

2021 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Outlines a strategy suitable to encourage positive working relationships within the customer service department 	2
<ul style="list-style-type: none"> • Provides a general statement regarding positive working relationships 	1

Sample answer:

A manager could implement regular meetings between staff to discuss issues and offer suggestions for improvements to workplace practices and culture enabling staff to support each other.

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a sound understanding of how staff feedback could improve customer service practices 	3
<ul style="list-style-type: none"> • Demonstrates a basic understanding of how staff feedback could improve customer service practices 	2
<ul style="list-style-type: none"> • Provides a general statement regarding the use of staff feedback 	1

Sample answer:

Feedback from staff, including managers, is valuable. Staff doing the same job as you understand the challenges and can help with problems and suggest solutions offering other ways of operating. This in turn improves customer service practices ensuring you are focused on the customer and their needs.

Staff could identify that customer wait time is causing customers distress and dissatisfaction. By providing this feedback the business could then focus on strategies to improve wait time.

Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a sound understanding of the purpose of keeping petty cash records 	3
<ul style="list-style-type: none"> • Demonstrates a basic understanding of the use of petty cash records 	2
<ul style="list-style-type: none"> • Provides a general statement regarding petty cash records 	1

Sample answer:

Petty cash records are kept for tracking purchases by staff and are a requirement of good financial record management. Petty cash allows for reimbursement for business-related costs incurred by employees. Effective petty cash record keeping can ensure accountability and suitability of purchases for the business to ensure transparency.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> All data is provided and is accurately entered into the correct columns of the petty cash reconciliation Figures are reconciled accurately Reimbursement accurately calculated 	4
<ul style="list-style-type: none"> Some data is provided and is accurately entered into the correct columns of the petty cash reconciliation Figures are calculated and/or correct statement of reimbursement 	3
<ul style="list-style-type: none"> Data is entered into the petty cash reconciliation A general attempt is made to calculate figures to reconcile 	2
<ul style="list-style-type: none"> A general attempt is made to enter data into the petty cash reconciliation accurately 	1

Sample answer:

Amount received	Receipt no.	Date	Detail	GST	Total	Stationery	Post	Motor vehicle	Sundry
\$200		01/12	Payment received to balance float						
	85	01/12	Annie's birthday	\$1.50	\$16.50				\$15.00
	86	04/12	Express Post Envelope	\$0.93	\$10.20		\$9.27		
	87	11/12	Milk		\$2.00				\$2.00
	88	15/12	Printer ink	\$2.50	\$27.50	\$25.00			
	89	17/12	Fuel	\$3.18	\$35.00			\$31.82	
	90	18/12	Toilet paper		\$9.00				\$9.00
		31/12	Cash Reimbursement		\$99.80				
			Total		\$100.20				

Question 18 (a)

Criteria	Marks
• Describes the benefits of open-mindedness and risk-taking within a business services workplace	3
• Outlines the benefits of open-mindedness AND/OR risk-taking within a business services workplace	2
• Provides a general statement regarding innovation	1

Sample answer:

The benefits of open-mindedness when implementing technology are that employees are open to new practices and ideas. This leads to increased staff input, feedback or a positive approach to change.

The benefits of risk-taking are that staff can embrace innovation and be an industry leader. Risk-taking may increase efficiencies, reduce costs and lead to a positive working environment.

Question 18 (b)

Criteria	Marks
• Outlines operational and management issues that may lead to the proposed change not being implemented	3
• Outlines an operational and management issue that may lead to the proposed change not being implemented	2
• Identifies issues related to the proposed change	1

Sample answer:

Operational issues could include the costs of implementation; physically moving furniture, infrastructure and duplicating resources. Management issues could include human (eg ensuring there is sufficient staffing on both sites and training is undertaken where needed) and physical resources (eg purchasing additional equipment to ensure processes are maintained).

Question 19 (a)

Criteria	Marks
• Outlines the role of the Clean Energy Regulator	2
• Provides a general statement on the Clean Energy Regulator	1

Sample answer:

The Clean Energy Regulator is responsible for overseeing the reduction of carbon emissions. It provides education on schemes available that assist in monitoring, assessing and collecting data.

Question 19 (b)

Criteria	Marks
• Explains how measuring resource consumption can improve energy efficiency	3
• Outlines how measuring resource consumption can improve energy efficiency	2
• Provides a general statement regarding measuring resource consumption or addressing energy efficiency	1

Sample answer:

Measuring resource consumption, such as energy (electricity), would gauge usage levels over time. This can identify changes in usage as practices vary, allowing assessment of efficiencies such as the use of sleep mode for computers and sensors for lighting. Decisions on improvements and financial benefits can be made using this information.

Question 19 (c)

Criteria	Marks
• Demonstrates a thorough knowledge and understanding of environmentally sustainable strategies that could be implemented by a team of employees to improve an area of waste within the workplace	6
• Demonstrates a sound knowledge and understanding of environmentally sustainable strategies that could be implemented by a team of employees to improve an area of waste within the workplace	4–5
• Demonstrates a basic knowledge and understanding of strategies that could be implemented by a team of employees to improve an area of waste within the workplace	2–3
• Provides a general statement relating to environmental sustainability	1

Sample answer:

To reduce waste, the team needs to identify areas and types of waste. Undertaking a waste audit can identify locations of high wastage and areas of excess usage such as paper and printing. Strategies for the administration team may include a targeted approach such as online collaboration and communication methods, which reduce the need for paper.

A recommendation is to have the team create one streamlined process for ordering. Waste can be reduced by purchasing items that can be used more than once, promoting staff use of mugs for example rather than paper or plastic cups, and where possible, purchasing items made from recycled materials. Any waste incurred should be recycled where possible.

Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a clear outline of the role of internal sources within a business services workplace 	3
<ul style="list-style-type: none"> Provides an outline of the role of an internal source within a business services workplace 	2
<ul style="list-style-type: none"> Provides some relevant information on an internal source 	1

Sample answer:

The role of internal sources is to provide information to staff to improve efficiency and assist with future planning. The information should be accessible to staff.

Internal sources could include:

- colleagues / team leaders
- workplace manuals
- minutes of meetings
- employee records
- emails / letters and memos

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> Describes how confidentiality and security of customer records can be maintained when working remotely 	3
<ul style="list-style-type: none"> Outlines how confidentiality and security of customer records can be maintained when working remotely 	2
<ul style="list-style-type: none"> Provides a general statement on confidentiality or security of customer records OR <ul style="list-style-type: none"> Provides a general statement on the use of information in a remote setting 	1

Sample answer:

When working remotely files can be maintained electronically in a secure way by ensuring that only specific staff can access files according to their job role and level of authority. Along with this, an added level of security can be to ensure that the customer files can only be accessed with a password or information provided by the customer.

Section III

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> Demonstrates a sound understanding of the importance of safe work procedures and practices for manual handling in a business services workplace 	3
<ul style="list-style-type: none"> Demonstrates a basic understanding of the importance of safe work procedures and practices for manual handling in a business services workplace 	2
<ul style="list-style-type: none"> Makes a general statement on the importance of safe work procedures and practices for manual handling 	1

Sample answer:

Safe work procedures and practices reduce the risk to health and safety in the workplace and reduce the likelihood of an injury by ensuring that employees know how to work safely when carrying out tasks within an office environment such as lifting heavy items, single lifting and two person lifts.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> Outlines the purpose of work health and safety induction training for emergency situations relevant to a business services environment 	3
<ul style="list-style-type: none"> Outlines the purpose of work health and safety induction training for an emergency situation relevant to a business services environment 	2
<ul style="list-style-type: none"> Makes a general statement on work health and safety induction training OR provides a workplace example of work health and safety training for an emergency situation 	1

Sample answer:

Work health and safety induction is used to introduce new employees to the general safety obligations of the organisation by informing new employees of emergency procedures eg evacuation procedures so that all occupants of the building, including staff and clients, are safely removed. Another example could be a site tour to show where signs and relevant documentation (such as SDS/SOP) are located.

Question 21 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates extensive knowledge and understanding of the risk management process through the selection, use and maintenance of PPE • Provides a range of workplace examples 	9
<ul style="list-style-type: none"> • Demonstrates thorough knowledge and understanding of the risk management process through the selection, use and maintenance of PPE • Provides a range of workplace examples 	7–8
<ul style="list-style-type: none"> • Demonstrates sound knowledge and understanding of the risk management process through the selection, use and/or maintenance of PPE • Provides workplace examples 	5–6
<ul style="list-style-type: none"> • Demonstrates basic knowledge and understanding of the risk management process through the selection, use and/or maintenance of PPE • May provide workplace example/s 	3–4
<ul style="list-style-type: none"> • Provides a general statement regarding the risk management process for PPE 	1–2

Sample answer:

Selecting the appropriate PPE relevant to the task should aim to reduce health-related issues. An employee may be required to wear a mask while serving a client. By following workplace policies and health guidelines, a suitable mask should be selected and worn. The appropriate use of masks should be communicated by employers and managers with relevant signage in the workplace. Employees are responsible for the appropriate usage of masks. To maintain this form of PPE, reusable masks should be checked after each use and if needed, filter replaced. Disposable masks should be used only once.

When undertaking duties involving chemicals and toxic materials, it is important for staff to be aware of the SDS to identify methods of handling and the relevant PPE. Some equipment contains chemicals for which the SDS states the need to use gloves. Gloves provided should reflect the job undertaken and meet the SDS requirements. Maintaining PPE includes a range of processes, which includes inspecting, cleaning, repairing and replacing, damaged PPE. Gloves need to be checked for signs of damage or wear. All gloves must be within date and checked prior to use.

Administration employees may work on a construction site and therefore are required to wear a hard hat. It is essential that hard hats are fitted correctly for individual use and are maintained by checking for cracks and damage prior to wearing and prior to storing.

Selecting

- Ensure the PPE is suitable to the task – eg mask while serving clients / gloves while handling chemicals and toxic materials.

Using

- Worn appropriately and securely as per manufacturer's guidelines – eg masks need to fit correctly (covering nose and entire mouth) to prevent transmission of airborne viruses / gloves protect hands from harmful products.

Maintaining

- All PPE should be in date and checked regularly for damage or wear and tear – eg damaged masks or out-of-date gloves can limit effectiveness.

Section IV

Question 22

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates extensive knowledge and understanding of anti-discrimination in the workplace and strategies that address discrimination between employees • Communicates ideas and information using relevant workplace examples and terminology • Presents a logical and cohesive response 	13–15
<ul style="list-style-type: none"> • Demonstrates sound knowledge and understanding of anti-discrimination in the workplace and strategies that address discrimination between employees • Communicates using relevant workplace examples and industry terminology • Presents a logical response 	10–12
<ul style="list-style-type: none"> • Demonstrates some knowledge and understanding of anti-discrimination in the workplace and/or strategies that address discrimination between employees • Communicates using some workplace examples and industry terminology • Presents a logical response 	7–9
<ul style="list-style-type: none"> • Demonstrates basic knowledge and understanding of strategies that address discrimination • Uses some industry terminology • May use workplace examples 	4–6
<ul style="list-style-type: none"> • Provides general statements regarding anti-discrimination 	1–3

Answers could include:

Legislation

Anti-Discrimination legislation

Principles of anti-discrimination

Grievance procedures

Union meetings

EEO

Bullying and harassment

Recourse

Internal documents

Code of Conduct

Handbooks

Initiatives

Signage

Cultural awareness

Interpreters

Disability awareness

Social committees

Prayer space

Accessibility options

Flexible working arrangements

Return to work

Maternity arrangements

Unisex facilities and signage

2021 HSC Business Services Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Safety — incidents, accidents and emergencies – page 42
2	1	Sustainability — resources – page 46
3	1	Customer service — customer complaints and feedback – page 26
4	1	Innovation — implementing routine change – page 35
5	1	Workplace information — information systems – page 57
6	1	Customer service — customers – page 24
7	1	Innovation — workplace innovation – page 33
8	1	Workplace information — information systems – page 57
9	1	Sustainability — resources – page 46
10	1	Customer service — quality customer service – page 24
11	1	Working in the business services industry and workplace — working in the industry – page 49
12	1	Financial records — financial records typical to a business – page 29
13	1	Financial records — bookkeeping practice – page 31
14	1	Financial records — financial records typical to a business – page 29
15	1	Workplace information — information systems – page 58

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Customer service — quality customer service – page 25
16 (b)	3	Customer service — quality customer service – customer complaints and feedback – page 25
17 (a)	3	Financial records — financial records typical to a business – page 29
17 (b)	4	Financial records — financial calculations – page 30
18 (a)	3	Innovation — workplace innovation – page 29 Innovation — participation and contribution – page 34
18 (b)	3	Innovation — implementing routine change – page 35
19 (a)	2	Sustainability — environmental compliance – page 46
19 (b)	3	Sustainability — resources – page 46
19 (c)	6	Sustainability — environmentally sustainable work practices – page 47
20 (a)	3	Workplace information — information – page 56
20 (b)	3	Workplace information — information systems – page 58

Section III

Question	Marks	HSC content – focus area
21 (a)	3	Safety — safe work procedures and practices – manual handling techniques – when working in pairs or a team – page 41
21 (b)	3	Safety — safe work procedures and practices and their purposes: WHS induction training – page 40
21 (c)	9	Safety — safe work procedures and practices and their purposes: selection, use of PPE – page 40 Risk management — risk control – other controls – page 40

Section IV

Question	Marks	HSC content – focus area
22	15	Working in the business services industry and workplace — anti-discrimination – page 51 Working in the business services industry and workplace — employment – page 50 Working in the business services industry and workplace — cultural diversity – page 53