higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATION
NQF LEVEL 3

28 November 2024

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	True		
	1.1.2	True		
	1.1.3	False		
	1.1.4	True		
	1.1.5	False		
	1.1.6	False		
	1.1.7	False		
	1.1.8	False		
	1.1.9	True		
	1.1.10	True		
			(10 × 1)	(10)
1.2	1.2.1	B		
	1.2.2	A		
	1.2.3	B		
	1.2.4	A		
	1.2.5	B		
			(5 × 2)	(10)
1.3	1.3.1	B		
	1.3.2	G		
	1.3.3	D		
	1.3.4	E		
	1.3.5	F		
			(5 × 1)	(5)
1.4	1.4.1	assign		
	1.4.2	premises		
	1.4.3	organogram		
	1.4.4	standard		
	1.4.5	recruitment		
			(5 × 1)	(5)
				[30]

TOTAL SECTION A: 30

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SECTION B

QUESTION 2

2.1 2.1.1 Internal stakeholders work for the organisation and are financially rewarded for the work they do,✓✓ whereas external stakeholders do not work for the organisation but have an interest in the operations of the organisation.✓✓ (2 + 2) (4)

2.1.2 (a) Internal stakeholders:
- Supervisor✓
- Driver✓ (2)

(b) External stakeholders:
- South African Police Service✓
- Kriel Magistrate's Court✓
- Bidvest Protea Coin Investigation Team
- The Public (2)

2.2 Eskom produces electricity. (2)

2.3
- Communicates organisational needs
- Oversees employee's performance
- Provides guidance
- Supports and identifies development needs
- Manages relationships between staff and the organisation (Any 3 × 2) (6)

2.4 2.4.1 The production process of electricity will be compromised.

2.4.2 There will be no sales due to a shortage of products, resulting in the loss of profit.

2.4.3 Customers' orders will not be fulfilled and they will lose confidence in the organisation, hence the organisation's reputation will be tainted.

(Any relevant 3 × 2) (6)

2.5 2.5.1 Skilled
2.5.2 Unskilled
2.5.3 Skilled

(3 × 1) (3)

2.6 2.6.1 Yes (1)
2.6.2 Theft and dishonesty is a misconduct. (2)

2.7 Reliable and functional security systems must be put in place. (2)

[30]

QUESTION 3

3.1
- The team focuses on the achievement of collective results.
- The team has constructive arguments and discussions about ideas.
- The team commit to decisions and action plans.

(Any relevant 3 × 2) (6)

3.2 3.2.1
- The written grievance must be handed to the employee's manager.
- Both parties must set a time to meet to discuss the grievance.
- A union representative must be present during the meeting.
- If the grievance cannot be resolved, the employee can appeal the decision.
- If the employee is still unsatisfied with the decision taken by management, then he or she may appeal to the next level of management.
- The final step is arbitration. (Any 2 × 2) (4)

3.2.2 Provides guidance and advice.
Acts as the representative of the employee. (1 × 1) (1)

3.3 3.3.1 It is a set of rules that outlines the principles and responsibilities of employees in an organisation. (2)

3.3.2 Ethical procedures tell you the difference between right and wrong. (2)

3.3.3 Unethical way (1)

3.4 3.4.1 Oversees and supervises a designated section.
3.4.2 Ensures that fuel is delivered to the correct location
(Any relevant 2 × 2) (4)

3.5
- All stakeholders in a business are equally important✓✓
- Everyone has a right to courtesy, consideration, and respect✓✓

(Any relevant 2 × 2) (4)

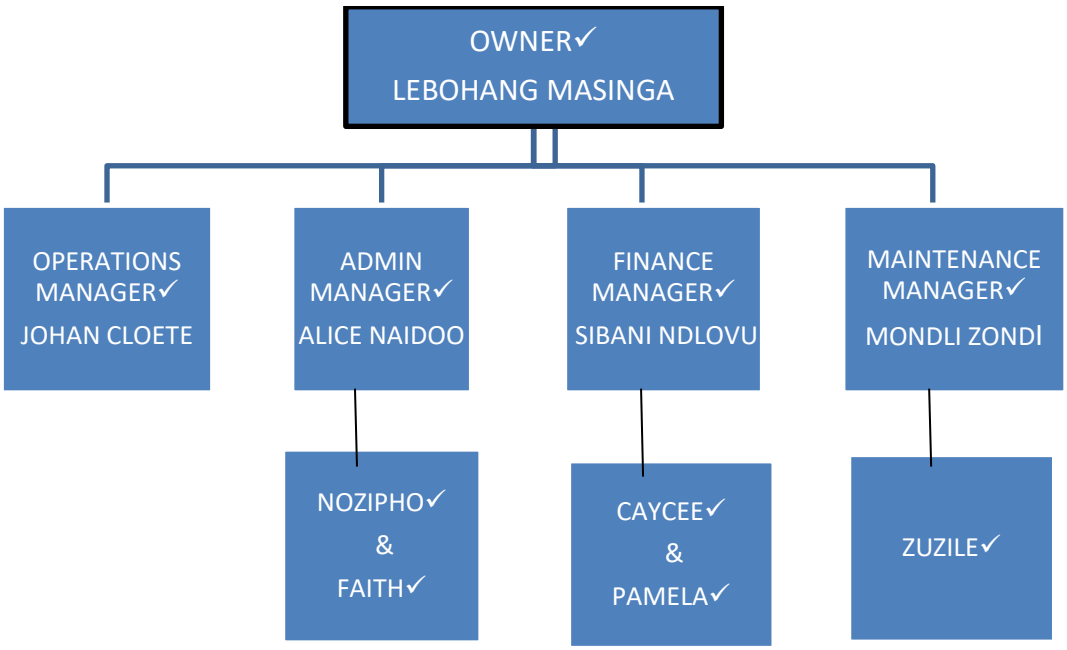
3.6 Efficiently is doing the right job with little waste of time and money and being accurate ✓✓
WHILE
Effectively is producing desired results or competent✓✓ (2 × 2) (4)

3.7 Unity in a group/ team ✓✓
Group/ team members pull together in the same direction (1 × 2) (2)
[30]

QUESTION 4

4.1
- Lebohang needs to regularly communicate with her suppliers.
- Payments must be done on time.
- She must inform suppliers if she is not happy with the quality of products.
- She must discuss price increases. (Any 2 × 2) (4)

4.2



(10)

4.3 4.3.1 Ensures that the company's operations are running efficiently and effectively✓✓and that the business is meeting its goals and objectives

4.3.2 Records management services, ✓✓ conducts data processing and manages resources

4.3.3 Manages financial resources to generate profit, ✓✓ ensures daily record-keeping of accounts and examines financial statements and reports

(3 × 2) (6)

4.4 Mondli Zondi (1)

4.5 4.5.1 A job profile clarifies expectations of both the employer and the employee. (2)

4.5.2
- Recruitment costs
- Induction costs
- Training costs (Any ONE) (1)

4.6 4.6.1
- Cheque account
- Savings account
- Transmission account
- Business account (Any 2 × 1) (2)

4.6.2
- Request a reference from the company that the customer deals with to attain payment history.
- Assess creditworthiness through a credit check.
- Set up a reasonable credit limit.
- Set up a clear credit policy. (Any 2 × 2) (4)

[30]

QUESTION 5

5.1
- Productivity can be greater as talents are pooled. ✓✓
- Responsibility is shared as teams. ✓✓
- Flexibility in the workplace.
- Members can specialise with their skills and knowledge.
- Teams can brainstorm. (4)

5.2 If the finance department cannot keep proper records of the business' finances,✓✓ there will be a shortage of funds for the maintenance department to perform their functions.✓✓ (4)

5.3 If the administrator keeps proper and accurate records,✓✓ this creates a positive environment where teams can thrive in a stress free surrounding.✓✓ (4)

5.4 5.4.1 Nozipho – admin work − filing, processing of purchase orders✓✓

5.4.2 Faith – switchboard − answering calls and transferring them to the necessary person/department✓✓

5.4.3 Caycee – bookkeeper − documenting transaction details and compiling financial reports✓✓

5.4.4 Pamela – credit clerk − handling creditor's accounts and following up on debts✓✓

(4 × 2) (8)

5.5 She plans, strategises and leads the organisation to reach its goals. (2)

5.6	5.6.1	Leasing refers to the permission granted to entities for using an asset or property on behalf of the owner✓✓ and owning refers to buying the right on an asset or property.✓✓	(2 + 2)	(4)
	5.6.2	• Paper • Notebooks • Toner • Folder	(Any 2 × 1)	(2)
	5.6.3	• General organisational procedures • Written specific employee duties		(2)
				[30]

TOTAL SECTION B:	**120**
GRAND TOTAL:	**150**

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