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# 2024 HSC Business Services Marking Guidelines

## Section I

### Multiple-choice Answer Key

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

## Section II

### Question 16 (a)

Criteria	Marks
• Clearly defines the term <i>corporate social sustainability</i>	2
• Provides some relevant information	1

**Sample answer:**

Corporate social responsibility means that businesses have a degree of responsibility to the economic consequences of their activities but also for the social and environmental implications. Corporate social sustainability refers to the businesses open and accountable practices that show concern for environment, social and economic.

### Question 16 (b)

Criteria	Marks
• Demonstrates a sound understanding of how sustainable workplace practices benefit a business services workplace	3
• Demonstrates some understanding of the benefit of sustainable work practices	2
• Provides some relevant information	1

**Sample answer:**

The benefits of sustainable work practices include creating a positive environmental impact, meeting ethical and legal responsibilities and improving the reputations of businesses which may help attract or retain employees and/or customers.

### Question 17 (a)

Criteria	Marks
• Provides a sound description of how an employee's personal opinions affect daily work in a business	3
• Demonstrates some understanding of how personal opinions affect daily work in a business	2
• Provides some relevant information	1

**Sample answer:**

Personal opinions regarding company policies, client relations and team collaboration can influence the way employees approach their work. Positive opinions can lead to increased productivity and a motivated work environment. Negative attitudes may lead to a decreased work ethic.

### Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a sound description of how ONE piece of technology can be used to schedule, prioritise and monitor task completion</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of how technology can be used to schedule, prioritise and/or monitor task completion</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

Calendar applications, for example, can assist workers in task scheduling by creating a visual of when items are due. This will assist workers in prioritising and monitoring when tasks should be completed in order to complete them on time.

### Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates a sound understanding of the costs associated with workplace injury</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of the costs associated with workplace injury</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

Human, social, economic, and/or organisational costs can result from workplace injuries. An injury could cost the company because it lacks skilled workers. If an employee hurts their foot, the company may need to provide a footrest.

### Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a thorough explanation of ONE procedure to follow in a workplace accident or emergency</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides a sound explanation of ONE procedure to follow in a workplace accident or emergency</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of ONE procedure to follow in a workplace accident and/or emergency</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

One procedure an employee should follow is to notify relevant people that an emergency has occurred. They should contact emergency services and report to supervisors or managers in order to safely manage the situation.

### Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of why it is important to have workplace policies to monitor, record, and report work, health and safety matters</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of why it is important to have workplace policies to monitor, record and/or report work, health and safety matters</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

Workplace policies are important as they outline the procedures for regular monitoring, recording and reporting of workplace conditions to identify potential hazards and risks. These policies ensure a proactive and accountable approach to maintaining a safe and healthy workplace environment, promoting the wellbeing of employees and minimising risks to their health and safety.

### Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>• Provides a thorough explanation of the importance of checking the validity and source when collecting workplace information</li> </ul>	4
<ul style="list-style-type: none"> <li>• Provides a sound explanation of the importance of checking the validity and source when collecting workplace information</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of checking validity of information and/or its source when collecting workplace information</li> </ul>	2
<ul style="list-style-type: none"> <li>• Provides some relevant information</li> </ul>	1

**Sample answer:**

Checking the validity of workplace information is important to ensure its accuracy and reliability. The implications for a business can be significant if it relies on outdated or unreliable information, for example legislative requirements such as WHS. Verifying the accuracy of information and its sources is essential for informed decision-making, regulatory compliance and maintaining the integrity of business operations.

### Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a thorough explanation of why it is important to consider cost and workplace culture before implementing a proposed change in a business environment</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides a sound explanation of why it is important to consider cost and workplace culture before implementing a proposed change in a business environment</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates some understanding of the importance of cost and/or culture in a business environment</li> </ul>	2
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

It is important to consider both issues of cost and workplace culture before implementing a proposed change in a business environment. The cost of implementation needs to be considered because a business may not be able to afford the proposed change, or they may not be able to sustain the cost over an extended period of time. Culture also needs to be considered as employees who are not willing to make changes could dramatically affect the business. For instance, employees who are resistant to change or lack the motivation to change may be reluctant to adopt any proposed changes.

### Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a thorough explanation of how an office assistant can maintain workplace electronic data and information</li> </ul>	6
<ul style="list-style-type: none"> <li>Provides a sound explanation of how an office assistant can maintain workplace electronic data and information</li> </ul>	4–5
<ul style="list-style-type: none"> <li>Demonstrates some understanding of how an office assistant can maintain workplace electronic data and information</li> </ul>	2–3
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1

**Sample answer:**

An office assistant must maintain workplace data and information by following procedures for updating and modifying electronic data. Recognising the need for data maintenance, the assistant adheres to systematic protocols, ensuring data accuracy through verification and collaboration with relevant teams. It is also important for the office assistant to have security protocols such as password protect, so that confidential files are only given to relevant staff.

The use of electronic version control allows for mechanisms such as version numbers and timestamps to track changes and prevent errors. Additionally, the assistant contributes to the efficiency of the workplace by implementing processes to track the location of and movement of files, whether physical or digital. It is also necessary to deal with workplace requirements when dealing with inactive and dead files. This means staff will only have access to the most up to date information.

## Section III

### Question 21 (a)

Criteria	Marks
• Clearly defines the term <i>environmental compliance</i>	2
• Provides some relevant information	1

**Sample answer:**

Environmental compliance refers to the act of conforming to legal or official environmental requirements and policies.

### Question 21 (b)

Criteria	Marks
• Provides a detailed description of the process of reporting environmental hazards and risks in a business services workplace	4
• Provides a sound description of the process of reporting environmental hazards and risk in a business services workplace	3
• Demonstrates some understanding of reporting environmental hazards and/or risks	2
• Provides some relevant information	1

**Sample answer:**

The process of reporting environmental hazards and risks is to report them to relevant personnel such as the supervisor. An employee may also report these hazards to external government bodies. For example, there could be asbestos which would need to be referred to Safe Work NSW.

## Question 21 (c)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of the consequences of failing to observe environmental policies, procedures and legislative requirements</li> <li>Provides a range of relevant workplace examples</li> </ul>	9
<ul style="list-style-type: none"> <li>Provides a thorough explanation of the consequence of failing to observe environmental policies, procedures and legislative requirements</li> <li>Provides relevant workplace examples</li> </ul>	7–8
<ul style="list-style-type: none"> <li>Provides a sound explanation of the consequences of failing to observe environmental policies, procedures and/or legislative requirements</li> <li>Provides some workplace examples</li> </ul>	5–6
<ul style="list-style-type: none"> <li>Demonstrates some understanding of the consequences of failing to observe environmental policies and/or procedures and/or legislative requirements</li> <li>May provide workplace example(s)</li> </ul>	3–4
<ul style="list-style-type: none"> <li>Provides some relevant information</li> </ul>	1–2

### **Answers could include:**

Environmental workplace policies are important for fostering sustainability and ethical practices. Failure to comply may have legal consequences such as fines, civil and criminal penalties and remediation orders.

Consequences of failure to observe (non-compliance):

- Fines, civil and criminal penalties to individuals and businesses
- Remediation order to repair damage
- Enforce undertakings to ensure future compliance.

## Section IV

### Question 22

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive explanation of how a business services workplace can promote workplace diversity and inclusion</li> <li>Communicates ideas and information using a range of 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 promote workplace diversity and inclusion</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 a sound explanation of how a business services workplace can promote workplace diversity and inclusion</li> <li>Communicates using some workplaces examples and industry terminology</li> <li>Presents a structured response</li> </ul>	7–9
<ul style="list-style-type: none"> <li>Demonstrates some understanding of how a business services workplace can promote workplace diversity and/or inclusion</li> <li>Identifies strategy(ies) a business can take</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:**

*Workplace and team diversity:*

- need for acceptance and understanding in the workplace
- importance of respect and sensitivity
- benefits
- proactive strategies for promoting workplace diversity and accommodating individual differences, including:
  - develop plans to incorporate inclusive practices in work task
  - modify verbal and non-verbal communication to accommodate individual differences
  - reasonable adjustments to facilitate participation by people with disability
- culturally appropriate work practices
- effective cross-cultural communication and communication with people with disability
- workplace diversity and inclusion policy and procedures.

# 2024 HSC Business Services Mapping Grid

## Section I

Question	Marks	HSC content – focus area
1	1	Safety and well-being – WHS compliance – page 27
2	1	Innovation and technology – generate and develop solutions for workplace problems – page 20
3	1	Safety and wellbeing – work health and safety – page 26
4	1	Sustainability – sustainable work practices – page 34
5	1	Safety and wellbeing – work health and safety – page 26
6	1	Safety and wellbeing – wellbeing – page 26
7	1	Safety and wellbeing – wellbeing – page 30
8	1	Innovation and technology – workplace data and information – page 23
9	1	Working in industry and workplace – workplace communication – page 41
10	1	Safety and wellbeing – wellbeing – page 31
11	1	Safety and wellbeing – WHS consultation and participation – page 27
12	1	Safety and wellbeing – hazard identification and risk management – page 28
13	1	Innovation and technology – workplace data and information – page 23
14	1	Safety and wellbeing – workplace factors that may impact wellbeing – page 30
15	1	Sustainability – environmental compliance – page 33

## Section II

Question	Marks	HSC content – focus area
16 (a)	2	Sustainability – sustainability – page 33
16 (b)	3	Sustainability – sustainability – page 33
17 (a)	3	Working in the business services industry and workplace – working in industry – page 38
17 (b)	3	Working in the business services industry and workplace – work goals, tasks and plans – page 39
18 (a)	3	Safety and wellbeing – incidents, accidents and emergencies – page 30
18 (b)	4	Safety and wellbeing – incidents, accidents and emergencies – page 30
19 (a)	3	Safety and wellbeing – workplace compliance – page 27
19 (b)	4	Innovation and technology – workplace data and information – page 22
20 (a)	4	Innovation and technology – workplace problems – page 19
20 (b)	6	Innovation and technology – problem solving – page 23

## Section III

Question	Marks	HSC content – focus area
21 (a)	2	Sustainability – environmental compliance – page 33
21 (b)	4	Sustainability – environmental hazards and risk – page 34
21 (c)	9	Sustainability – environmental compliance – page 33

**Section IV**

<b>Question</b>	<b>Marks</b>	<b>HSC content – focus area</b>
22	15	Working in the business services industry and workplace – individual differences, diversity and inclusion – pages 41–42