page 53
13	1	Working in a business services industry — anti-discrimination – page 51
14	1	Financial records — financial calculations – page 30
15	1	Financial records — financial calculations – page 30

Section II

Question	Marks	HSC content – focus area
16 (a)	3	Innovation — workplace innovation – page 33
16 (b)	4	Innovation — workplace innovation – page 33
17	5	Customer service — workplace policy and procedures for customer interaction – page 25
18 (a)	4	Sustainability — environmentally sustainable work practices – page 47
18 (b)	4	Sustainability — environmental compliance – page 46
19 (a)	2	Working in the business services industry — employment – page 50
19 (b)	2	Working in the business services industry — employment – page 50
19 (c)	4	Working in the business services industry — employment – page 50
20 (a)	2	Workplace information — information – page 56
20 (b)	2	Workplace information — information systems – page 58
20 (c)	3	Workplace information — information systems – page 58

Section III

Question	Marks	HSC content – focus area
21 (a)	2	Financial records — definitions – page 29
21 (b)	4	Financial records — cash management – page 30
21 (c)	9	Financial records — ensuring quality outcomes – page 30

Section IV

Question	Marks	HSC content – focus area
22	15	Safety — WHS compliance – page 38 Safety — safe work procedures and practices – pages 40–41