
2023 HSC Financial Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> Describes ONE significant difference between accounts payable and accounts receivable 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Accounts receivable is a debtor/customer from whom businesses receive money for items sold on credit. Accounts payable is a creditor/supplier from whom businesses purchase products/services on credit.

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> Describes TWO types of harassment and ONE recourse available to the person being harassed 	3
<ul style="list-style-type: none"> Identifies ONE example of harassment and identifies recourse available to the person being harassed <p>OR</p> <ul style="list-style-type: none"> Describes TWO types of harassment 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Two types of harassment are direct or indirect. Direct harassment is visible, obvious and easy to recognise. Indirect harassment is covert and subtle.

A recourse available to the person being harassed is to bring the issue to the attention of manager/supervisor.

Answers could include:

Types of harassment:

- Verbal – repetitive inappropriate language
- Physical – excessive or non-consensual touch
- Psychological – neglect or lack of inclusion
- Sexual – inappropriate language or gestures.

Recourses available:

- Mediation
- Negotiation
- Arbitrated protective measures
- Legal action
- Lodging a grievance complaint.

Question 17 (a)

Criteria	Marks
• Explains questioning techniques that could be used to provide assistance to the worker	3
• Outlines a questioning strategy to assist the worker	2
• Provides some relevant information	1

Sample answer:

A supervisor could use open questions where the aim is to let the worker explain more features or characteristics of the difficulty. A supervisor could use closed questions requiring a yes/no answer about the difficulty to assist diagnosing a specific solution.

Question 17 (b)

Criteria	Marks
• Describes the responsibilities of a HSR	3
• Identifies some responsibilities of a HSR	2
• Provides some relevant information	1

Sample answer:

The HSR is responsible for facilitating the cooperation of parties towards carrying out improvements in safety standards, rules and procedures. Other responsibilities include consulting with employers and employees, making recommendations following workplace near-misses and accidents and participating in or leading WHS committees.

Question 18 (a)

Criteria	Marks
• Outlines how ONE source document may be used in the process of purchasing office equipment on credit	2
• Provides some relevant information	1

Sample answer:

Invoice/tax invoice is used to evidence that the purchase has not been paid for.

Answers could include:

- A purchase order may be used to pre-authorise the purchase
- A delivery docket may be used to evidence that the office equipment was received in good-working condition
- The purchase may also be recorded on monthly statement
- A credit note/tax invoice adjustment for faulty goods could be issued.

Question 18 (b)

Criteria	Marks
• Calculates the number of units needed to obtain \$40 000 profit	2
• Identifies the correct procedure with minor mathematical errors	1

Sample answer:

$$\begin{aligned} \text{Revenue} &= \text{Expenses} + \text{Profit} \\ 8x &= 160\,000 + 3x + 40\,000 \\ 5x &= 200\,000 \\ x &= 40\,000 \text{ units} \end{aligned}$$

Question 18 (c)

Criteria	Marks
• Prepares a correct balance sheet with correct owner's equity	3
• Records most items correctly in the balance sheet format	2
• Records some items correctly in the balance sheet format	1

Sample answer:

Balance Sheet as at 30 June 2023		
Assets		
Petty cash	400	
Accounts receivable	22 000	
Motor vehicles	30 000	
Computers	5 000	
Investments	30 000	87 400
Liabilities		
Accounts payable	7 500	
Bank overdraft	15 000	
Mortgage	60 000	82 500
Owner's equity		4 900

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides how an employee should respond to constructive negative feedback about their performance 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

When constructive negative feedback is received, the employee should reflect on their performance. The employee could then seek clarification from supervisors and/or colleagues about the specific incident to be able to identify the area of improvement/ways to improve.

Answers could include:

- Find professional development activities
- Additional training to address the improvements required
- Request coaching/mentoring
- Reflect on the feedback provided.

Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> Outlines TWO strategies an employee can use to maintain industry currency 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

To maintain industry currency, employees could join professional networks or communities of practice. Employees could attend formal training courses towards compliance of industry standards.

Answers could include:

- Employees and management should maintain knowledge by reading industry-based literature/magazines
- Join online groups with regular notifications or conversational topics
- Attend training on the introduction of changed legislation.

Question 20 (a)

Criteria	Marks
• Correctly completes the bank reconciliation statement	4
• Completes a bank reconciliation statement with mostly correct format and values	3
• Completes a bank reconciliation statement with some correct format and values	2
• Provides some relevant information	1

Sample answer:

Bank Reconciliation as at 31 August 2023	
Credit Balance as per bank statement	220
Add outstanding deposits	840
	1060
Less unpresented cheques	1560
Credit balance as per bank ledger	500

Answers could include:

Bank ledger account: – 3200 credit + 4800 – 2100 = 500 credit

Question 20 (b)

Criteria	Marks
• Identifies the correct accounts to be debited and credited	4
• Identifies most of the correct accounts with mostly correct debits and credits	3
• Identifies some of the correct accounts with some correct debits and credits	2
• Provides some understanding of debits and credits	1

Sample answer:

Transaction	Account(s) to be debited	Account(s) to be credited
The owner commences business with a computer and cash.	Computer Cash/bank	Capital
The business purchases office equipment on credit, including GST.	Office equipment GST	Accounts payable
Interest is charged to a customer on an overdue account.	Accounts receivable	Interest received/Interest income

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> • Provides an extensive explanation of workplace procedures used in the industry to address ethical and legal responsibilities and sustainable work practices • Demonstrates extensive knowledge and understanding of the financial services industry • Uses industry terminology and relevant workplace examples accurately and appropriately • Presents a logical and cohesive response 	13–15
<ul style="list-style-type: none"> • Provides a thorough explanation of workplace procedures used in the industry to address ethical and legal responsibilities and/or sustainable work practices • Demonstrates thorough knowledge and understanding of the financial services industry • Uses industry terminology and workplace examples appropriately • Presents a logical and cohesive response 	10–12
<ul style="list-style-type: none"> • Provides a sound explanation of workplace procedures used in the industry to address ethical and legal responsibilities and/or sustainable work practices • Demonstrates sound knowledge and understanding of the financial services industry • Uses some industry terminology appropriately • Communicates in an organised manner 	7–9
<ul style="list-style-type: none"> • Describes some examples of ethical and legal responsibilities and/or sustainable work practices in any industry • Demonstrates some understanding of the financial services industry • Uses some industry terminology 	4–6
<ul style="list-style-type: none"> • Makes general statements about ethical, legal or sustainable issues in any industry 	1–3

Answers could include:

Sustainable work practices

- Workplace procedures in the financial services industry need to value the reduction of electricity needs/used in offices, eg use of sensor lighting and heating by renewable resources such as solar
- Workplaces should attempt to reduce pollution by commuting, using public transport and reducing travel commitments
- Workplaces should provide opportunities to recycle and re-use products such as paper and plastics
- The financial services industry can also promote ethical-investment opportunities to clients.

Ethical and legal responsibilities

- Workplace procedures around employment of a team that represents and encourages cultural diversity to enhance decisions that fit a greater audience
- Workplace procedures that demand the need for stakeholders to declare any conflict of interest to protect the transparency of fair decision-making in board meetings or strategic planning
- Workplace procedures need to maintain stake-holder confidentiality and privacy by use of signing professional codes of conduct or by technology designed to avoid hacking or information leaks
- Workplace procedures that promote Equal Employment Opportunities and anti-discrimination. This includes a grievance complaints procedure
- Workplace procedures that avoid or eliminate opportunities for fraud, overspending, theft, employee perks, eg separation of duties for cash-handling
- Workplace procedures (WHS) risk management procedures must ensure the safety of all workers, customers and public. This includes functioning WHS committees, compliance to best practice safety standards and procedures to eliminate physical risk
- Workplace procedures must adhere to ATO obligations, compliance to numerous Acts, regulations and accounting standards, ACCC, ASIC, APRA compliance, AUSTRAC fraud.

Section IV

Question 22 (a)

Criteria	Marks
• Correctly constructs the disposal account for machinery	4
• Constructs a mostly correct disposal account for machinery	3
• Constructs the disposal account for machinery showing an understanding of the disposal process	2
• Provides some relevant information	1

Sample answer:

Disposal of Machinery Account				
Date	Account	Debit (\$)	Credit (\$)	Balance (\$)
1 Oct 2023	Machinery	22 000		22 000 debit
	Accumulated depreciation		6 750	15 250 debit
	Bank		14 800	450 debit
	Loss on disposal		450	0

Answers could include:

Answers could also be written in T-account format.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Prepares the correct general journal entry to write off debtor PQR and outlines appropriate collection procedures for all other debtors 	6
<ul style="list-style-type: none"> Prepares a mostly correct general journal entry to write off debtor PQR and outlines appropriate collection procedures for all other debtors 	5
<ul style="list-style-type: none"> Prepares a general journal entry debiting/crediting some correct accounts to write off debtor PQR and identifies appropriate collection procedures for some other debtors 	4
<ul style="list-style-type: none"> Prepares a general journal entry with significant errors and/or identifies some actions that could assist collection procedures. 	2–3
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

General journal to write off customer PQR

30 September

Debit	Bad debts	50
Debit	GST (payable)	5
Credit	Accounts receivable	55

Collection procedures can be

GHI	No action is required, customer is within current collection period.
MNO	Customer required reminder by email, phone call or letter to pay debt 31–60 days.
UVW	Customer requires debt recovery action for example debt repayment plan, stop selling to customer until debt of \$18 700 is repaid, sell to customer for cash (COD).

Question 22 (c)

Criteria	Marks
• Prepares a correct income statement that includes all balance day adjustments	9–10
• Prepares a mostly correct income statement with mostly correct balance day adjustments.	7–8
• Prepares an income statement with some correct treatment of balance day adjustments	5–6
• Demonstrates some understanding of an income statement and some treatment of balance day adjustments	3–4
• Provides some relevant information	1–2

Sample answer:

Income statement for the year ended 30 June 2023		
	(\$)	(\$)
Sales		300 000
Less: Cost of goods sold		160 000
Gross profit		140 000
Add: Other income		
Bad debts recovered	1 300	
Interest received	700	2 000
Total income		142 000
Less: Expenses		
Wages	67 800	
Telephone	2 000	
Interest on overdraft	900	
Doubtful debts	280	
Insurance	1 250	
General expenses	600	
Leave expense	7 000	79 830
Net profit		62 170

Question 23 (a)

Criteria	Marks
• Describes how TWO types of non-cash transactions are processed	4
• Outlines how TWO non-cash transactions are processed OR • Describes how ONE type of non-cash transaction is processed	3
• Identifies some non-cash transaction processes	2
• Provides some relevant information about non-cash transactions	1

Sample answer:

(Non-cash transactions include cheques, EFTPOS payments and credit, layby and hire-purchase and refunds.)

Cheques are processed by ensuring that the cheque is completed accurately with the value written in numbers and words, correct date and signature(s). Any errors in the cheque should be initialled.

EFTPOS payments or credit cards need to be swiped at the point of sale which may require an authorising PIN. The receipt must be printed for the customer. The cheques and merchant copy will be placed in the till and added to the total sales.

Answers could include:

- Refunds can be processed as a store credit note, without affecting the takings/sales in the till
- Refunds could also be processed as an electronic transfer back to the customer's bank or credit card
- A reason for the return is usually signed by the customer
- Layby and hire-purchase transactions mean that the customer will make regular payments towards the purchase of their item
- The cash is included in the daily takings, and will be recorded in the customers records.

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation, with relevant and detailed examples, of how customer complaints can be effectively handled in an agency 	6
<ul style="list-style-type: none"> Describes how customer complaints can be effectively handled in an agency, with at least one relevant example 	5
<ul style="list-style-type: none"> Outlines how customer complaints can be effectively handled in an agency, with at least one example 	4
<ul style="list-style-type: none"> Identifies how customer complaints can be effectively handled OR <ul style="list-style-type: none"> Outlines an example(s) about customer complaints 	2–3
<ul style="list-style-type: none"> Provides general statements about customer complaints 	1

Sample answer:

The agency must listen carefully to the customer and acknowledge and record the complaint. The agency must remain polite at all times.

The agency needs to ensure the institution's complaints handling policy and procedures are followed, eg key steps to verify customer identity, correct documentation is lodged.

If the customer is abusive or difficult, the agency will need to apply conflict resolution skills, escalate the complaint to higher authority and continue to work towards a suitable solution.

If the agency cannot resolve the complaint effectively, they will need to seek assistance.

Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a comprehensive explanation of the legislative or regulatory requirements related to customer service, business records, payments and taxation 	9–10
<ul style="list-style-type: none"> Provides a detailed explanation of the legislative or regulatory requirements related to most areas of customer service, business records, payments and taxation 	7–8
<ul style="list-style-type: none"> Explains some of the legislative or regulatory requirements related to most areas of customer service, business records, payments and taxation 	5–6
<ul style="list-style-type: none"> Identifies some legislative or regulatory requirements relating to some areas of customer service, business records, payments and taxation 	3–4
<ul style="list-style-type: none"> Provides some relevant information 	1–2

Sample answer:

Customer service

- ASIC states that advice given to customers must match customer needs and the product being sold
- An effective complaints' handling procedure that may refer to the work of ombudsman
- A referral process is followed when customers have unresolved issues or further clarification is needed
- Financial Services Reform Act requires minimum levels of training and licenses for financial service providers
- The ACCC prohibits some offensive behaviours with customers. ie repeatedly contacting customers during their work hours
- Verification of customer ID via date of birth, passport, Medicare, to reduce fraud and keep customer confidentiality
- Customer service must adhere to anti-discrimination and EEO principles.

Record-keeping

- Regulations for the amount of time that information must be kept for
- Privacy Act would limit the content of customer information that can be stored, accessed and released
- Records must be secure and protected, firewall eg online profiles locked with usernames and passwords, computer screens not seen by the general public
- Record continuum theory requires accuracy of records to be maintained for when records are required for ATO, ASIC or ACCC.

Payments

- Regulatory invoice requirements having an ABN, date, GST, names of sellers/buyers
- All payments/cheques must be authorised
- Suspicious transactions or transactions of large values to be reported to AUSTRAC.

Tax

- GST legislation must be followed
- Record keeping requirements to keep transactional information.

2023 HSC Financial Services Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Financial operations – financial information – page 25
2	1	Financial operations – financial calculations – page 27
3	1	Work – duty statement – page 39
4	1	Financial operations – financial transactions – page 27
5	1	Work – effective teamwork – page 39
6	1	Industry – employment – page 32
7	1	Industry – nature of industry – page 30
8	1	Industry – working in the industry – page 31
9	1	Financial operations – financial transactions – page 28
10	1	Safety – work, health and safety (WHS) – page 34
11	1	Work – financial services worker – page 40
12	1	Financial operations – financial transactions – page 28
13	1	Financial operations – financial calculations – page 27
14	1	Financial operations – financial transactions – page 27
15	1	Financial operations – financial calculations – page 27

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Financial operations – financial information – page 25
16 (b)	3	Industry – anti-discrimination – page 32
17 (a)	3	Work – communication – page 39
17 (b)	3	Safety – WHS consultation and participation – page 35
18 (a)	2	Financial operations – financial transactions – page 25
18 (b)	2	Financial operations – financial calculations – page 27
18 (c)	3	Financial operations – financial transactions – page 27
19 (a)	2	Work – financial services worker – page 41
19 (b)	2	Industry – employment – page 32
20 (a)	4	Financial operations – financial transactions – page 28
20 (b)	4	Financial operations – financial transactions – page 28

Section III

Question	Marks	HSC content – focus area
21	15	Industry – working in the industry – pages 30, 31 Industry – anti-discrimination – page 32 Work – work practices – page 41 Work – cultural diversity – page 41

Section IV

Question	Marks	HSC content – focus area
22 (a)	4	Accounting stream – financial reports – page 46
22 (b)	6	Accounting stream – subsidiary accounts and ledgers – page 45
22 (c)	10	Accounting stream – financial reports – page 46
23 (a)	4	Financial services stream – cash and non-cash processing and proofing – page 50
23 (b)	6	Financial services stream – agency for financial services institutions – page 49
23 (c)	10	Financial services stream – compliance – page 52