



NSW Education Standards Authority

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Centre Number

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Student Number

**2023** HIGHER SCHOOL CERTIFICATE EXAMINATION

# Business Services

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## General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Calculators approved by NESA may be used
- Write your Centre Number and Student Number at the top of this page

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## Total marks: 80

### Section I – 15 marks (pages 2–5)

- Attempt Questions 1–15
- Allow about 20 minutes for this section

### Section II – 35 marks (pages 9–14)

- Attempt Questions 16–20
- Allow about 50 minutes for this section

### Section III – 15 marks (page 29)

- Attempt Question 21
- Allow about 25 minutes for this section

### Section IV – 15 marks (page 30)

- Attempt Question 22
- Allow about 25 minutes for this section

## Section I

**15 marks**

**Attempt Questions 1–15**

**Allow about 20 minutes for this section**

Use the multiple-choice answer sheet for Questions 1–15.

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- 1 A group of employees working remotely needs to collaborate on a project.

Which of the following tools would best support group discussions?

- A. Email
- B. Spreadsheets
- C. Video conferencing
- D. Text messaging app

- 2 The following is an icon commonly used in commercial software applications.



What is its function?

- A. Insert page break
  - B. Decrease indent
  - C. Create columns
  - D. Align left
- 3 An employee received the ‘Employee of the Month’ award at a staff meeting.

What type of feedback is this an example of?

- A. Direct and formal
- B. Personal appraisal
- C. Personal reflection
- D. Indirect and formal

- 4 Which of the following is an internal source of work health and safety (WHS) information for a business?
- A. Unions
  - B. Professional associations
  - C. Workplace procedure documents
  - D. Legislation and government regulations
- 5 Which of the following is classified as an environmental hazard in an office?
- A. Broken chair
  - B. Chemical spill
  - C. Frayed power cord
  - D. Water on the floor
- 6 Which legislation would an office assistant be breaching if they shared a customer's phone number without consent?
- A. *Privacy Act 1988*
  - B. *Copyright Act 1968*
  - C. *Fair Work Act 2009*
  - D. *Protection of the Environment Operations Act 1997 (NSW)*
- 7 What function in a word processing application can combine text from multiple cells into a single cell in a table?
- A. Fill
  - B. Merge
  - C. Shade
  - D. Split
- 8 Which of the following is the most effective method for employees to provide input into the evaluation of a workplace evacuation drill?
- A. WHS audit
  - B. WHS training
  - C. Site inspection
  - D. Employee survey

- 9** Why is it important to value individual differences, diversity and inclusion in a workplace?
- A. It helps reduce the company's expenses and increase profitability.
  - B. It allows businesses to avoid legal liabilities and maintain a positive public image.
  - C. It promotes a positive work environment and enhances employee morale and productivity.
  - D. It ensures uniformity and conformity among employees, leading to more efficient operations.
- 10** Which of the following is a hazard in an office environment?
- A. Maintaining records of chemical substances
  - B. Using printers in areas without adequate ventilation
  - C. Storing unused equipment in a dedicated area in the office
  - D. Using mechanical lifting equipment to reduce manual handling
- 11** An environmental hazard has been identified in a business services workplace.
- What action should be taken immediately?
- A. Document the environmental hazard in a journal
  - B. Report the environmental hazard to the supervisor
  - C. Conduct an independent environmental hazard risk assessment
  - D. Discuss the environmental hazard with clients and customers for their input and suggestions
- 12** An office assistant is having trouble inserting a table into a word processing document.
- Which of the following is the best way to solve the problem?
- A. Use the style guide
  - B. Search for online help
  - C. Log an IT support ticket
  - D. Restart the computer and try again

- 13** Which of the following best describes the role of a work health and safety (WHS) inspector?
- A. Providing on-site medical assistance
  - B. Developing safety policies and procedures
  - C. Providing legal advice on accidents and incidents
  - D. Conducting checks and enforcing safety regulations
- 14** What is the best way for an employee to ensure that a newsletter meets their organisation's standards for presentation?
- A. Collect feedback from customers
  - B. Collaborate with marketing experts
  - C. Reference research on newsletter designs
  - D. Utilise internal templates and style guides
- 15** An employee has been denied long-service leave by the employer without explanation. Where should the employee seek guidance?
- A. Local council
  - B. Industry regulator
  - C. Fair work system
  - D. Professional association

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Centre Number

## Business Services

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Student Number

## Sections II, III and IV Answer Booklet

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### Instructions

- Write your Centre Number and Student Number at the top of this page.
- Use this answer booklet for Sections II, III and IV.
- Follow the instructions inside this booklet as to where you should write your answers.

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**Please turn over**

## Section II

**35 marks**

**Attempt Questions 16–20**

**Allow about 50 minutes for this section**

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Show all relevant working in questions involving calculations.

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### Question 16 (5 marks)

- (a) Outline how ONE software application can be used to assist the communication of a new workplace policy to employees. **2**

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- (b) A manager has received sales data from several departments. **3**

Describe how the manager can use the features of a spreadsheet to record the sales data.

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**Question 17 (6 marks)**

- (a) Describe how team members can support each other to achieve work goals. **3**

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- (b) Outline TWO strategies that can be used to address bias and harassment in the workplace. **3**

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**Question 18** (7 marks)

- (a) An office assistant has received a delivery of 10 boxes of paper, each weighing 30 kg, that must be moved to the copy room. 3

Describe the process that the office assistant should use to move these boxes.

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- (b) Explain why it is important to conduct work health and safety (WHS) training sessions in the workplace. 4

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**Question 19** (8 marks)

- (a) How can an employee demonstrate effective work and personal standards in the business services industry? **3**

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- (b) Explain how a personal work plan can be useful for achieving work goals in the business service industry. **5**

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**Question 20** (9 marks)

- (a) Outline the concept of resource efficiency in the business services industry. Support your answer using a workplace example.

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- (b) Describe how a business can measure and document its resource consumption. In your answer refer to appropriate methods and at least ONE tool.

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If you require more space to answer Section III, you may ask for an extra writing booklet.

If you have used an extra writing booklet for Section III, tick here.





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If you require more space to answer Section IV, you may ask for an extra writing booklet.

If you have used an extra writing booklet for Section IV, tick here.

## Business Services

### Section III

**15 marks**

**Attempt Question 21**

**Allow about 25 minutes for this section**

Answer the question on pages 15–21 of the Sections II, III and IV Answer Booklet. Extra writing booklets are available.

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#### **Question 21** (15 marks)

A business experiences workplace problems that affect its efficiency and effectiveness.

- (a) Outline strategies that the business can use to understand problems in the workplace. **3**
- (b) Describe ways the business can develop solutions to workplace problems. **4**
- (c) Explain the process for implementing a solution to a workplace problem. **8**

**Please turn over**

## Section IV

**15 marks**

**Attempt Question 22**

**Allow about 25 minutes for this section**

Answer the question on pages 22–28 of the Sections II, III and IV Answer Booklet. Extra writing booklets are available.

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Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
  - communicate ideas and information using relevant workplace examples and industry terminology
  - present a logical and cohesive response
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**Question 22** (15 marks)

Explain how a business services workplace can support employee wellbeing. In your answer, refer to both personal and workplace factors.

**End of paper**