NSW Education Standards Authority

2022 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Outlines ONE environmental issue in Australia affecting the business services industry	2
• Identifies ONE environmental issue	1

Sample answer:

Recycling and re-use of materials such as paper can reduce waste removal and disposal costs for a business.

Answers could include:

• Air pollution/contaminants
• Waste disposal
• Water restriction
• Energy use (carbon gases)
• Global warming
• Conservation
• Recycling
• Sustainability.

Question 16 (b)

Criteria	Marks
• Describes ONE environmental hazard and the risk it presents to workers	3
• Outlines ONE environmental hazard and the risk it presents to workers	2
• Identifies an environmental hazard or risk	1

Sample answer:

Air contaminants such as legionnaire's or other respiratory disease in poorly ventilated or air-conditioned environments increase the risk of workers becoming sick or catching serious illness leading to hospitalisation.

Answers could include:

• Waste
• Biological hazards, sick workers
• Chemical.

Question 17 (a)

Criteria	Marks
• Provides a sequential, logical procedure that demonstrates a thorough understanding of what is required when dealing with a small fire in a workplace lunchroom	3
• Provides a procedure that demonstrates some understanding of what is required when dealing with a small fire in a workplace lunchroom	2
• Demonstrates a basic understanding of how to deal with a small fire in a workplace lunchroom	1

Sample answer:

Step 1: Remain calm and evacuate the room

Step 2: Use a fire blanket or extinguisher to put out the fire

Step 3: Report to the fire warden/supervisor

Step 4: If unable to be contained phone the fire brigade and follow fire evacuation plan.

Question 17 (b)

Criteria	Marks
• Explains the difference between a manageable first aid situation and an emergency, using relevant examples	4
• Provides some explanation of the difference between a manageable first aid situation and an emergency, using examples	3
• Outlines a manageable first aid situation and/or an emergency	2
• Provides some relevant information about First Aid or emergencies	1

Sample answer:

Manageable first aid is non-life threatening, eg small cuts/graze from a slip/trip. The incident can be resolved within the workplace with the use of a bandaid or bandage.

Emergency is when you need to call emergency services – this could be a life-threatening incident eg an ambulance is called due to a colleague experiencing sudden chest pains/shortness of breath.

Question 18

Criteria	Marks
• Clearly explains the benefits of introducing new equipment and technology as a means of improving business performance and growth	6
• Explains the benefits of introducing new equipment and technology as a means of improving business performance and growth	4–5
• Demonstrates some knowledge of the benefits of introducing new equipment and technology as a means of improving business performance and growth	2–3
• Provides some relevant information	1

Sample answer:

By investing in newer technologies and equipment as a means of innovation it will ensure that the business is able to take advantage of developments in software applications and systems that are more efficient, secure and have a larger capacity than older systems.

Introducing new equipment and technology should increase business productivity by taking advantage of improved practices. Another benefit is the potential to reduce business costs by finding more cost-effective ways of doing things. Adopting these changes will free up business resources and funds that can be used to grow the business.

Answers could include:

- Increased morale as employees feel valued as they can keep their skills up to date
- Convergence – one machine may be able to replace two or more existing pieces of equipment
- Support for older technology may not be as easily available
- Enhanced reputation
- Increased competitiveness.

Question 19 (a)

Criteria	Marks
• Outlines how an employee demonstrates active listening	2
• Provides relevant information about active listening	1

Sample answer:

When dealing with customers or colleagues an employee can rephrase the message to check that it has been received correctly. They could also use body language, eg nodding, to show understanding.

Answers could include:

- Paraphrasing
- Eye contact
- Responding with yes.

Question 19 (b)

Criteria	Marks
• Outlines sources of information that assist product choice for the customer	3
• Outlines a source of information that assists product choice for the customer	2
• Identifies source/s of information	1

Sample answer:

One source of information is a product brochure which contains specific details eg use, capacity, warranty, to ensure the product meets the customer's needs. Another source of information is customer reviews from past users to reassure the customer of the product's quality.

Answers could include:

- Online product information
- Colleague knowledge and expertise
- Similar product comparison information.

Question 19 (c)

Criteria	Marks
• Explains strategies that could be used to implement policies and procedures that meet the requirements of customers with special needs	6
• Provides strategies that could be used to implement policies and procedures that meet the requirements of customers with special needs	4–5
• Describes a strategy that could be implemented for customers with special needs OR • Outlines strategies that could be implemented for customers with special needs	2–3
• Provides some relevant information	1

Sample answer:

A strategy a business could use is to ensure that all staff have been trained and are using the policies and procedures for dealing with customers with special needs. This will ensure that all customers are treated equally and fairly.

A strategy within the policy is to have signage with visual cues placed around the business to assist people from a range of language backgrounds to navigate products and services within the business. This will ensure inclusivity for all customers.

Another strategy is that the business install ramps, lifts and have spacious areas for customers who are elderly and/or require wheelchair access. This will ensure that the business does not exclude or discriminate against potential customers.

Question 20 (a)

Criteria	Marks
• Demonstrates a sound understanding of the possible consequences of a business failing to comply with the *Copyright Act 1968*	3
• Demonstrates an understanding of the possible consequences of a business failing to comply with the *Copyright Act 1968*	2
• Provides some relevant information	1

Sample answer:

When a business does not comply with the Copyright Act, they are using the intellectual property of another person without their permission. The business may incur penalties and lose their customer base due to negative publicity.

Question 20 (b)

Criteria	Marks
• Outlines strategies for understanding work instructions	3
• Outlines a strategy for understanding work instructions	2
• Provides some relevant information regarding work instructions	1

Sample answer:

One strategy is to ask the supervisor to show specific examples for what they are expecting from the task. Another is to use questioning techniques eg open, closed, reflective, to obtain more information if you are unsure about the instructions.

Answers could include:

• Paraphrasing

• Ask for the instruction to be repeated.

Section III

Question 21 (a)

Criteria	Marks
• Provide an example of the use of both manual and electronic methods when performing financial calculations	3
• Provides an example of the use of manual or electronic methods when performing financial calculations	2
• Makes a general statement regarding methods of financial calculations	1

Sample answer:

A manual method of financial calculations can be used when working out simple transactions eg petty cash journal. An electronic method will be used when more complex financial calculations are required eg using a spreadsheet with built-in formulas to calculate annual sales figures.

Question 21 (b)

Criteria	Marks
• Identifies common errors found in financial calculations and shows how they can be avoided	3
• Identifies some common errors found in financial calculations and/or shows how some can be avoided	2
• Makes a general statement regarding errors in financial calculations	1

Sample answer:

A common error includes transposition of numbers. This can be avoided by not working too quickly and double checking financial data entries. Another common error includes incorrect formulas being used in computerised software. This can be avoided by testing all formulas to ensure they deliver accurate results.

Question 21 (c)

Criteria	Marks
• Provides a thorough explanation of how a business monitors cash flow and bank deposits • Provides a range of relevant workplace examples	8–9
• Provides a sound explanation of how a business monitors cash flow and bank deposits • Provides relevant workplace examples	6–7
• Provides some explanation of how a business monitors cash flow and bank deposits • Provides some workplace examples	4–5
• Demonstrates some knowledge of monitoring cash flow and/or bank deposits • May provide workplace example/s	2–3
• Provides some relevant information regarding cash flow or bank deposits	1

Answers could include:

- Monitoring cash flow to ensure funds are available for continued business operation:
    - making payments to creditors and receiving payments from debtors in a timely manner
    - procedures for following up outstanding debtor accounts / bad debts
- Process related to bank deposits:
    - banking method eg online or branch deposits
    - preparation of deposit forms and other documentation
    - reconciliation of:
        ◊ financial calculations with pay-in documentation
        ◊ internal records with totals recorded by bank
    - lodgement:
        ◊ deposit facility
        ◊ proof of lodgement
        ◊ security procedures.

Section IV

Question 22

Criteria	Marks
• Demonstrates an extensive knowledge and understanding of records management systems with reference to the scenario • Clearly explains the securing, storing and maintaining of this workplace's information and records • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a sustained logical and cohesive response	13–15
• Demonstrates a thorough knowledge and understanding of records management systems with reference to the scenario • Explains the securing, storing and maintaining of this workplace's information and records • Communicates using relevant workplace examples and industry terminology • Presents a logical and cohesive response	10–12
• Demonstrates sound knowledge and understanding of records management systems • Describes the securing, storing and/or maintaining of workplace information and records • Communicates using some workplace examples and industry terminology • Demonstrates some organisation in presenting information	7–9
• Demonstrates a basic knowledge and/or understanding of securing, storing or maintaining workplace information and records • Uses some industry terminology	4–6
• Provides some relevant information about records management or workplace information and records	1–3

Answers could include:

- Importance of confidentiality and security in relation to information management
- Key provisions of legislation, codes of practice and standards that affect information management including:
  – *Privacy Act 1988* (Cwlth) (as amended)
  – Australian Privacy Principles (APPs)
- Record keeping in accordance with workplace requirements:
  – establishing and assembling new files
  – dealing with inactive and/or dead files:
    ◊ identification
    ◊ removal
    ◊ relocation and/or archive
    ◊ disposal

- storing workplace information and records:
  - factors affecting choice of storage
  - forms of storage:
    ◊ fixed
    ◊ portable
    ◊ on-site and/or off-site
  - filing:
    ◊ types of filing systems and their advantages and disadvantages:
      – centralised
      – decentralised
      – combination
  - paper-based and electronic files and folders
  - methods for classifying files:
    ◊ alphabetical
    ◊ alpha-numerical
    ◊ chronological
    ◊ geographical
    ◊ numerical
    ◊ by subject
  - security protocols for providing access to files and releasing files
  - workplace policy for good filing practices
  - referencing and indexing stored information and records:
    ◊ keeping referencing and indexing up to date
    ◊ in accordance with workplace requirements
  - maintaining workplace information and records:
    ◊ understand the need for correct maintenance of workplace information and records
    ◊ workplace procedures for updating and modifying workplace information and records
    ◊ importance of version control when maintaining files and records
    ◊ processes for tracking the location and/or movement of files and records.

2022 HSC Business Services
Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Working in the business services industry and workplace — working with others – page 53
2	1	Customer service — customers – page 24
3	1	Safety — WHS compliance – page 39
4	1	Sustainability — environmentally sustainable work practices – page 47
5	1	Finance — cash management – page 31
6	1	Workplace information — information systems – page 57
7	1	Safety — risk management – page 40
8	1	Customer service — customers – pages 24
9	1	Innovation — workplace innovation – page 33
10	1	Workplace information — information – page 56
11	1	Finance — financial calculations – page 30
12	1	Working in the business services industry and workplace — work practices – page 52
13	1	Sustainability — environmental compliance – page 46
14	1	Finance — financial records typical to a business – page 29
15	1	Innovation — implementing routine change – page 35

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Sustainability — environment – page 45
16 (b)	3	Sustainability — environmental hazard identification and risk control – page 45
17 (a)	3	Safety — incidents, accidents and emergencies – page 42
17 (b)	4	Safety — incidents, accidents and emergencies – page 41
18	6	Workplace innovation Participation and contribution – pages 33–34
19 (a)	2	Customer service — customers – page 24
19 (b)	3	Customer service — customer inquiries – page 25
19 (c)	6	Customer service — workplace policy and procedures for customer interaction – page 25
20 (a)	3	Business services workplace — working in the industry – page 49
20 (b)	3	Business services workplace — work practices – page 52

Section III

Question	Marks	HSC content – focus area
21 (a)	3	Financial records — financial calculations – page 30

| 21 (b) | 3 | Financial records — ensuring quality outcomes – page 30 |
| 21 (c) | 9 | Financial records — cash management – page 30 |

Section IV

Question	Marks	HSC content – focus area
22	15	Workplace information — information systems – page 57