

2005 EBE HSC TRIAL Business Services

Marking Guidelines

Section I

| Question | Correct Response | Unit of Competency Assessed |
|----------|------------------|-----------------------------|
| 1 | C | BSBCM213A |
| 2 | C | BSBCM214A |
| 3 | A | BSBCM307A |
| 4 | D | BSBCM205A |
| 5 | D | BSBCM206A |
| 6 | D | BSBCM206A |
| 7 | A | BSBCM202A |
| 8 | B | BSBCM213A |
| 9 | D | BSBCM209A |
| 10 | C | BSBCM307A |
| 11 | B | BSBCM213A |
| 12 | A | BSBCM205A |
| 13 | B | BSBCM207A |
| 14 | B | BSBCM214A |
| 15 | C | BSBAD305A, BSBCM214A |

Section II

Question 16 (a)

Units of Competency assessed: BSBCM212

MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| • Correctly states the meaning of email | 1 |

Answers could include:

- Email messages are electronic mail sent from one computer to another
- They are sent to exchange information (communicate) quickly

Question 16 (b)

Units of Competency assessed: BSBCM212

MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| • Provides characteristics and features of TWO methods of delivery of urgent mail | 3-4 |
| • Provides characteristics and features of ONE method of delivery of urgent mail | 2 |
| • Lists TWO methods | 1 |

Answers could include:

- Express Post – pre-paid envelopes of various sizes which guarantee delivery either the next day or in two days, depending on the postcode, if posted before 6.00pm in the specially provided gold postbox
- Courier – delivery by courier van from your reception desk to that of the recipient. Suitable for important or bulky documents.
- Email or fax – very fast electronic delivery of urgent mail. Suitable for letters with attachments, for information only
- Hand delivery - suitable for extremely urgent or confidential documents. May be delivered in person by a reliable person.

Question 16 (c)

Units of Competency assessed: BSBCMN212

MARKING GUIDELINES

| Criteria | Marks |
|--|-------|
| • Indicates the main features of FOUR procedures for handling incoming mail | 4 |
| • Indicates the main features of THREE procedures for handling incoming mail | 3 |
| • Indicates the main features of TWO procedures for handling incoming mail | 2 |
| • Indicates the main features of ONE procedure for handling incoming mail | 1 |

Answers could include:

- Received mail is checked for safely and damaged items
- Mail is sorted according to organisational requirements
- Priority of sorting may be electronic mail, then urgent mail, certified/registered post, COD mail, private/confidential mail, airmail, routine mail, parcels, magazines, newspapers, advertising material
- Opened – some items of mail are opened and others distributed unopened
- Registered – opened mail is registered in the incoming mail register: contents, including enclosures, date, stamp the main document with the date and time received.
- Distributed - according to organisational requirement, e.g. Personal/confidential mail should be placed unopened on the nominated person's desk or on top of the pile of mail in the individual's pigeonhole

Question 17 (a)

Units of Competency assessed: BSBCMN202

MARKING GUIDELINES

| Criteria | Marks |
|--|-------|
| <ul style="list-style-type: none"> Correctly states the meaning of a to - do list | 1 |

Answers could include:

- A to-do list is a list of tasks which have to be done during a particular period of time
- It enables prioritising of work and helps you to remember what has to be done

Question 17 (b)

Units of Competency assessed: BSBCMN202

MARKING GUIDELINES

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> Recognises and names TWO ways in which to record work tasks | 2 |
| <ul style="list-style-type: none"> Recognises and names ONE way in which to record work tasks | 1 |

Answers could include:

- Paper based ways including diary, to-do list, planner, calendar
- Electronic based including electronic diary, Outlook, typing a list for each day, palm pilot

Question 17 (c)

Units of Competency assessed: BSBCMN202

MARKING GUIDELINES

| Criteria | Marks |
|--|-------|
| <ul style="list-style-type: none"> Makes the relationship clear between TWO problems and their impact on work completion and puts forward TWO solutions | 4 |
| <ul style="list-style-type: none"> Makes the relationship clear between TWO problems and their impact on work completion and puts forward ONE solution | 3 |
| <ul style="list-style-type: none"> Makes the relationship clear between ONE problem and its impact on work completion and puts forward ONE solution | 2 |
| <ul style="list-style-type: none"> Names TWO problems | 1 |

Answers could include:

- Equipment failure/faults. For example, a photocopier might break down. A solution would be to arrange a maintenance/repair visit by a qualified technician. Meanwhile, urgent photocopying may be outsourced.
- Other work demands
- Environmental factors
- Lack of resources
- Changes to organisational procedures

Question 18 (a)

Units of Competency assessed: BSBCMN207

MARKING GUIDELINES

| Criteria | Marks |
|--|--------------|
| • Correctly names a financial document | 3-4 |

Answers could include:

- Petty cash voucher/petty cash book
- Invoice
- Credit note
- Cheque
- Credit card voucher
- Deposit book
- Receipt
- Delivery docket
- Purchase order

Question 18 (b)

Units of Competency assessed: BSBCMN207

MARKING GUIDELINES

| Criteria | Marks |
|--------------------------------------|--------------|
| • Makes clear the purpose of the GST | 1 |

Answers could include:

- To raise revenue (tax) for the Federal Government
- To include services in the tax base

Question 18 (c)

Units of Competency assessed: BSBCMN207

MARKING GUIDELINES

| Criteria | Marks |
|--|--------------|
| • Notes the difference between a purchase order and an invoice | 2 |
| • Defines either a purchase order or an invoice | 1 |

Answers could include:

- Purchase Orders are a record of what has been ordered and are used to sort out any dispute that may arise when goods and services are delivered
- Invoices are issued when goods and services are sold on credit. They contain information about the product and terms of payment

Question 18 (d) (i)

Units of Competency assessed: BSBCM207

MARKING GUIDELINES

| Criteria | Marks |
|--|--------------|
| • Correctly completes all FOUR components of the invoice | 4 |
| • Correctly completes THREE components of the invoice | 3 |
| • Correctly completes TWO components of the invoice | 2 |
| • Correctly completes ONE component of the invoice | 1 |

Answers could include:

- A. BCP Business Services, 23 Tallgrass Rd., GRANGE MARK QLD 4317
- B. 307
- C. Staplers
- D. \$3.85

Question 18 (d) (ii)

Units of Competency assessed: BSBCM207

MARKING GUIDELINES

| Criteria | Marks |
|---|--------------|
| • Correctly calculates all FOUR entries | 4 |
| • Correctly calculates THREE entries | 3 |
| • Correctly calculates TWO entries | 2 |
| • Correctly calculates ONE entry | 1 |

Answers could include:

- 1 \$9.06
- 2 \$172.14
- 3 \$172.14
- 4 \$15.65

Question 19 (a)

Units of Competency assessed: BSBAD305

MARKING GUIDELINES

| Criteria | Marks |
|---|--------------|
| • Correctly recognises and names THREE software functions | 3 |
| • Correctly recognises and names TWO software functions | 2 |
| • Correctly recognises and names ONE software function | 1 |

Answers could include:

- Print preview
- Sort Descending
- Delete

Question 19 (b)

Units of Competency assessed: BSBAD305

MARKING GUIDELINES

| Criteria | Marks |
|--|--------------|
| • Supports an argument for the use of a database to meet presentation requirements | 3-4 |
| • Describes the use of a database and provides some justification | 2 |
| • Lists some database functions | 1 |

Answers could include:

- A database allows the presentation of reports which are tailored to the intended audience/users whereas a spreadsheet does not have this capacity
- A database allows queries and tables to be prepared for a presentation
- A database meets specific presentation requirements (different formats, different queries, different fields)
- More powerful than WP software

Section III
Question 20

Units of Competency assessed: BSBCMN211A, BSBCMN201A

MARKING GUIDELINES

| Criteria | Marks |
|---|--------------|
| <ul style="list-style-type: none"> • Explains the relationship between procedures and health and safety in the workplace by relating cause and effect • 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 |
| <ul style="list-style-type: none"> • Describes the relationship between procedures and health and safety in the workplace • Uses industry terminology throughout the response including workplace examples • Presents an organised and well-reasoned response | 10-12 |
| <ul style="list-style-type: none"> • Describes some workplace procedures and some health and safety issues • Uses some industry terminology in the response and makes some reference to workplace examples • Presents information in an organised way | 7-9 |
| <ul style="list-style-type: none"> • Identifies some ways in which health and safety may be achieved in the workplace • Limited use of industry terminology with limited or no reference to workplace • Shows some organisation in presenting information | 4-6 |
| <ul style="list-style-type: none"> • Makes general statements about occupational health and safety • Limited or no use of industry terminology | 1-3 |

Answers could include:

- Occupational Health and Safety Legislation
- Hazard reporting procedures
- Job procedures and safe work instructions and allocation of responsibilities
- Emergency procedures
- Accident and near-miss reporting and recording procedures
- Consultation on OH&S issues
- Correct selection, use, storage and maintenance procedures for use of personal protective equipment (PPE)
- Control of risks
- OH&S Committees and WorkCover

Question 21

Units of Competency assessed: BSBCMN201A, BSBCMN204A

MARKING GUIDELINES

| Criteria | Marks |
|---|--------------|
| <ul style="list-style-type: none"> Analyses the strategies that a business could introduce to develop effective workplace relationships 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 |
| <ul style="list-style-type: none"> Explains the strategies that a business could introduce to develop effective workplace relationships Uses industry terminology throughout the response including workplace examples Presents an organised and well-reasoned response | 10-12 |
| <ul style="list-style-type: none"> Describes the strategies that a business could introduce to develop effective workplace relationships Uses some industry terminology in the response and makes some reference to workplace examples Presents information in an organised way | 7-9 |
| <ul style="list-style-type: none"> Identifies some ways in which a business could develop effective workplace relationships Limited use of industry terminology with limited or no reference to workplace Shows some organisation in presenting information | 4-6 |
| <ul style="list-style-type: none"> Makes general statements about workplace relationships Limited or no use of industry terminology | 1-3 |

Answers could include: *See Text p 356-368*

- Effective workplace relationships - enable high levels of task performance and of human resource maintenance
- The importance of duty of care
- Legal responsibilities of staff and management
- Written and verbal reporting procedures
- Organisation of work groups - formal and informal
- Examination of teams in terms of purpose, size, goals, characteristics of good teams
- Team building techniques
- Leadership styles
- Determination of responsibilities - individually or collectively
- Working together in meetings, teleconferences, face-to-face, online
- Process of performance appraisal – conducting, modifying, evaluating
- Values and beliefs
- Different forms of communications – oral (discussion, debate, negotiation, speeches) and written (instructions, schedules, reports)
- Effective communication
- Conflict resolution procedures

Question 22

Units of Competency assessed: BSBCMN203A, BSBCMN209A

MARKING GUIDELINES

| Criteria | Marks |
|--|--------------|
| <ul style="list-style-type: none"> • Assesses the value of listening, questioning and speaking skills to improve communication within the workplace and with clients • 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 |
| <ul style="list-style-type: none"> • Explains the value of listening, questioning and speaking skills to improve communication within the workplace and with clients • Uses industry terminology throughout the response including workplace examples • Presents an organised and well-reasoned response | 10-12 |
| <ul style="list-style-type: none"> • Discusses the value of listening, questioning and speaking skills to improve communication • Uses some industry terminology in the response and makes some reference to workplace examples • Presents information in an organised way | 7-9 |
| <ul style="list-style-type: none"> • Identifies some ways of improving communication • Limited use of industry terminology with limited or no reference to workplace • Shows some organisation in presenting information | 4-6 |
| <ul style="list-style-type: none"> • Makes general statements about customer satisfaction • Limited or no use of industry terminology | 1-3 |

Answers could include:

- Effective communication – this occurs when the intended meaning and the perceived meaning are the same
- Active listening skills which reflect content and feeling
- Effective communication skills - understanding body language, appropriate speech, giving feedback, showing empathy, encouraging, clarifying, use of silence (listening)
- Questioning techniques - open, closed and reflective questions
- Telephone etiquette – polite/friendly greeting of callers, clear tone and accurate relaying of messages, clarifying and discussing problems
- Importance of handling clients and client enquiries
- Good verbal and non-verbal communication skills are vital to achieving quality service to clients