

2016 HSC Entertainment Industry Marking Guidelines

Section I

Multiple-choice Answer Key

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

*Both A and D were accepted as correct.

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies TWO personal presentation standards expected of a front-of-house worker 	2
<ul style="list-style-type: none"> Identifies ONE personal presentation standard expected of a front-of-house worker 	1

Answers could include:

Personal hygiene; showered, deodorant, clean nails, brushed hair etc

Work uniform; clean, appropriate clothing, name badge

Welcoming body language

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> Describes how effective teamwork can be achieved by front-of-house staff 	3
<ul style="list-style-type: none"> Outlines how effective teamwork can be achieved by front-of-house staff 	2
<ul style="list-style-type: none"> Provides some information relating to teamwork 	1

Sample answer:

Effective teamwork can be achieved by good time management. Delegation and clear communication between team members will assist this and provide clear understanding of the roles in a front-of-house team.

Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> Outlines how the vision system technician would determine the equipment requirements for the exhibit 	2
<ul style="list-style-type: none"> Provides some relevant information relating to determining vision system requirements 	1

Sample answer:

The technician could speak with the client for the specific details or conduct a site visit.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Outlines in detail the technical considerations the vision technician should take into account when installing equipment for this event • Includes appropriate industry terminology 	3
<ul style="list-style-type: none"> • Outlines technical considerations the vision technician should take into account when installing equipment for this event 	2
<ul style="list-style-type: none"> • Provides limited information relating to installing vision systems 	1

Sample answer:

The vision system technician would consider the placement of the equipment eg rear projection would be required due to screen placement, access to sufficient power for the size of the venue, operational position, equipment size for the venue.

Question 18

Criteria	Marks
<ul style="list-style-type: none"> • Provides a detailed description of effective strategies that can be used by the production team to provide quality customer service to different types of customers • Includes appropriate industry terminology 	5
<ul style="list-style-type: none"> • Provides a sound description of effective strategies that can be used by the production team to provide quality customer service to different types of customers 	4
<ul style="list-style-type: none"> • Outlines strategies that can be used by the production team to provide quality customer service 	3
<ul style="list-style-type: none"> • Provides a basic outline of strategies to provide quality customer service 	2
<ul style="list-style-type: none"> • Provides some relevant information 	1

Sample answer:

An effective strategy is to use communication techniques such as appropriate language and verbal tone when speaking to the different types of customers and open questions to work out their exact needs so you can fulfil those needs. Another strategy is to be in regular contact with the customers and respond to their needs in a timely manner even if that means referring their needs to another staff member for assistance if you are not able to provide the service. If the production team uses effective strategies the customers will have their needs met.

Types of customers could include:

- Internal/external
- Elderly
- Disabilities
- Children/babies
- Groups.

Question 19 (a)

Criteria	Marks
• Describes the sound/action that occurs at Cue 3	2
• Identifies a sound heard at Cue 3	1

Sample answer:

You would hear the train rumbling from left to right.

Question 19 (b)

Criteria	Marks
• Describes the steps in the troubleshooting and problem-solving process to restore the signal to Stacey's microphone	4
• Describes a step in the troubleshooting and problem-solving process OR • Outlines the steps in the troubleshooting and problem-solving process	3
• Identifies some steps in the troubleshooting AND/OR problem-solving process	2
• Provides some relevant information relating to troubleshooting or problem-solving	1

Sample answer:

First, identify the problem with Stacey's microphone. In the case of flat batteries, the next step would be to consider possible solutions eg new batteries, substitute microphone etc. Then take action within your level of responsibility or refer it to an appropriate colleague, ensuring that you evaluate whether the action taken was effective in restoring signal to her microphone.

Question 20 (a)

Criteria	Marks
• Describes the role of the stage manager during a rehearsal	3
• Outlines some aspects of the role of the stage manager during a rehearsal	2
• Provides some relevant information	1

Sample answer:

The stage manager is responsible for ensuring all technical requirements for the rehearsal are available eg props and lighting. They also must ensure all actors are present. They notate all artistic and technical requirements of the director eg blocking and staging.

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed description of how the staging information in the prompt copy is used 	4
<ul style="list-style-type: none"> Provides a description of how the staging information in the prompt copy is used 	3
<ul style="list-style-type: none"> Identifies some aspects of the use of the prompt copy OR <ul style="list-style-type: none"> Provides some information relevant to staging in the prompt copy 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The staging information for the scene change is written in by the Stage Manager. First, the Stage Manager puts the revolve operator on 'Standby' to 180 degrees clockwise, then at the cue point (It's), tells the revolve operator to 'GO'. Then the SM puts the various stage crew on 'Standby' for the scene change and again tells them when to 'GO'.

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> Describes the technical requirements when installing moving light fixtures 	3
<ul style="list-style-type: none"> Outlines some of the technical requirements when installing moving light fixtures 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Moving light fixtures should be connected to 240 volts, with the availability of DMX channels as intelligent lights use multiple channels. The weight loading of the rigging point needs to be considered (as intelligent lights can weigh over 40 kilos) to avoid overloading the bar and creating an unsafe work environment.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> Describes in detail the reporting procedures required of the PCBU 	4
<ul style="list-style-type: none"> Describes some reporting procedures required of the PCBU 	3
<ul style="list-style-type: none"> Outlines some procedures relating to injury reporting 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

An incident report must be completed and kept on file. This should include information such as location, time, personnel present, work activities, witnesses etc. The incident is then brought to the attention of the organisation's WHS officer or similar representative. Since a serious injury has occurred, the *Work Health and Safety Act 2011* requires mandatory reporting to the regulator (WorkCover NSW/Safe Work NSW).

Section III

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> Describes in detail the risk management process that needs to be undertaken prior to this event 	6–7
<ul style="list-style-type: none"> Describes some elements of the risk management process that needs to be undertaken prior to this event 	4–5
<ul style="list-style-type: none"> Identifies some elements of risk OR <ul style="list-style-type: none"> Describes an element of risk 	2–3
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

The first step in risk management is to identify potential hazards. This can be done by a site visit, consulting the WHS documents relating to the showground and considering any risk management areas or concerns relating to the staging elements or their installation at the community event.

Then a detailed risk assessment must be completed to ensure a safe workplace for public and staff. This entails attributing a control to each hazard and the practical implementation of the controls on site, eg barricades to isolate the loading area from the public.

Answers could include:

The elements of risk management:

- Hazard identification
- Risk assessment
- Risk control
- Monitor and review.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed description of safe bump in and bump out procedures relating to this event Uses industry terminology 	7–8
<ul style="list-style-type: none"> Provides a sound description of safe bump in and bump out procedures relating to this event Uses some industry terminology 	5–6
<ul style="list-style-type: none"> Provides a basic description of bump in and/or bump out safety procedures May use industry terminology 	3–4
<ul style="list-style-type: none"> Provides some information relating to safety and/or bump in or bump out 	1–2

Sample answer:

The safe bump in and bump out procedures relating to this event require induction for all parties involved: stall holders, staging crew and showground staff. The risk management documents will detail the procedures involved in the event of an emergency, such as location of exits and evacuation points. The WHS representative will be identified as the point of contact for reporting incidents. For the set-up of the stage and bump in of all production equipment the crew will be trained in manual handling techniques and wear appropriate PPE including hi-vis vests, hard hats and steel capped boots. Only those workers with rigging tickets and licences will be allowed to work on transport and assembly elements.

Answers could include:

- specific safety procedures
 - risk assessment
 - reporting
 - inductions
 - emergency procedures for venue
 - working with other team members
 - managing work environments within public access areas
 - barricades
 - marshals
- procedures specific to staging
 - loading/unloading
 - transporting and movement from delivery to staging location
 - manual handling of staging elements
- documentation
 - SOP (Standard Operating Procedure)
 - SWMS (Safe Work Methods).

Section IV

Question 23

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive discussion of a range of current and emerging technologies across different areas of the production of a live televised talent quest Uses industry terminology 	13–15
<ul style="list-style-type: none"> Provides a detailed discussion of a range of current and emerging technologies across different areas of the production of a live televised talent quest Uses some industry terminology 	10–12
<ul style="list-style-type: none"> Provides a sound description of technologies used in the production of a live televised talent quest May use some industry terminology 	7–9
<ul style="list-style-type: none"> Provides an outline of some technologies used in production of a live televised talent quest 	4–6
<ul style="list-style-type: none"> Provides some relevant information relating to current and emerging technologies 	1–3

Answers could include:

- Discuss
 - The WHS factors involved in the use of pyrotechnics, mechanised staging etc.
 - The time lapse factors in international broadcast
 - The staff numbers and training to record, collate and present live Twitter feeds
- Advances in equipment
 - Lighting eg intelligent fixtures and controls
 - Audio eg digital systems
 - Vision eg LED full-size screens, live camera feeds and mixing
 - Staging
 - Special effects
- Advances in communication and networking
 - WiFi, Bluetooth
 - IT networking systems
 - Live tweeting and SMS voting
- Necessary training and skills upgrades for workers
- Roles and their responsibilities relating to new technology and equipment eg lighting programmer and lighting designer
- Environmental impact of new technology
- Scheduling needs and additional time required for programming fixtures
- Immediate experience
- Post-event experience
 - Increased iTunes sales etc
- Economic impact of new technology.

2016 HSC Entertainment Industry Mapping Grid

Section I

Question	Marks	Mandatory focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	3.4 Safety — work health and safety WHS – page 38								
2	1	3.2 Customer service — customers – page 27	X			X				
3	1	3.3 Lighting — basic theory – page 32								X
4	1	3.1 Audio — audio concepts – page 23								X
5	1	3.2 Customer service — customer inquiries – page 28			X		X			
6	1	3.5 Staging — troubleshooting and problem-solving – page 47	X	X	X	X	X	X		
7	1	3.6 Vision — equipment page 50					X			X
8	1	3.4 Safety — WHS compliance – page 38			X	X			X	
9	1	3.1 Audio — equipment – page 23			X					X
10	1	3.7 Working in the industry — information on the industry – page 54				X	X	X	X	
11	1	3.3 Lighting — safe work procedures and practices – page 34				X	X	X		
12	1	3.2 Customer service — workplace policy and procedures for customer interaction – page 28	X			X	X		X	
13	1	3.1 Audio — production context – page 22	X		X		X			X
14	1	3.6 Documentation — production context – page 49	X	X			X	X		
15	1	3.7 Working in the industry — working in the industry – page 55				X		X	X	

Section II

Question	Marks	Mandatory focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16 (a)	2	3.7 Working in the industry — entertainment industry worker – page 58						X		
16 (b)	3	3.7 Working in the industry — working with others – pages 59–60	X	X						
17 (a)	2	3.6 Vision — workplace procedures and practices – page 51	X			X	X	X		
17 (b)	3	3.6 Vision — production context – page 49					X		X	X
18	5	3.2 Customer service — quality customer service – page 27		X		X	X			
19 (a)	2	3.1 Audio — audio cues – page 24					X			X
19 (b)	4	3.1 Audio — troubleshooting and problem-solving page 25			X					X
20 (a)	3	3.5 Staging — production context – page 44	X	X		X				
20 (b)	4	3.5 Staging — production operations – page 44-45	X	X			X			
21 (a)	3	3.3 Lighting — equipment – page 32–33								X
21 (b)	4	3.4 Safety — incidents, accidents and emergencies – page 42	X							

Section III

Question	Marks	Mandatory focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
22 (a)	7	3.4 Safety — risk management – page 40 3.5 Staging — safe work procedures and practices – page 46			X	X	X			

Question	Marks	Mandatory focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
22 (b)	8	3.4 Safety — safe work procedures and practices – page 41 3.5 Staging — safe work procedures and practices – page 46 — workplace procedures and practices – page 46		X	X	X	X	X		X

Section IV

Question	Marks	Mandatory focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
23	15	3.1 Audio — equipment – pages 23–24 3.3 Lighting — equipment – pages 32–33 3.6 Vision — equipment – page 50 3.7 Working in the entertainment industry and workplace — information on the industry – page 54 — nature of the industry – pages 54–55 — technology – page 59	X	X	X	X	X	X	X	X