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# 2023 HSC Business Services Marking Guidelines

## Section I

### Multiple-choice Answer Key

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

## Section II

### Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Outlines how ONE software application can be used to inform workers of a new workplace policy</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

A presentation software application could be used to inform workers of the new policy as the slides would visually show the change to ensure workers are aware of and adhere to the new policy.

### Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Provides a sound description of how the features of a spreadsheet can be used to record sales data</li> </ul>	3
<ul style="list-style-type: none"> <li>• Provides a description of the features of a spreadsheet to record sales data</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

To record the sales data in a spreadsheet, the manager can utilise features such as creating separate columns for each department, inputting sales figures in corresponding cells, and applying formulas for automatic calculations such as total sales and average sales. Additionally, the manager can use functions like sorting and filtering to organise and analyse the data effectively.

### Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Provides a sound description of how team members can support each other to achieve work goals</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of how team members can support each other to achieve work goals</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

Indirect and informal feedback can assist team members to achieve work goals. Acknowledging the work of team members can boost morale and motivation which will help to achieve work goals.

### Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Outlines TWO strategies that can be used to address bias and harassment in the workplace</li> </ul>	3
<ul style="list-style-type: none"> <li>• Outlines ONE strategy that can be used to address bias and harassment in the workplace</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Identifies TWO strategies that can be used to address bias and harassment in the workplace</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

Two strategies to address bias and harassment in the workplace include implementing comprehensive diversity and inclusion training programs to promote awareness and respect among employees and establishing clear reporting and investigation procedures to ensure resolution of complaints.

### Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Provides a description of the manual handling process for moving heavy boxes</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of the manual handling process for moving heavy boxes</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

The office assistant identifies that the weight of the boxes of paper are too heavy for one person to carry, therefore they are to ask someone to help move the boxes into the copy room. The office assistant may also consider using lifting equipment such as a trolley to assist with moving the boxes.

### Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a thorough explanation of the importance of conducting WHS training sessions in the workplace</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides some explanation of the importance of conducting WHS training sessions in the workplace</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates an understanding of WHS training sessions in the workplace</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

WHS training sessions are conducted in the workplace to communicate the importance of safe work procedures and practices. These assist the work team’s understanding of their WHS legal obligations to ensure the safety of themselves, colleagues and customers. Employees have the opportunity to provide feedback on WHS improvements that can be implemented to meet the needs of workers. This results in all stakeholders, both internal and external, remaining safe in the workplace.

**Answers could include:**

- Meet training needs of the work team to develop and enhance WHS competence
- Raise awareness of the importance of WHS monitoring and reporting
- Align to workplace policy and procedures.

### Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates a sound understanding of how an employee can demonstrate effective work and personal standards in the business services industry</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates an understanding of work and/or personal standards</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

Personal standards can be demonstrated by an employee’s presentation such as wearing clean and appropriate clothes and being well groomed and hygienic. Employees demonstrate effective work standards by arriving on time, not using their mobile phone during work hours and working in a safe manner.

**Answers could include:**

- Honesty
- Integrity
- Showing empathy when working with others.

**Question 19 (b)**

Criteria	Marks
• Provides a sound explanation of how a personal work plan can be useful for achieving work goals in the business services industry	5
• Provides an explanation of how a personal work plan can be useful for achieving work goals in a business services industry	4
• Provides some explanation of how a personal work plan can be useful for achieving work goals in a business services industry	3
• Demonstrates some understanding of work plans and/or work goals	2
• Provides some relevant information	1

**Sample answer:**

Understanding and clarifying work instructions when developing a work plan can assist in minimising mistakes. Employees need to consider the relevant workplace policies, procedures and resources required to complete the task. Employees must set timeframes, prioritise workload, and schedule work to meet goals on time. They should be flexible and able to adapt their work plan to overcome obstacles.

**Question 20 (a)**

Criteria	Marks
• Outlines resource efficiency in the business services industry and provides a workplace example	3
• Demonstrates some understanding of resource efficiency in the business services industry	2
• Provides some relevant information	1

**Sample answer:**

Resources efficiency relates to maximising the use of resources to ensure that wastage does not occur. For example the use of paper can be minimised by printing on both sides of the paper and editing the soft copy before printing.

**Question 20 (b)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive description of how a business can measure and document resource consumption in the business services industry</li> <li>Refers to at least one method and one tool</li> </ul>	6
<ul style="list-style-type: none"> <li>Provides a sound description of how a business can measure and document resource consumption in the business services industry</li> <li>Refers to at least one method and one tool</li> </ul>	5
<ul style="list-style-type: none"> <li>Provides some description of how a business can measure and/or document resource consumption in the business services industry</li> <li>Provides one method and/or one tool</li> </ul>	4
<ul style="list-style-type: none"> <li>Demonstrates some understanding of measuring and/or documenting resource consumption</li> </ul>	2–3
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

A business can measure and document its resource consumption by documenting resources used in each department of the business to determine the rate of consumption to ensure resources are only purchased when required. The business can also examine the invoices from suppliers to determine the most cost effective and efficient use of resources and thereby ensure the most appropriate resources are purchased. One of the tools used to collect these data is the software application of spreadsheets which will also allow for trends to be identified over time.

**Answers could include:**

- Collection and measurement of resource consumption within a business services workplace:
  - Techniques/methods
    - Document resources in work area
    - Examine invoices from suppliers
    - Measure resource usage under different conditions
    - Monitor relevant information data.
- Tools (digital and manual) to measure and document resources and their consumption:
  - Checklists
  - Stock control tools
  - Software
    - Databases
    - Spreadsheets
    - Charts and graphs.

## Section III

### Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Outlines strategies that a business can use to understand problems in the workplace</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of strategies a business can use to understand problems in the workplace</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

To understand workplace problems, businesses can employ strategies such as conducting employee surveys or feedback sessions to gather insights, analysing key performance indicators and metrics to identify patterns or bottlenecks. Businesses can also implement regular communication channels to encourage open dialogue and address concerns promptly.

## Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a detailed description of ways a business can develop solutions to the workplace problems</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides some description of ways a business can develop solutions to the workplace problems</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of a way(s) a business can develop a solution to the workplace problem(s)</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

### **Sample answer:**

Brainstorming involves employees offering problem solving options that are to be considered without prejudice. Brainstorming is typically done in a relaxed, safe and informal setting to encourage creative ideas and solutions.

Another way to develop solutions to workplace problems includes the use of collaborative software to collate ideas. Using this collaborative software allows workers to share different thoughts and opinions with each other to solve problems.

### **Answers could include:**

Generate and develop solutions to workplace problems:

- Be open to new ways of thinking
- Determine ways to approach people to share ideas and maximise likelihood of support
- Look to the familiar and unfamiliar for new inspiration
- Value the knowledge and experience of team members
- Explore possibilities beyond the current situation
- Consider legal, ethical and organisation/workplace boundaries.

**Question 21 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of a process to implement a solution to a workplace problem</li> </ul>	8
<ul style="list-style-type: none"> <li>Provides a sound explanation of a process to implement a solution to a workplace problem</li> </ul>	6–7
<ul style="list-style-type: none"> <li>Provides some explanation of a process to implement a solution to a workplace problem</li> </ul>	4–5
<ul style="list-style-type: none"> <li>Demonstrates some understanding of a process to implement a solution to a workplace problem</li> </ul>	2–3
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

The process the business can implement to solve a workplace problem involves gaining authority to proceed; preparing an implementation and communication plan; making the change and evaluating the change to allow the business to improve its effectiveness and efficiency. Gaining authority involves discussion with management in order to proceed with the identified solution, for example, the purchase of an online collaborative tool. The implementation and communication plan will be prepared in collaboration with managers and employees to ensure it adheres to the business's workplace policies and procedures to solve the existing problem. The change will be implemented by all employees by training them in the use of the new technology involving implementing all steps. Lastly the solution will be evaluated to determine if the solution has resulted in achieving improved efficiency and effectiveness in the workplace.

## Section IV

### Question 22

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how a business services workplace can support employee wellbeing</li> <li>Demonstrates an extensive understanding of both personal and workplace factors</li> <li>Communicates ideas and information using relevant workplace examples and industry terminology</li> <li>Presents a logical and cohesive response</li> </ul>	13–15
<ul style="list-style-type: none"> <li>Provides a thorough explanation of how a business services workplace can support employee wellbeing</li> <li>Demonstrates a thorough understanding of both personal and workplace factors</li> <li>Communicates using workplace examples and industry terminology</li> <li>Presents a logical response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>Provides some explanation of how a business services workplace can support employee wellbeing</li> <li>Demonstrates a sound understanding of personal and/or workplace factors</li> <li>Communicates using some workplace examples and industry terminology</li> <li>Demonstrates some organisation in presenting information</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Provides an understanding of how a business services workplace can support employee wellbeing</li> <li>Identifies personal and/or workplace factor(s)</li> <li>Uses some industry terminology and/or examples</li> </ul>	4–6
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1–3

**Answers could include:**

- Formal and informal resources supporting wellbeing:
  - Counsellor(s)
  - Employee assistance program (EAP)
  - Family, friends and colleagues
  - Online resources
  - Support staff, including human resources (HR) and WHS officers.
- Strategies to manage workplace stress:
  - Improving work-life balance
  - Implementing a wellbeing plan.
- Personal factors that may affect wellbeing, including:
  - Social and emotional
  - Health
  - Economic
  - Cultural.

- Workplace factors that may affect wellbeing, include:
  - Workplace culture and morale
  - Collegial relationships
  - Job autonomy, progression and work opportunities
  - Intrinsic and extrinsic rewards.

# 2023 HSC Business Services Mapping Grid

## Section I

Question	Marks	HSC content – focus area
1	1	Working in the business services industry and workplace – workplace communication – page 41
2	1	Innovation and technology – formatting data and information – page 21
3	1	Working in the business services industry and workplace – evaluating work performance – page 39
4	1	Safety and wellbeing – work health and safety – page 26
5	1	Sustainability – environmental hazards and risks – page 34
6	1	Innovation and technology – workplace data and information – page 23
7	1	Innovation and technology – formatting data and information – page 21
8	1	Safety and wellbeing – WHS consultation and participation – page 27
9	1	Working in the business services industry and workplace – individual differences, diversity and inclusion – page 41
10	1	Safety and wellbeing – WHS compliance – page 26
11	1	Sustainability – reporting – page 35
12	1	Innovation and technology – problem solving – page 23
13	1	Safety and wellbeing – WHS compliance – page 27
14	1	Working in the business services industry and workplace – workplace communication – page 40
15	1	Working in the business services industry and workplace – industry and employment – page 38

## Section II

Question	Marks	HSC content – focus area
16 (a)	2	Innovation and technology – technology and software – page 21
16 (b)	3	Innovation and technology – formatting data and information – page 22
17 (a)	3	Working in the business services industry and workplace – working with others – page 40
17 (b)	3	Working in the business services industry and workplace – individual differences, diversity and inclusion – page 41–42
18 (a)	3	Safety and wellbeing – safe work procedures and practice – page 29
18 (b)	4	Safety and wellbeing – WHS consultation and participation – page 28
19 (a)	3	Working in the business services industry and workplace – working in the industry – page 38
19 (b)	5	Working in the business services industry and workplace – work goals, tasks and plans – page 39
20 (a)	3	Sustainability – resource consumption and efficiency – page 34
20 (b)	6	Sustainability – resource consumption and efficiency – page 34

**Section III**

<b>Question</b>	<b>Marks</b>	<b>HSC content – focus area</b>
21 (a)	3	Innovation and technology – workplace problems – page 19
21 (b)	4	Innovation and technology – generate and develop solutions for workplace problems – page 20
21 (c)	8	Innovation and technology – generate and develop solutions for workplace problems – page 20

**Section IV**

<b>Question</b>	<b>Marks</b>	<b>HSC content – focus area</b>
22	15	Safety and wellbeing – wellbeing – pages 30–31