2007 HSC Notes from the Marking Centre Business Services

Contents

2007 HSC NOTES FROM THE MARKING CENTRE BUSINESS SERVICES

Introduction

This document has been produced for the teachers and candidates of the Stage 6 course in Business Services. It contains comments on candidate responses to the 2007 Higher School Certificate examination, indicating the quality of the responses and highlighting their relative strengths and weaknesses.

This document should be read along with the relevant syllabus, the 2007 Higher School Certificate examination, the marking guidelines and other support documents which have been developed by the Board of Studies to assist in the teaching and learning of Business Services.

General Comments

In 2007, 1262 candidates sat for the Business Services examination.

Candidates are reminded that they should become familiar with the terminology of the Business Services syllabus.

Generally, most candidates applied the criteria of the rubric to the extended response questions and included workplace examples in their answers.

Section I – Multiple Choice

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

Section II

Question 16

Generally speaking candidates were not familiar with the subject matter of Question 16.

(a) Very few responses identified the icon for fully justify.

(b) Better responses explained how formatting the font affects the appearance of a document rather than merely listing the formatting options. These responses made reference to making text stand out, ease of reading and understanding, target audiences and formality of the text.

(c) Most candidates were not familiar with the proofreading symbols used in the examination. Although they identified the errors, they could not place the correct proofreading symbols in the appropriate places.

Question 17

(a) Most responses provided information to be recorded when taking a telephone message.

(b) Very few responses provided a complete answer. Many responses listed one or two of the appropriate terminology. Weaker responses did not show a thorough understanding of the terminology in the syllabus in relation to how written information needs to be presented.

(c) Most responses named and justified the type of letter that was required.

In weaker responses, candidates found it difficult to articulate the type of letter required. However, many were able to provide a justification for the letter that was used.

Question 18

(a) Better responses listed all four components of AMOR (Achievable Measurable Obtainable Realistic). The most common responses were able to identify only one component of AMOR. Many responses referred to SMART (Specific Measurable Achievable Relevant Timed) components of goal setting from another syllabus and some of these components overlap with AMOR which allowed students to earn a mark.

In weaker responses, candidates were unable to identify any components from AMOR and referred to time-management, prioritising, problem-solving and delegating. Consequently they were awarded no marks.

(b) Better responses expanded on at least two factors an employee could consider when determining future career paths. Examples such as acquiring further qualifications, for example through attending TAFE and gaining Certificate III accreditation, were given.

Poorer responses simply identified one consideration. Some candidates took the viewpoint of the employer giving directions to employees rather than the employees' personal considerations.

(c) Better responses referred to at least two training options, using appropriate examples to support their description. These included:
  o formal, for example accredited training courses such as Certificate III in Business Administration
  o informal, for example reading policy and procedures manuals
  o internal, for example on-the-job mentoring from a supervisor
  o external, for example TAFE or university.

Weaker responses gave examples of specific areas to be trained in, for example OHS and answering the phone, without identifying the relevant training options.

Question 19

Reasons for monitoring equipment usages ranged from budget considerations, ordering timelines, and servicing and maintenance schedules.

(a) Better responses distinguished between equipment usage and consumables usage.

Average responses gave one reason or listed reasons. There was limited understanding of the difference between equipment usage and consumables.

In the weaker responses, candidates did not understand the term 'monitored'.

(b) The better responses demonstrated an understanding of the purpose of an assets register and gave at least three reasons for maintaining an assets register including insurance or warranty claims, and calculating the value of assets.

Poorer responses did not know the meaning of 'assets register' and confused this with a maintenance register or cash register. Despite the question stating 'other than monitoring equipment usage' some candidates tried to recycle answers from part (a).

Some candidates included inappropriate Business Studies concepts relating to current and fixed assets, stock and balance sheets in their responses.

(c) Better responses provided a detailed explanation of at least two factors. They demonstrated a clear understanding of the term 'economical choice', indicated how savings were achieved and gave appropriate examples to illustrate their understanding. Responses included:
  o the impact on a business budget of the running cost of equipment where, for instance, the purchasing of a printer and then the ongoing costs of consumables/maintenance needed to be compared
  o bulk buying provided you had the space for storage
  o awareness of suitability of equipment that was multi-functional such as photocopiers that scanned and faxed.

Poorer responses confused the term *ergonomic* with *economic*. Many responses simply listed general factors that influenced business decisions in choosing equipment and material, for example OHS legislative requirements or environmental considerations such as disposal or waste material.

Section III

Question 20

In the better responses, candidates were able to explain procedures for effectively managing mail. These responses used a range of mail, for example faxes, emails, memos.

Better responses explained why businesses have procedures for both outgoing (collecting, registering, weighing and calculating postage) and incoming mail (registering, handling damaged mail, distributing). These responses made links between a procedure and how it can benefit the business. They identified that efficient procedures gave the business a good reputation with clients.

The better responses demonstrated a thorough understanding of the syllabus and a clear understanding of the directive word in the question. They gave relevant workplace examples.

In the weaker responses, candidates gave very general responses and usually only addressed mail in a business service environment as letters. Most of these responses discussed what a mail registry is, but did not explain why it is important. Often these responses usually only addressed one part of the question – either incoming or outgoing mail.

In the weaker responses, candidates had difficulty linking their answers to workplace examples with many making no reference to workplace examples.

Question 21
Very few responses explained procedures for both employers and employees.

Some responses gave workplace examples of hazards from Construction, Hospitality and Retail, rather than the Business Services environment.

Poorer responses did not use Business Services terminology and seemed to have no knowledge of concepts such as hazard checking and risk assessment and control. There was no clear distinction between hazards and risks.

Better responses demonstrated an understanding of the term 'explain' and discussed the implications for employers and employees. Implications such as workers compensation claims, higher insurance costs, lost productivity and worker injury were often mentioned.

Weaker responses included irrelevant information with minor mention of hazard implications and risk control.

Some responses showed the influence of such things as world events and the media. For example, some mentioned terrorism, or bombs sealed in incoming mail.

A number of candidates did not understand the role of WorkCover. Few candidates were familiar with the correct legislation.

Question 22

Better responses were organised, coherent and displayed a good understanding of the terms 'petty cash', 'invoices' and 'banking transactions'. In the better responses, candidates showed a cause and effect relationship between procedures relating to the three financial transactions and their justification in achieving accuracy and security.

Such responses demonstrated relevant knowledge and understanding of procedures for ensuring the accuracy and security of financial transactions. Most better responses explained the accuracy of invoicing and used examples but did not extend the explanation to the security of invoicing. For example, centralised filing, the use of passwords, authorisation, signatures required and the use of technology for controlled access to client and supplier's details were often included in the better responses.

In the better responses, candidates communicated their ideas and information, using precise industry terminology and appropriate workplace examples. They examined procedures relating to electronic banking and/or filing. Electronic methods were also mentioned in reference to financial transaction passwords, electronic storage, electronic purchasing and emails.

In the weaker responses, candidates tended to be more descriptive or to outline rather than explain. They were restricted to listing or defining the financial transactions. These candidates tended to concentrate on the accuracy of financial transactions in a simplistic way and very little on the security. If mentioned, security was done in a superficial and simplistic manner. Many weaker responses were limited to petty cash only. Responses were poorly structured and there was little or no mention of workplace examples. The terminology was basic and not specific to the industry.

Business Services

2007 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency
Section I		
1	1	BSBCMN212A
2	1	BSBCMN204A
3	1	BSBCMN211A
4	1	BSBCMN202A
5	1	BSBCMN213A
6	1	BSBCMN206A
7	1	BSBCMN209A
8	1	BSBCMN205A
9	1	BSBCMN203A
10	1	BSBCMN207A
11	1	BSBCMN307A
12	1	BSBCMN201A
13	1	BSBCMN214A
14	1	BSBCMN214A
15	1	BSBADM305A
Section II		
16 (a)	1	BSBCMN213A
16 (b)	3	BSBCMN213A
16 (c)	3	BSBCMN213A
17 (a)	2	BSBCMN203A
17 (b)	2	BSBCMN203A
17 (c)	4	BSBCMN203A
18 (a)	2	BSBCMN201A
18 (b)	3	BSBCMN201A
18 (c)	4	BSBCMN201A
19 (a)	2	BSBCMN307A
19 (b)	3	BSBCMN307A
19 (c)	6	BSBCMN307A
Section III		
20	15	BSBCMN212A
21	15	BSBCMN211A
22	15	BSBCMN207A

BOARD OF STUDIES
NEW SOUTH WALES

2007 HSC Business Services Marking Guidelines

Section II

Question 16 (a)

Competencies assessed: BSBCMN213A

MARKING GUIDELINES

Criteria	Marks
• Correctly identifies the icon used	1

Question 16 (b)

Competencies assessed: BSBCMN213A

MARKING GUIDELINES

Criteria	Marks
• Provides an explanation of at least TWO ways formatting the font enhances the appearance of a document	3
• Provides an explanation of ONE way formatting the font enhances the appearance of a document	2
• Provides a list of ways to alter the font	1

Question 16 (c)

Competencies assessed: BSBCMN213A

MARKING GUIDELINES

Criteria	Marks
• Accurately identifies FIVE or SIX corrections and places the appropriate symbols in the passage	3
• Accurately identifies THREE or FOUR corrections and places the appropriate symbols in the passage	2
• Accurately identifies ONE or TWO corrections and places the appropriate symbol(s) in the passage OR • Accurately identifies FIVE or SIX corrections without using the appropriate symbols in the passage	1

Question 17 (a)

Competencies assessed: BSBCMN203A

MARKING GUIDELINES

Criteria	Marks
• Identifies at least TWO items that should be recorded when taking a telephone message	2
• Identifies ONE item that should be recorded when taking a telephone message	1

Question 17 (b)

Competencies assessed: BSBCMN203A

MARKING GUIDELINES

Criteria	Marks
• Lists the five Cs	2
• Lists some of the five Cs or states the term 'five Cs'	1

Question 17 (c) (i)

Competencies assessed: BSBCMN203A

MARKING GUIDELINES

Criteria	Marks
• Names and justifies the type of letter	2
• Names or justifies the type of letter	1

Question 17 (c) (ii)

Competencies assessed: BSBCMN203A

MARKING GUIDELINES

Criteria	Marks
• Names and justifies the type of letter	2
• Names or justifies the type of letter	1

Question 18 (a)

Competencies assessed: BSBCMN201A

MARKING GUIDELINES

Criteria	Marks
• Lists FOUR main components or writes AMOR and lists at least THREE main components	2
• Lists at least ONE component OR just writes AMOR	1

Question 18 (b)

Competencies assessed: BSBCMN201A

MARKING GUIDELINES

Criteria	Marks
• Outlines at least TWO factors	3
• Outlines ONE factor and identifies a second factor	2
• Identifies at least ONE factor	1

Question 18 (c)

Competencies assessed: BSBCMN201A

MARKING GUIDELINES

Criteria	Marks
• Describes in detail at least TWO training options	3–4
• Describes ONE training option and outlines at least ONE other	2
• Describes ONE training option OR • Lists a number of training options	1

Question 19 (a)

Competencies assessed: BSBCMN307A

MARKING GUIDELINES

Criteria	Marks
• Provides an outline of at least TWO OR outlines ONE reason why equipment usage is monitored and lists others	2
• Lists at least ONE reason why equipment usage is monitored	1

Question 19 (b)

Competencies assessed: BSBCMN307A

MARKING GUIDELINES

Criteria	Marks
• Gives a range of reasons for maintaining an assets register	3
• Gives TWO reasons for maintaining an assets register	2
• Gives ONE reason for maintaining an assets register	1

Question 19 (c)

Competencies assessed: BSBCMN307A

MARKING GUIDELINES

Criteria	Marks
• Provides a detailed explanation of at least TWO factors that a business should consider in determining the most economical choice of equipment and material	5–6
• Provides a limited explanation of at least TWO factors that a business should consider in determining the most economical choice of equipment and material OR • Provides a detailed explanation of ONE factor plus an outline of other factors that a business should consider in determining the most economical choice of equipment and material	3–4
• Provides an outline of at least ONE factor that a business should consider in determining the most economical choice of equipment and material OR • Provides a list of factors that a business should consider in determining the most economical choice of equipment and material	1–2

Section III

Question 20

Competencies assessed: BSBCMN212A

MARKING GUIDELINES

Criteria	Marks
• Provides a detailed explanation of procedures used • Details procedures to effectively manage both incoming and outgoing mail • Identifies a range of mail • Uses a range of precise industry terminology throughout the response including appropriate workplace examples • Presents a response in an organised, well-reasoned and cohesive manner	13–15
• Provides a limited explanation of procedures used • Explains how some procedures effectively manage incoming and/or outgoing mail • Uses industry terminology throughout the response including appropriate workplace examples • Presents an organised well-reasoned response	10–12
• Describes some procedures used to manage incoming and/or outgoing mail • Uses some industry terminology in the response and makes some reference to workplace examples • Presents information in an organised manner	7–9
• Outlines procedure used to manage mail • Limited use of industry terminology in the response and/or makes limited reference to workplace examples • Shows some organisation in presenting information	4–6
• Makes general statements about mail • Limited use of industry terminology	1–3

Question 21

Competencies assessed: BSBCMN211A

MARKING GUIDELINES

Criteria	Marks
• Provides a detailed explanation of procedures for hazard identification and risk control • Draws out and relates implications for both employers and employees • Uses a range of precise industry terminology throughout the response including appropriate workplace examples • Presents a response in an organised, well-reasoned and cohesive manner	13–15
• Provides an explanation of procedures for hazard identification and risk control • Draws out and relates implications for employers and/or employees • Uses industry terminology throughout the response including appropriate workplace examples • Presents an organised and well-reasoned response	10–12
• Describes procedures for hazard identification and risk control • Uses some industry terminology in the response and makes some reference to workplace examples • Presents information in an organised manner	7–9
• Outlines procedures for hazard identification and/or risk control • Shows limited use of industry terminology in the response and/or makes limited reference to workplace examples • Shows some organisation in presenting information	4–6
• Makes general statements about hazards in the workplace • Shows limited use of industry terminology	1–3

Question 22

Competencies assessed: BSBCMN207A

MARKING GUIDELINES

Criteria	Marks
• Provides a detailed explanation of procedures used to ensure accuracy of at least THREE types of financial transactions • Provides a detailed explanation of procedures used to ensure security of at least TWO types of financial transactions • Response addresses but is not limited to petty cash, invoicing and banking transactions • Uses a range of precise industry terminology throughout the response including appropriate workplace examples • Presents a response in an organised, well-reasoned and cohesive manner	13–15
• Provides a limited explanation of procedures used to ensure accuracy of at least THREE types of financial transactions • Provides a limited explanation of procedures used to ensure security of at least TWO types of financial transactions • Response addresses petty cash, invoicing and banking transactions • Uses industry terminology throughout the response including appropriate workplace examples • Presents an organised, well-reasoned response	10–12
• Describes procedures used to ensure accuracy and/or security of financial transactions • Response addresses at least TWO of: petty cash, invoicing and banking transactions • Uses some industry terminology in the response and makes some reference to workplace examples • Presents information in an organised manner	7–9
• Outlines procedures related to financial transactions • Makes limited use of industry terminology in the response and/or makes limited reference to workplace examples • Shows some organisation in presenting information	4–6
• Makes general statements about financial transactions • Limited use of industry terminology	1–3