

MARKING KEY

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Business Services Certificate II in Business (BSB20107) Draft sample examination question mapping

Multiple-choice questions

Question	Marks	Unit of competency
Section 1		
1	1	BSBCMM201A
2	1	BSBCMM201A
3	1	BSBCUS201A
4	1	BSBCUS201A
5	1	BSBIND201A
6	1	BSBIND201A
7	1	BSBINM201A
8	1	BSBINM201A
9	1	BSBITU201A
10	1	BSBITU201A
11	1	BSBITU202A
12	1	BSBITU202A
13	1	BSBOHS201A
14	1	BSBOHS201A
15	1	BSBWOR202A
16	1	BSBWOR202A
17	1	BSBWOR203A
18	1	BSBWOR203A
19	1	BSBWOR204A
20	1	BSBWOR204A

Short answers

Draft sample paper 1	
Question	Unit of competence
1	BSBCMM201A
2	BSBCUS201A and BSBIND201A
3	BSBINM201A and BSBITU201A
4	BSBITU202A
5	BSBOHS201A
6	BSBWOR202A
7	BSBWOR203A
8	BSBWOR204A

**Business Services VET industry specific
Draft sample examination marking key**

**Section 1
Multiple-choice**

Question	Response	Mark
1	D	1
2	A	1
3	C	1
4	A	1
5	A	1
6	C	1
7	A	1
8	B	1
9	B	1
10	A	1
11	C	1
12	C	1
13	B	1
14	A	1
15	C	1
16	A	1
17	C	1
18	C	1
19	B	1
20	B	1

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Section 2—Short answer

Question 1: BSBCMM201A (9 marks)

(a) 5 marks

Description	Mark
Provides five appropriate communication methods and links communication task correctly with associated equipment	5
Provides four appropriate communication methods and links communication task correctly with associated equipment	4
Provides three appropriate communication methods and links communication task correctly with associated equipment	3
Provides five appropriate communication methods only	2
Provides two appropriate communication methods and links communication task correctly with associated equipment	2
Provides one appropriate communication methods and links communication task correctly with associated equipment	1
Provides four appropriate communication methods only	1

Answers could include the following:

Communication Task	Appropriate communication method	Equipment used to carry out the communication task
Distribute meeting minutes	Internal email or original copy	Computer Delivered to workspace
Change to company staffing policy	Official memo or internal email Team meeting	Computer Face to face
Order stationery	Faxed Email Telephone order Company order	Fax machine Computer Telephone Official organisation order form
Written confirmation of services offered to client	Company stationery/contract and letter using template	Computer Conventional mail as original copy is required
Confirm a meeting with a supplier	Email OR SMS text	Computer or telephone
Discuss start times with employee	Face to face meeting and can back up with written letter or company policy	None or computer

(b) 2 marks

Description	Mark
Correctly lists and explains the importance of two communication skills which could improve communication effectiveness with people from diverse cultural backgrounds	2
Correctly lists and explains the importance of one communication skill which could improve communication effectiveness with people from diverse cultural backgrounds	1
Correctly lists two communication skills with no explanation of importance	1

Answers could include the following:

Communication skill	Importance
Communicate by demonstrating acknowledgement of differences between individuals and groups of people.	Demonstrates willingness to treat every person as an individual. Understanding of cultural factors may influence perceptions and understanding.
Demonstrate that stereotyping is not occurring.	Demonstrates willingness to treat every person as an individual.
Listen attentively to identify issues and misunderstandings.	Demonstrates willingness to treat every person as an individual. Understanding that people from different countries might have different expectations.
Ensure language is understood. Communicates by responding appropriately to language difficulties.	Demonstrates willingness to treat every person as an individual by presenting information in clear concise form, with relevant prepared printed material or alternatively employing an interpreter
Communicate by demonstrating awareness and application of the relevant Anti-discrimination legislation.	Demonstrates willingness to treat every person as an individual. When issues related to cultural differences arise they must be addressed with this legislation in mind.

(c) 2 marks

Description	Mark
Correctly lists and explains the importance of two communication skills which could improve communication effectiveness with people with disabilities	2
Correctly lists and explains the importance of one communication skill which could improve communication effectiveness with people with disabilities	1
Correctly lists two communication skills with no explanation of importance	1

Answers could include the following

Communication skill	Importance
Communicating by demonstrating acknowledgement of differences between individuals and groups of people. Demonstrates that stereotyping is not occurring.	Demonstrates willingness to treat every person as an individual. Understanding different disabilities may influence perceptions and understanding.
Demonstrating that stereotyping is not occurring.	Demonstrates willingness to treat every person as an individual.
Listening attentively and spending more time interacting with the individual to identify issues and misunderstandings	Demonstrates willingness to treat every person as an individual. Understanding that people with different disabilities have different needs and expectations.
Ensuring language understood or responding appropriately to hearing, understanding, speaking, reading or writing difficulties.	Demonstrates willingness to treat every person as an individual by presenting information in clear concise form, with relevant prepared printed material or alternatively employing an interpreter.
Providing appropriate communication aids.	Demonstrates willingness to treat every person as an individual by presenting information in clear concise form.
Communicating by demonstrating awareness and application of the relevant Anti-discrimination legislation.	Demonstrates willingness to treat every person as an individual. When issues related to disability differences arise they must be addressed with this legislation in mind.

Question 2: BSBCUS201A and BSBIND201A (16 marks)

(a) 6 marks

Description	Mark
Correctly names and demonstrates understanding by describing three ways in which an organisation could improve the quality of customer service	6
Correctly names and demonstrates understanding by describing two ways in which an organisation could improve the quality of customer service	4
Correctly names three ways in which an organisation could improve the quality of customer service. No description provided.	3
Correctly names and demonstrates understanding by describing one way in which an organisation could improve the quality of customer service	2
Correctly names two ways in which an organisation could improve the quality of customer service. No description provided.	2

Answers could include the following:

Factor related to customer service	Description of how Improves quality
Know your products, services and policies.	Customer confidence in product/service.
Conduct regular "customer needs analysis".	Customer opinions valued and acted upon. Products tailored to their needs.
Never argue with customer, offer alternative solutions.	Willing to act on problem/complaint and value customer needs.
Always provide what you promise.	Maintain and improve credibility with customer.
Treat customer with respect and courtesy.	Increase customer positive satisfaction and in turn repeat business.
Seek feedback and act on feedback from the customer.	Customer opinions valued and acted upon.
Identify customers with special needs.	Increase customer satisfaction and in turn repeat business.
Be efficient and address problem promptly either yourself or referring directly to someone who can assist.	Customer opinions valued and acted upon.
Provide customer with alternative contact/order times which suit customer.	Customer able to interact with the business in their own convenient time.

(b) 1 mark

Description	Mark
Employment human resources reference page online	1
Or hard copy of Staff Information Package or Company policy or procedures manual	1
Or human resources personnel	1

(c) 7 marks (7 x 1 mark)

Description	Mark (max 7)
One appropriate area which demonstrates essential inclusion in 'Induction kit'	1

Answers could include the following:

- Corporate information
- Year planner
- Structural overview of organisation
- Code of Conduct
- Organisational values
- Customer service
- Hospitality
- Confidentiality and security
- Records management
- Freedom of Information
- Copyright and intellectual property
- Internet access and usage policy
- Computer use and software use
- Computer virus policy
- Services and Support
- Human Resources Management
- Occupational safety and health
- Contract management
- Vehicle use
- Equipment policies, procedures and guidelines
- Publication style guide
- Office plan
- Job description and list of duties
- Contract details
- Promotional brochures
- Annual reports
- Office plan outlying emergency exits
- Job description and list of duties
- Job contracts
- Holiday and sick leave forms

(d) 2 marks

Description	Mark
One workplace policy related to one of the discrimination areas listed below. <ul style="list-style-type: none">• race,• colour,• national or ethnic origin;• sex;• disability;• sexual preference;• or some other characteristic specified under anti-discrimination or human rights legislation .• working in a 'hostile' - or intimidating - environment.	1

Answers could include the following:

- Antidiscrimination policy of business
- Mission statement of business
- Anti-bullying policies
- Human resources policies and procedures

Description	Mark
One correct explanation of how non-compliance may reduce the efficiency of a business	1

Answers could include the following:

- non-compliance may undermine the standard of conduct within a work area and therefore reduce efficiency
- non-compliance may erode the well being of the individual or group being targeted and lead to lower overall staff performance and therefore reduce efficiency
- staff may take more sick leave and therefore reduce efficiency
- staff may be de-motivated and therefore reduce efficiency
- there may be an increase in staff turnover and therefore reduce efficiency

Question 3: BSBINM201A and BSBITU201A

(a) Task 1 (2 marks)

Description	Mark
Explains in detail two correct steps involved in the establishment of a new file for inclusion in an established filing system.	2
Provides an example one correct step involved in the establishment of a new file for inclusion in an established filing system.	1

Answers could include the following:

- paper-based: Consult checklist of contents of file, code it, file numerically, geographically or chronologically
- follow organisational requirements relating to security and confidentiality in handling information.
- classification according to organisational requirements for established filing system.
- ensure all information can only be accessed by the authorised personnel
- compressing computer files prior to filing if necessary
- software-based: Ensure file is correctly named, ensure correct pathway is setup, choose appropriate software to file

Task 2 (2 marks)

Description	Mark
Explains in detail two correct steps involved in the removal or relocation of dead or inactive file.	2
Provides an example of one correct step involved in the removal or relocation of dead or inactive file.	1

Answers could include the following:

- follow organisational requirements relating to security and confidentiality in handling information
- remove dead file, shred or arrange for shredding
- inactive: record removal on database and record pathway to archive
- inactive; electronically scan, remove hard copy and record location of scan on database
- electronically compress and archive

Task 3 (2 marks)

Description	Mark
Explains in detail two correct steps involved in security procedures related to a new confidential file	2
Provides an example of one correct step involved in security procedures related to a new confidential file	1

Answers could include the following:

- follow organisational requirements relating to security and confidentiality in handling information
- ensure that password protection procedures are followed
- paper files must be kept under lock and key with authorised personnel access only
- ensure that all files are kept out of plain sight of public.

(b) 2 marks BSBITU201A AND BSBITU202A

Description	Mark
Chooses an appropriate software application and correctly explains why the application would be used to produce and present a brochure on OSH.	2

Answers could include the following:

- software application could be one or more of Word (any suitable word processing software), Publisher (any suitable publishing software) , PowerPoint (any suitable slideshow software).
- explanation to include the combination of text and graphics/images to ensure the message is appropriately conveyed.

(c) 2 marks

Description	Mark
Correctly lists and correctly explains two appropriate software functions involved in formatting a wordprocessing document	2
Correctly lists two appropriate software functions involved in formatting a wordprocessing document. No explanation given.	1

Answers could include the following:

- tabs: ensure standard margins
- templates: standard formatting and styles
- headers and footers: standard titles, page numbers, dates
- alignment: standard margins and justification

(d) 2 marks

Description	Mark
Correctly names two written or electronic sources of reference information used to overcome problems related to formatting documents.	2
Correctly names one written or electronic source of reference information used to overcome problems related to formatting documents.	1

Answers could include the following:

- 'Help' software
- saved templates
- user manuals (online or hard copy)
- departmental procedures (online or hard copy)
- style guide

Question 4: BSBITU202A (8 marks)**(a) 4 marks**

Description	Mark (4 x1 max 4)
One correct advantage of a spreadsheet for presenting information or data	1

Answers could include the following:

A spreadsheet allows you to present data:

- in a table format
- calculate numbers and formulas
- rearrange the data and copy formulas to make predictions about the future
- create new data by performing calculations
- create a chart to illustrate the data

(b) 2 marks

Description	Mark
One correct description Sheet tabs	1
One correct description of Tool bars	1

Answers could include the following:

Item	Description of the function
Sheet tabs	The name of each sheet in the workbook. The tab of the active sheet is displayed in white and the name in bold
Tool bars	The toolbars allow quick access to features accessible via the menu

(c) 2 marks

Description	Mark
Correctly names and explains how a pre-set function of a spreadsheet is used to carry out a calculation related to data in a spreadsheet	2

Answers could include the following:

- Sum: Adds all the numbers in a range of cells
- Average: Calculates the arithmetic mean of names, arrays or references that contain numbers
- If: Checks whether a condition is meet
- Hyperlink: Creates a shortcut which opens a stored document

Question 5: BSBOHS201A (7 marks)

(a) 3 marks

Description	Marks (3)
Correctly naming three relevant ergonomic factors and describing three appropriate measures which could be taken to improve the ergonomics of their workstation.	3
Correctly naming two relevant ergonomic factors and describing two appropriate measures which could be taken to improve the ergonomics of their workstation.	2
Correctly naming one relevant ergonomic factor and describing one appropriate measure which could be taken to improve the ergonomics of their workstation.	1

Answers could include the following:

- Work area: ensure work space is large enough to allow for a full range of motion and arrange work items.
- Keyboard: ensure keyboard position is placed so that your arms are parallel to your thighs.
- Mouse: ensure mouse is easily within reach or if problems use an alternate input device e.g. touch pad.
- Chair: ensure that the chair height is ergonomically correct, lower back is supported and adjust the chair so that you can easily reach keyboard and mouse.
- Monitor: centre monitor at a comfortable distance, adjust the brightness settings or alternatively use a glass glare filter.
- Lighting: position monitor at such an angle to reduce reflection

(b) 4 marks

Description	Marks (4)
Correctly names lists four steps to follow in the event of a fire emergency in the business workplace in correct order	4
Correctly names lists two steps to follow in the event of a fire emergency in the business workplace in correct order	2

Answers could include the following:

- alert people in the area
- evacuate to designated emergency area
- call fire brigade
- follow directions from the wardens, re-enter the building only when advised it is safe to do so by either a warden or emergency services

Question 6 : BSBWOR202A (10 marks)**(a) 4 marks**

Description	Marks (4)
Correctly lists four reasons for having a “work schedule” in the business workplace	4
Correctly lists three reasons for having a “work schedule” in the business workplace	3
Correctly lists two reasons for having a “work schedule” in the business workplace	2
Correctly lists one reasons for having a “work schedule” in the business workplace	1

Answers could include the following:

- plan your workload to increase efficiency of work
- prioritising your tasks to increase efficiency or follow organisational requirements
- breaking down tasks into smaller parts if possible
- give time lines to tasks to increase efficiency of work
- identify frequency of tasks
- identify any areas that assistance or extra training is needed.

(b) 4 marks

Description	Marks (4)
Places priority of tasks in correct position according to table below	4
Places priority one and priority six in the correct position according to the table below	2

Answers should include the following:

Duty/Task	Priority of duty/task
Answering the telephone.	3
Entering and updating all client contacts and notes of meetings.	5
Place stationery order with supplier.	4
Organise food and beverage for the board meeting the following day.	2
Greet clients as they arrive and show to appropriate conference room.	1
Enter all post received and to be posted into appropriate database.	6

(c) 2 marks

Description	Marks (2)
Provides “Greet clients as they arrive and show to appropriate conference room” as priority one and provided valid explanation	1
Provides “Enter all post received and to be posted into appropriate database” as priority six and provided valid explanation.	1

Answers could include the following:

Priority 1: Greet clients as they arrive and show to appropriate conference room
Was given the highest priority because the client is always to be given priority when face to face contact occurs.

Priority 6: Enter all post received and to be posted into appropriate database
Was given the least priority as this task can be followed up throughout the day and if that info is only completed first thing the next day there will be no negative effect to the business.

Question 7 BSBWOR203A (10 marks)

(a) 8 marks

Description	Marks (8)
Lists and explains the importance of four relevant important skills which promote teamwork to ensure workgroup goals are met.	4
Lists and explains the importance of four relevant important skills which promote teamwork to ensure workgroup goals are met.	3
Lists and explains the importance of four relevant important skills which promote teamwork to ensure workgroup goals are met.	2
Lists and explains the importance of four relevant important skills which promote teamwork to ensure workgroup goals are met.	1

Answers could include the following:

- listening—be able to listen to other members ideas
- questioning—ask questions, interact and discuss objectives
- persuading—teams need to be able to exchange, defend and rethink ideas
- respect—it is important to treat others with respect
- helping—be willing to help other team members
- sharing—be able to share views and ideas
- participating—all team members need to participate in all necessary aspects of the team’s goal.

(b) 2 marks

Description	Marks (2)
Provides one relevant example to explain how they have personally acted on suggestions made by a work-based team to improve workplace outcomes	2
Provides one relevant example without explaining how they have personally acted on suggestion made by a work-based team to improve workplace outcomes	1

Answers could include the following:

- Improved communication by sending emails to increase the number of team meetings where all team members can contribute in a non-threatening environment.
- Organised work rosters to improve flexible working times for staff with family commitments.
- Contributed to improved job descriptions to increase awareness of job responsibilities and resulted in an improvement of delegation of tasks.

Question 8 (10 marks)

(a) 2 marks

Description	Marks (2)
Lists two measures which would ensure that workplace security requirements related to confidential electronic mail or internet download information are followed.	2
Lists one measure which would ensure that workplace security requirements related to confidential electronic mail or internet download information are followed.	1

Answers could include the following:

- passwords used and changed regularly
- password to follow organisational standard
- policy and procedures of internet use explained and documented (for reference) at induction
- software (spy ware and virus) checker installed and used regularly

(b) 4 marks

Description	Marks (4)
Describes the process including four valid steps	4
Describes the process including two valid steps	2

Answers could include the following:

- all files are saved and then closed down
- all applications are closed.
- logged off with password if required.
- follow company procedure, this may include backing up all data, closing specific computers first and which computers should not be switched off
- finally if you are part of a network you may have other procedures to follow.

(c) 2 marks

Description	Marks (2)
Provides two reasons why it is necessary to follow the process to shut down your work computer at the end of the day	2
Provides one reasons why it is necessary to follow the process to shut down your work computer at the end of the day	1

Answers could include the following:

- backup and save information
- ensure security procedures followed and computer cannot be accessed by unauthorised individuals
- to allow maintenance and upgrade
- for environmental energy saving reasons

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