higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

LIFE SKILLS AND COMPUTER LITERACY

(First paper)

NQF LEVEL 4

14 November 2024

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

1.1 C
1.2 D
1.3 A
1.4 B
1.5 B
1.6 C
1.7 A
1.8 D
1.9 B
1.10 C

(10 × 1) **[10]**

QUESTION 2

2.1 F
2.2 B
2.3 A
2.4 G
2.5 C
2.6 E
2.7 H
2.8 J
2.9 D
2.10 I

(10 × 1) **[10]**

QUESTION 3

3.1 professionally
3.2 fair/free and fair
3.3 critical, analytical
3.4 stigma
3.5 adult/parent

(5 × 1) **[5]**

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QUESTION 4

4.1 False − TB treatments continuation phase of either 4 or 7 months (total of 6 to 9 months for treatment)

4.2 True − Researching the company helps one understand the business beyond the basics and can help one to impress during the interview.

4.3 True – Having a driver's license can improve one's career; many jobs require drivers to drive a company vehicle.

4.4 True − Many jobs require employees to multitask and manage multiple responsibilities.

4.5 False – A shop steward is appointed by workers to promote their interest.

(1 mark for 'True' or 'False' and 1 mark for a reason) (5 × 2) **[10]**

QUESTION 5

5.1 5.1.1

- Employee/worker
- Employer

(Accept company, business, owner or government)(Any appropriate answer)

5.1.2

- Job information: title and responsibilities
- Benefits and compensation (salary and bonuses)
- Paths to promotion
- Time off, sick days and leave days
- Confidentiality agreements/non-disclosure agreements
- Name and address of employer
- Name and address of employee
- Job title (Any 2 × 1)

(2 × 2) (4)

5.2 5.2.1 Violation of a job contract is when an employer or employee breaks or fails to meet terms under the employment contract.

5.2.2

- Resigning work without proper notice
- Leaving work for a competitor if your contract disallows it
- Gross misconduct resulting in a quantifiable company loss
- Failing to carry out duties
- Acting dishonestly, such as falsifying personal or workplace records
- Taking advantage of the employment position for own personal advantage or gain
- Disclosing confidential information
- Misuse of company property (Any 2 × 1)

5.2.3
- Trade union
- CCMA
- Department of Labour and Employment
- Labour Court
- Constitutional Court (Any 2 × 1)

(3 × 2) (6)
[10]

TOTAL SECTION A: 45

SECTION B

QUESTION 6

6.1 6.1.1
- Depression is a common mental health problem that involves a low mood and a loss of interest in activities
- Depression is a common but serious illness that interferes with daily life, the ability to work, sleep, study, eat, and enjoy life (2)

6.1.2
- The effects of chronic, or long-term stress can be harmful on their own, but they may also contribute to depression.
- Depression causes deadly illnesses such as heart disease and diabetes
- Stress can also cause harmful conditions like strokes and certain cancers.
- Common symptoms of both conditions are: Nervousness and problems concentrating
- Depression or stress can lead to anxiety disorder and panic attacks (Any 3 × 1) (3)

6.1.3
- Living with depression can feel lonely
- People may be fearful or ashamed of being labelled with a serious mental illness, causing them to suffer in silence, rather than to get help
- In fact, most people with major depression never seek the right treatment
- Many people believe that they are inadequate, or it would mean failure to admit that something is wrong. They believe that they should be able to manage the depression.
- Some find it difficult to share personal details with a counsellor and may worry that information will not be kept confidential

(Any 3 × 1) (2)

6.2 6.2.1
- Stressful events increase the risk of depression if one isolates oneself
- Menopause can trigger depression, particularly in the first few years
- Feeling lonely, caused by things such as becoming cut off from family and friends, can increase one's risk of depression.
- Physical health problems such as coronary heart disease, cancer or a condition that causes long-term pain
- Certain personality traits, such as low self-esteem or being overly self-critical
- Bad childhood experiences can cause depression
- Life events
- Negative styles of thinking (Any 4 × 1) (4)

6.2.2
- Keeping in touch with friends and family means that one has someone to talk to when you feel low
- Take up some form of exercise
- Face your fears to manage depression
- Don't drink too much alcohol as it won't help one to solve problems and could also make one feel even more depressed
- Try to eat a healthy, balanced diet
- Try to get always up at the same time and stick to your routine as much as possible
- Seeking help for depression will help one manage depression

(Any 3 × 1) (3)

6.3 6.3.1 Occupational Health and Safety Act (1)

6.3.2
- The Labour Relations Act provides strong protection for sick employees. The law prohibits employers from disciplining employees who are ill or disabled.
- The Employment Equity Act prohibits unfair discrimination against employees on the grounds of disability or illness

(Any ONE) (1)

6.3.3
- Understand how mental health impacts your employees
- Include mental health coverage as part of your health care plan
- Establish an employee assistance program (EAP)
- Use communication to reduce stigma and increase access to mental health resources
- Promote well-being in the workplace (Any 2 × 1) (2)

6.3.4
- Depression can cause employees to isolate themselves
- Employees may worry about getting work done in time
- Employees may feel guilty about letting other people down
- Employees may also find it difficult to talk about how they feel at work, because they feel ashamed that they may be judged

(Any 2 × 1) (2)

[20]

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QUESTION 7

7.1.1
- If a driver becomes annoyed by a slow driver ahead of them, they may tailgate or illegally pass
- Impatient drivers are also more likely to run red lights or stop signs
- Ignore traffic signs
- Disregard others' right of way
- Failing to yield
- Contribute to collisions
- Ignoring the speed limit (Any 2 × 1) (2)

7.1.2
- They're not paying attention to their driving speed
- They are in a hurry
- They love the thrill
- They are familiar with the road
- They take drugs or alcohol
- They feel road rage
- Driving a powerful vehicle
- Playing music has been cited as a contributor to speeding.
- Some motorists also blame their speeding on being distracted by passengers (Any 2 × 1) (2)

7.1.3
- Pull over at the next safest spot and let the driver pass
- Do not hesitate to call the official authorities
- Control your anger to avoid road rage
- Avoid making eye contact with an aggressive driver
- Do not make obscene gestures
- Do not tailgate; keep a safe distance
- Use the vehicle's horn sparingly – even a polite honk can be misinterpreted
- Do not block the driver from passing (Any 2 × 1) (2)

7.1.4
- The safety of everyone in and around your vehicle – passengers, other driver's passengers, pedestrians and cyclists
- Safe driving behaviour will also help to keep one's insurance costs down
- Always obey the rules of the road
- Take driver training if possible
- Ensure that the vehicle is road worthy
- Adhere to the speed limit (Any 2 × 1) (2)

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7.1.5
- Reckless driving can ruin someone's financial life
- Guilty parties are often responsible for repair costs, medical bills, legal fees, and increased insurance premiums
- The psychological effects of a reckless driving accident can be long-lasting and debilitating
- Survivors may have flashbacks, nightmares, and difficulty sleeping
- They may also experience anxiety, depression, and post-traumatic stress disorder (PTSD)
- These symptoms can make returning to work, school, or social activities difficult (Any 3 × 1) (3)

7.2 7.2.1
- Road safety affects everyone in South Africa
- The government spends a lot of money every year to repair the damages caused by road accidents
- The government has to repair damaged infrastructure
- Millions are spent by the government to train people to replace those affected by accidents
- Road accidents cause escalating health, welfare and education budgets, which in turn cause an increase in taxes

(Any 3 × 1)

7.2.2
- Drunk drivers cannot think straight and take risks on the road
- Drunk driving may lead to many deaths and injuries. Families lose their loved ones because of drunk drivers.
- Drunk drivers often fall asleep while driving and this may lead to accidents

(2 × 3) (6)

7.3 7.3.1
- One may be suspended from driving the company car for certain period
- One may be forced to pay tickets from one's own salary
- Employee will be charged with reckless driving (Any ONE) (1)

7.3.2
- Never use company petrol for personal use
- Drive smoothly and avoid stop - go driving
- Never let family members, relatives or friends drive the company car
- Watch the cars ahead to avoid sharp acceleration and braking
- Do not coast downhill or when braking
- Ease off the accelerator gently and use the engine to brake the car (Any 2 × 1) (2)

[20]

QUESTION 8

8.1 8.1.1
- Prepare your interview space. The first step to prepare for an interview process is to prepare the interview space
- Decide whether you will practise alone or with someone else
- Gather a list of practice questions
- Dress for the interview
- Practise answering question
- Ask for feedback (Any 2 × 1) (2)

8.1.2
- Employers use resumes to get a deeper understanding of the candidate's skills, strengths and experience.
- The resume is one's first point of contact with the employer
- The resume sets the tone for subsequent steps such as the first interview, second interview, pre-screening and on boarding

(Any ONE) (1)

8.1.3
- Skills
- Experience
- Contacts/references (Any ONE) (1)

8.1.4
- Speaking poorly of previous employers
- Not preparing for common questions
- Focusing too much on yourself
- Having no questions to ask
- Inappropriate attire
- Using your cell phone
- Not doing company research
- Losing your focus (Any 2 × 1) (2)

8.1.5
- Allows you to show off your good manners
- Helps remind the hiring manager who you are
- and which strengths you can bring to the position
- To remind the hiring manager of why you're a good fit for the position and what makes you stand out as a candidate

(Any 2 × 1) (2)

8.2 8.2.1
- Dress appropriately,✓ which will make a good first impression✓ (2)

8.2.2
- Shows that you're serious about the job
- Be respectful of the interviewer's time,
- show genuine interest in the job.
- Our appearance sends a message.
- One's appearance can have a huge influence on one's career, in both positive and negative ways.
- Your dress is a non-verbal cue (Any ONE) (1)

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8.2.3
- Short skirts or dresses are too casual for a professional setting.
- An excess of perfume
- Open-toed shoes and casual sneakers
- Clothes that don't fit (whether too small or too large)
- Avoid brightly coloured clothes or busy patterns
- Overly casual wear
- Tight or ripped clothing
- Clothing that doesn't fit the company culture.
- Too many accessories
- Dresses that are too tight, too short or show too much skin.

(Any 4 × 1) (4)

8.3 8.3.1
- Bad stress can make one nervous and detract from you making a good impression.
- It may result in inappropriate behaviour, like not making eye contact or using bad language. (Any ONE) (1)

8.3.2
- Avoid fidgeting
- Make eye contact with your interviewer
- Don't rush to fill silences
- Try to connect with your interviewer and ask questions
- Exude the right amount of confidence
- Dressing well and taking deep breaths can help one feel more sure of oneself (Any 3 × 1) (3)

8.3.3 Launch a complaint/dispute (1)
[20]

TOTAL SECTION B: 60

SECTION C

QUESTION 9

9.1 9.1.1 A registered voter is someone who has registered to vote and their name appears on the electoral roll; it is a requirement to register if one wants to vote. (2)

9.1.2
- One must be a South African citizen
- Be at least 16 years or older and
- Have a South African identity document (ID) – either a green ID book or a smartcard ID or a valid temporary ID certificate. (3)

9.1.3
- No interest in politics
- They lack knowledge in politics
- They feel it won't make a difference
- They feel their voice is not heard
- Their families are not into politics
- They believe the government is corrupt (Any 5 × 1) (5)

9.1.4
- The youth are the future – if they fail to vote, democracy will be in crisis
- No meaningful changes will take place if the youth do not vote
- Social and economic changes will not happen (Any 2 × 1) (2)

9.1.5
- Young people have the numbers to bring about change
- Voting shapes how taxes are spent
- Young people have the power to protect South Africa's democracy
- Youth votes can shape the representation of young people in leadership structures and ensure that leaders represent diverse interests
- Young people's active contributions can bring democratic values to life, leading to the overturning of authoritarian practices.

(Any 5 × 1) (5)

9.2 9.2.1
- Ensure that any election is free and fair
- Promote conditions conducive to free and fair elections
- Compile and maintain a national common voters' roll
- Compile and maintain a register of parties
- Establish and maintain liaison and cooperation with parties
- Undertake and promote research into electoral matters
- Develop and promote the development of electoral expertise and technology in all spheres of government
- Continuously review electoral laws and proposed electoral laws, and make recommendations; promote voter education; declare the results of elections for national, provincial and municipal legislative bodies (Any 4 × 1)

9.2.2
- The way the communication is done must align with how young people communicate, for example, social media, mainstream media and visual communication.
- Reduce barriers to registration increases voter turnout.
- Include and support young people to be candidates
- Digital options should be explored to capitalise on the digital footprint of the youth and their digital engagements

(2 × 4) (8)

[24]

QUESTION 10

10.1 10.1.1
- A refreshed mind helps one perform better.
- It enhances memory
- It makes one more alert and focused
- It helps manage bad stress during exams
- A refreshed mind helps to eliminate exam errors (Any 2 × 1) (2)

10.1.2
- Get enough sleep – at least 7 hours
- Staying hydrated is vital to keeping one's brain healthy and functioning at its best
- Eating healthy positively impacts one's mental health and cognitive functioning
- Exercise to increase cortisol, dopamine, and serotonin levels, which help one's brain stay alert and ready for anything
- Study effectively without interruptions
- Manage stress so in order to focus on the studies
- See a professional counsellor, if necessary (Any 4 × 1) (4)

10.1.3
- Leaving the easiest questions for last
- Running out of time
- Leaving multiple-choice questions blank
- Leaving the exam room early
- Skipping questions
- Wasting time on questions to which you don't know the answers
- Not checking the answers before submitting (Any 5 × 1) (5)

10.2 10.2.1
- A negative previous examination experience
- Poor preparation for the exam
- Worry about failure and repeating the class
- Pressure to perform well
- Students who find schoolwork a struggle
- Having special educational needs or mental health difficulties

(Any 5 × 1) (5)

10.2.2 Reading the instructions is a good study skill that can help you improve your grades.✓ They provide valuable information about each task's format, timing, and specific requirements.✓ Helps to ensure they fulfil all the criteria. Helps avoid unnecessary mistakes.✓ Helps to save time by focusing on answering the right questions.✓ (4)

[20]

TOTAL SECTION C: 45
GRAND TOTAL: 150

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