higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OPERATIONS MANAGEMENT
NQF LEVEL 2

12 November 2024

This marking guideline consists of 4 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	True✓		
	1.1.2	True✓		
	1.1.3	True✓		
	1.1.4	False✓		
	1.1.5	False✓		
	1.1.6	False✓		
	1.1.7	True✓		
	1.1.8	True✓		
	1.1.9	True✓		
	1.1.10	False✓		
			(10 × 1)	(10)

1.2	1.2.1	D✓		
	1.2.2	F✓		
	1.2.3	B✓		
	1.2.4	K✓		
	1.2.5	A✓		
	1.2.6	C✓		
	1.2.7	G✓		
	1.2.8	I✓		
	1.2.9	J✓		
	1.2.10	H✓		
			(10 × 1)	(10)

1.3	1.3.1	Valuable items purchased to run a business and have a long life-span.✓✓		
	1.3.2	Meeting certain minimum standards which result in the satisfaction of all stakeholders. Rendering a service or selling a product that meets the standards.✓✓		
	1.3.3	Written list of goals and objectives and how these will be achieved.✓✓		
	1.3.4	Checking if procedures or policies are being followed and that time and costs are being considered.✓✓		
	1.3.5	Process of determining what is needed to complete a specific task and finding ways of obtaining what is necessary.✓✓	(5 × 2)	(10)

TOTAL SECTION A: [30]

SECTION B

QUESTION 2

2.1 Planning✓ – identifying goals and objectives of the business regarding plant, product and other roles and the methods and resources to achieve them.✓
Organizing✓ – obtaining and arranging resources to achieve goals of a business and ensuring they are effectively utilized.✓
Staffing✓– ensuring that the right people are available to perform different duties within an organisations.✓
Leading✓ - setting the direction for an organization and convincing all employees to follow the direction.
Controlling✓ – putting structures in place to ensure that procedures work as planned. Monitoring performance and taking corrective action.✓
(5 × 2) (10)

2.2 Create pleasant working conditions which make the workplace enjoyable.
Listen and take note of workers' complaints and addressing them
Offer financial and other rewards for good performance.
Providing favourable working conditions of service (medical and pension benefits).
Train and develop employees
Recognize and appreciate good performance. (4 × 2) (8)

2.3 Employees will be motivated and want to add value to the business
An ethos or culture of quality will surround everything that the business does.
Workers take pride in the services they render
It encourages good working relations with suppliers and positive procurement outcomes.
Results in quality services being rendered.
Customers and clients will be happy about the service they receive.
Leads to high orders and profits. (Any 5 × 2) (10)

2.4 He must ensure that the business complies with safety regulations and legal directives set out by the government.
He must put measures in place to create a safe working environment and ensure that workers are protected from hazards. (Any 1 × 2) (2)
[30]

QUESTION 3

3.1.1 Advertise the position in any media platform
Specify the exact job description
Conduct sifting and shortlisting of applicants
Conduct interviews and choose the best candidate
Conduct personality and aptitudes test.
Write a formal letter of appointment to the successful candidate and unsuccessful ones to those who were unsuccessful. (Any 5 × 1) (5)

3.1.2 Appointment of internal safety officers
Training of employees
Placement of signage
Contracting safety service providers
Conduct spot quality checks (5 × 2) (10)

3.2 Human error
Equipment failure
Inappropriate use of material
Poor management
Non-observance of health and safety regulations (5 × 1) (5)
[20]

QUESTION 4

4.1 Goals and objectives✓ - describe the purpose of the weekly action plan and how important it is to the business✓
Activities ✓– involves identification of individual tasks and recording them and compiling a checklist✓.
Timeframe ✓– indicate the period/date that each activity should be completed.
Responsible persons✓ – provides names of individuals to carry out the activities/tasks. It clarifies who will be doing what and who will be working with. ✓
Resources – provide equipment and material that is required to carry out the activities. ✓
(5 × 2) (10)

4.2 Product/service✓s – refers to what a business is offering like solar installations and maintenance✓.
Plant✓ – the site at which they work doing maintenance or solar installations✓.
Processes and procedures✓ – individual activities which make up the services rendered and the order in which they follow when doing solar installations or maintenance✓.
Programmes✓ – monthly or yearly scheme of events and activities which comprise the overall activities✓.
People✓– involves recruiting, training and mentoring to ensure that employees deliver as expected✓.
(5 × 2) (10)
[20]

TOTAL SECTION B: 70
GRAND TOTAL: 100

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