

2019 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies ONE responsibility of the supplier and ONE responsibility of the customer in relation to this delivery 	2
<ul style="list-style-type: none"> Identifies ONE responsibility of the supplier OR ONE responsibility of the customer in relation to this delivery 	1

Sample answer:

The customer is required to contact the business within 72 hours to notify of missing red pens.

The supplier is required to deliver the back order of 5 boxes of black pens, 20 reams of paper and 1 box of red pens to the customer.

Question 16 (b) (i)

Criteria	Marks
<ul style="list-style-type: none"> Identifies values of Y and Z 	2
<ul style="list-style-type: none"> Identifies value of Y OR Z 	1

Sample answer:

Y – \$25

Z – \$2651

Question 16 (b) (ii)

Criteria	Marks
<ul style="list-style-type: none"> Explains a relevant improvement LAMADI Pty Ltd could make to their cash management operations 	3
<ul style="list-style-type: none"> Outlines an improvement LAMADI Pty Ltd could make to their cash management operations 	2
<ul style="list-style-type: none"> Makes a general statement regarding improvements to cash management 	1

Sample answer:

LAMADI Pty Ltd would benefit from paying their accounts on time to ensure they are not charged unnecessary late fees. To address this a review of workplace policies and procedures and designated timelines is needed. This would ensure greater monitoring of cash flow within LAMADI Pty Ltd.

Answers could include:

- Staff training
- Review authorisations/approvals
- Follow up outstanding accounts
- Regular accuracy checks.

Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> Clearly outlines the benefits of adjustable furniture in a business services workplace 	2
<ul style="list-style-type: none"> Makes a general statement about adjustable furniture 	1

Sample answer:

Adjustable furniture can be tailored individually to reduce Occupational Overuse Syndrome by adjusting the desk, chair and computer to ensure correct posture.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> Clearly outlines how an employee can become involved in the WHS consultation and participation process to introduce adjustable furniture to a business services workplace 	2
<ul style="list-style-type: none"> Provides a general statement on employee involvement in the WHS consultation and participation process 	1

Sample answer:

Employees can approach a member of their WHS committee in either a formal or informal manner. They might also gain approval to introduce a WHS survey regarding the need for standing desks.

Answers could include:

- Formal and informal discussion
- Meetings
- Training
- WHS audits
- Surveys.

Question 17 (c)

Criteria	Marks
<ul style="list-style-type: none"> Explains the WHS housekeeping implications of maintaining a hot-desking environment 	3
<ul style="list-style-type: none"> Outlines the WHS housekeeping implications of maintaining a hot-desking environment 	2
<ul style="list-style-type: none"> Provides a general statement about WHS housekeeping 	1

Sample answer:

If employees do not have a consistent desk they will have resources that they must move every day. Therefore, management will need to ensure that they are provided with a safe way to do this, for example through the use of trolleys. They will also need to be provided with a locker to store their personal and business resources.

Answers could include:

- Clean-up procedures
- Storage and movement of materials
- Storage and disposal of waste
- Consideration of WHS and the environment.

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed description of the characteristics of effective teamwork in a business services environment 	4
<ul style="list-style-type: none"> Describes characteristics of effective teamwork in a business services environment 	3
<ul style="list-style-type: none"> Describes a characteristic of effective teamwork in a business services environment OR <ul style="list-style-type: none"> Outlines characteristics of effective teamwork in a business services environment 	2
<ul style="list-style-type: none"> Makes a general statement about teamwork 	1

Sample answer:

Effective teamwork requires a clear goal to be set and understood by all team members. This will ensure that common goals are addressed. Communication between members must be clear and concise to ensure understanding. Collaboration will occur if relationships between team members are respectful and input from all is accepted. Members of a team need to be mutually accountable in order to ensure fairness.

Answers could include:

- Communication
- Collaboration
- Respect for others
- Responsibility
- Clear understanding of the role of each team member
- Trust
- Creativity
- Adaptability
- Mutual accountability
- Common goals.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Clearly explains how technology can overcome barriers in communication in the business services industry Provides relevant workplace examples 	4
<ul style="list-style-type: none"> Explains how technology can overcome barriers in communication in the business services industry Provides relevant workplace examples 	3
<ul style="list-style-type: none"> Outlines how technology can overcome barriers in communication in the business services industry Provides a relevant workplace example 	2
<ul style="list-style-type: none"> Makes a general statement about technology and/or communication May provide a workplace example 	1

Sample answer:

Barriers to communication with colleagues include aspects such as language differences, disability and accessibility. In addressing accessibility cloud-based resources such as Office 365 and Google Drive can enable colleagues to work on team-based tasks regardless of location or working hours, allowing continual editing and feedback opportunities. To address language barriers a business may use interpretation software. In meeting individual needs technology used could include coloured screens and suitable fonts.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies ONE factor affecting the choice of information storage 	1

Answers could include:

- Space
- Location
- Cost.

Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> Clearly relates the importance of version control to maintaining electronic files 	3
<ul style="list-style-type: none"> Provides a link between version control and electronic files 	2
<ul style="list-style-type: none"> Provides a general statement about version control or electronic files 	1

Sample answer:

When maintaining electronic files, version control is important to ensure that the current document is being accessed and monitored. Incorrect use of old files could lead to loss of information, incorrect policies, practices and financial records leading to a loss of customer loyalty.

Question 19 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a detailed explanation of the importance of implementing security protocols for providing access to electronic files 	4
<ul style="list-style-type: none"> Provides some explanation of the importance of implementing security protocols for providing access to electronic files 	3
<ul style="list-style-type: none"> Outlines the use of security protocols and electronic files 	2
<ul style="list-style-type: none"> Provides a general statement regarding security protocols and electronic files 	1

Sample answer:

Electronic files are unique in that they can be accessed on or off site by employees and by members of the general public. It is essential to maintain security protocols to ensure confidential information is not accessed and that employees can only access files in their scope of responsibility. Some information has legal ramifications if mishandled or shared outside the area of responsibility. Failings in providing strong security protocols could have a negative impact on the business's reputation.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Clearly explains the role of positive and negative customer feedback to improve service delivery 	5
<ul style="list-style-type: none"> Describes the role of positive and negative customer feedback to improve service delivery 	4
<ul style="list-style-type: none"> Describes the role of positive OR negative customer feedback to improve service delivery OR <ul style="list-style-type: none"> Outlines the role of positive and negative customer feedback to improve service delivery 	3
<ul style="list-style-type: none"> Outlines how of customer feedback can affect service delivery 	2
<ul style="list-style-type: none"> Provides a general statement regarding customer feedback 	1

Sample answer:

Feedback can take the form of positive and negative customer responses. Positive feedback can boost staff morale, leading to positive staff attitudes towards customers further enhancing service delivery. Negative feedback allows a business to understand their weaknesses, from which customer service can be improved by a review of workplace policies and practices and further staff training. Feedback is ongoing which allows a business to continually improve.

Section III

Question 21 (a)

Criteria	Marks
<ul style="list-style-type: none"> Demonstrates a thorough understanding of the issues to consider prior to implementing any change to workplace practices relevant to the business services industry 	6
<ul style="list-style-type: none"> Demonstrates a sound understanding of the issues to consider prior to implementing any change to workplace practices relevant to the business services industry 	5
<ul style="list-style-type: none"> Demonstrates some understanding of the issues to consider prior to implementing any change to workplace practices relevant to the business services industry 	4
<ul style="list-style-type: none"> Identifies some issues relevant to implementing change 	2–3
<ul style="list-style-type: none"> Provides a general statement relevant to change 	1

Sample answer:

Prior to making any changes to workplace practice an employer would need to consider the overall cost of the change in relation to human resources, technology and consumables. The cost of change will determine the likelihood of the implementation of change. In addition to this, the employer would need to reflect on current workplace policies and propose a reason for the change. It is also essential to review the possible impact on individual roles and responsibilities in the workplace.

Answers may include:

- Relationships to workplace policy and priorities
- Cost of implementation and/or other resource implications
- Logistics
- Organisational culture
- Potential problems.

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive knowledge of the processes required to introduce an innovative idea into a new work practice • Demonstrates a comprehensive understanding of the implications of introducing change in the workplace • Provides a range of relevant workplace examples 	8–9
<ul style="list-style-type: none"> • Demonstrates a sound knowledge of the processes required to introduce an innovative idea into a new work practice • Demonstrates a sound understanding of the implications of introducing change in the workplace • Provides relevant workplace examples 	6–7
<ul style="list-style-type: none"> • Demonstrates some knowledge of the processes required to introduce an innovative idea into a new work practice • Demonstrates some understanding of the implications of introducing change in the workplace • Provides some workplace examples 	4–5
<ul style="list-style-type: none"> • Demonstrates basic knowledge of workplace innovation and/or routine workplace change • May provide workplace examples 	2–3
<ul style="list-style-type: none"> • Makes a general statement about innovation and/or routine change 	1

Answers could include:

For ‘Gain authority to proceed’:

To begin any change in the workplace an employee would outline the innovative idea to their management. This could be through an informal or formal meeting. They would need to convince management of the need for change. It is the necessary first step as management needs to approve any new changes in the workplace. If management does not give authority then the change may not progress and time and resources will have been wasted.

- Prepare an implementation plan
- Communicate the changes
- Make necessary changes
- Evaluate the changes.

Section IV

Question 22

Criteria	Marks
<ul style="list-style-type: none"> Explains how resource efficiency can be monitored and improved for resources in the business services industry Communicates ideas and information using relevant workplace examples and industry terminology Presents a logical and cohesive response 	13–15
<ul style="list-style-type: none"> Describes how resource efficiency can be monitored and improved for resources in the business services industry Communicates using workplace examples and industry terminology Presents a logical response 	10–12
<ul style="list-style-type: none"> Outlines how resource efficiency can be monitored and improved for resources in the business services industry using examples Uses industry terminology Demonstrates some organisation in presenting information 	7–9
<ul style="list-style-type: none"> Shows some understanding of how resources can be monitored and/or improved in the business services industry Uses basic industry terminology 	4–6
<ul style="list-style-type: none"> Provides some relevant information on resources 	1–3

Answers could include:

- Monitoring
 - Statements
 - Online data
 - Relief/HR reports
 - Financial statements
 - Inspection checklists.
- Improvements
 - Energy efficiency can be improved through the use of LED lights, automatic timers, energy efficient equipment, review of Star Rating system, access to natural lighting. These measures will decrease the amount of electricity used and the cost.
 - Human resource efficiency can be improved through flexible working hours, job rotation, training, mentoring. These measures will retain staff and reduce the cost of staffing the business.
 - Infrastructure can be improved through effective workplace floor plan, water conservation, off peak power, hot desking and remote desktops to enable off site work. Grey water usage reduces water consumption and cost.
 - Equipment and materials can be improved through use of energy efficient ratings, printing quotas, undertaking recycling and reuse. Purchasing equipment with high-energy efficiency ratings reduces the overall running costs of the business.
 - Technology and associated consumables can be improved through editing on screen, draft printing, online collaboration, data storage. Editing on screen and draft printing reduce the use of paper, printer ink and other consumables, thus reducing costs.

2019 HSC Business Services Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	Customer service — customer inquiries – p25
2	1	Customer service — customer complaints and feedback – p26
3	1	Innovation — participation and contribution – p34
4	1	Working in the business services industry — employment – p50
5	1	Customer service — workplace policy and procedures for customer interaction – p26
6	1	Sustainability — environmentally sustainable work practices – p47
7	1	Safety — risk management – p40
8	1	Working in the business services industry — anti-discrimination – p51
9	1	Financial records — financial records typical to a business – p29
10	1	Innovation — workplace innovation – p33
11	1	Sustainability — environmental compliance – p45
12	1	Workplace information — information – p56
13	1	Workplace information — workplace records – p57
14	1	Financial records — financial calculations – p30
15	1	Safety — WHS consultation and participation – p39

Section II

Question	Marks	HSC content – focus area
16 (a)	2	Finance — financial records typical to a business – p29
16 (b) (i)	2	Finance — financial records typical to a business – p29, 30
16 (b) (ii)	3	Finance — financial records typical to a business – p29, 30, 31
17 (a)	2	Safety — safe work procedures and practices – p41
17 (b)	2	Safety — WHS consultation and participation – p39
17 (c)	3	Safety — WHS safe work procedures and practices – p41
18 (a)	4	Working in the business industry — working with others – p53
18 (b)	4	Working in the business industry — nature of industry – p49 Working in the business industry — working with others – p53
19 (a)	1	Workplace information — information systems – p57
19 (b)	3	Workplace information — information systems – p58
19 (c)	4	Workplace information — information systems – p57
20	5	Quality customer service — p25

Section III

Question	Marks	HSC content – focus area
21 (a)	6	Innovation — implementing routine change – p35
21 (b)	9	Innovation — implementing routine change – p35

Section IV

Question	Marks	HSC content – focus area
22	15	Sustainability — resources – p46