higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

7 December 2023

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

2.1 True
2.2 True
2.3 False
2.4 False
2.5 True
2.6 False
2.7 False
2.8 False
2.9 True
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 C
3.2 H
3.3 A
3.4 E
3.5 F
3.6 K
3.7 B
3.8 J
3.9 G
3.10 D

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1
- Refers to all those factors that may have an effect on the business.
- A set of variables that may influence the performance and profitability of a business.
- Includes issues within the business as well as outside the business.

(Any 2 × 1) (2)

4.2
- Micro-environment
- Market environment
- Macro-environment (3)

4.3
- Economic
- Socio-cultural (2)

4.4 Economic
- Loss of jobs✓
- The economy is already in a recession (Any ONE)

Socio-cultural
- 18% of the population are poverty stricken✓
- Loss of income affects social status (Any ONE) (2)

4.5
- Trade unions and employees must be given sufficient notice about any intent to retrench workers.
- The employers must negotiate the need to retrench with the unions.
- All alternatives to retrenchment must be considered.
- Fair selection criteria to decide which workers will be dismissed must be used.
- Severance pay must be discussed.
- The issue of re-employment of the worker, when possible, must be discussed. (Any relevant answer) (Any 5 × 2) (10)

4.6 4.6.1
- Negotiations between opposing sides by talking and trying to find an agreement.
- Used to resolve workplace conflicts and disputes. (Any ONE)

4.6.2
- Expressing ideas and opinions strongly and firmly.
- Having a strong sense of yourself and your value. (Any ONE)

4.6.3
- Dismissing employees as their skills are no longer required.
- Employees' skills have become obsolete to the organisation.

(Any ONE)
(3 × 2) (6)

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4.7
- Anger
- Depression
- Rejection
- Sadness
- Embarrassment
- Insecurity
- Anxiety (Any 5 × 1) (5)

[30]

QUESTION 5

5.1 Private company (1)

5.2 Pty (Limited) is indicated after the name. (2)

5.3
- Pty (Limited) is indicated after the name.
- It is typically smaller than the public companies.
- Shares can be bought and sold with permission of the board of directors.
- Shareholders have limited liability.
- 1–50 shareholders. (Any 2 × 2) (4)

5.4 5.4.1
- They help this business to establish its image.
- They help to improve its service.
- They help to identify challenges and threats. (Any ONE) (1 × 2) (2)

5.4.2
- This organisation would not exist and cease to exist without customers.
- Customers determine the long-term success of the business.
- They help Max's Lifestyle to generate profit. (Any ONE) (1 × 2) (2)

5.5
- Supporting:✓ Always support other team members whether you agree with their viewpoint or not.✓
- Confronting: ✓ A team member must confront unacceptable behaviour.✓
- Gatekeeping:✓ Some team members are less assertive and need to be encouraged to add their contributions.✓
- Mediating:✓ A mediator needs to step in if arguments and disagreements get out of hand.✓
- Harmonising: A harmoniser will point out the similarities and encourage the parties to build on those points.
- Summarising: One member of the team must sum up the discussion. The summary will offer the members some clarity and also reveals the progress they have made during the discussion.
- Observing team members will need to know how well they are working together: An observer will see things that others do not see, both positive and negative.
- Listening: Someone needs to hear exactly what is going on and what is being said. (Any 4 × 2) (8)

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5.6 5.6.1
- Make their service available to their employer.
- Be competent and able to do the work.
- Maintain and practice good faith.
- Obey lawful commands. (Any 3 × 1) (3)

5.6.2
- Receive employees into service
- Remunerate employees fairly
- Provide safe working conditions
- Give employees leave
- Keep record
- Adhere to prescribed hours
- Pay for overtime worked (Any 3 × 1) (3)

5.7
- It is a tourist attraction
- Good security
- Good food
- Upmarket
- Easily accessible
- Warm hospitality
- Relaxed atmosphere (Any 5 × 1) (5)

[30]

QUESTION 6

6.1 6.1.1 Intrapersonal conflict
6.1.2 Interpersonal conflict
6.1.3 Interpersonal conflict
(3 × 1) (3)

6.2
- Zamani/general manager
- Sales consultant
- Sales manager (3)

6.3
- No conflict
- Unexpressed conflict
- Problem identified
- Dispute
- Help
- Fight or flight
- The conflict cycle (7)

6.4
- Be neutral. Do not favour any party.
- Always be in control of your emotions.
- Focus on the problem and not the person.
- Express yourself as best you can.
- Control your voice.
- Be honest and trustworthy.
- Display positive body language.
- Deal with the different ideas of these role players.
- Negotiate and try to reach a settlement. (Any relevant answer) (Any 4 × 2) (8)

6.5 6.5.1 An employer should have a valid reason before he/she can terminate an employee's contract of service.

6.5.2 An employer should follow the necessary procedures before he/she can dismiss an employee.

(2 × 2) (4)

6.6
- Check and see if the machine has enough paper to complete the job.
- Open the lid of the photocopier.
- Position the original within the correct frame indicated on the photocopier.
- Make sure it is positioned correctly for the copies not to be off-centre.
- Close the photocopier.
- Select the number of copies needed.
- Select any features needed.
- Press start. (Any relevant answer) (Any 5 × 1) (5)

[30]

QUESTION 7

7.1
- It provides information about their target market.
- It helps to develop market strategies.
- It identifies competitors.
- It helps them to make decisions.
- It helps to determine new business opportunities.
- It helps to identify new customers and other stakeholders. (Any 2 × 1) (2)

7.2 7.2.1
- Can complete anonymously
- Very inexpensive
- Simple to use
- Easy to analyse and compare
- Can be administered to many people
- Gather lots of information
- Sample questionnaires already exist
- Quite flexible
- Powerful evaluation tool (Any relevant answer) (Any 2 × 2) (4)

7.2.2
- Get comprehensive information
- Information already exits
- Little bias in information
- Facilitates understanding of topic of investigation (Any 2 × 1) (2)

7.2.3
- Get specific information by using specific questions.
- Get full range and honest information.
- Develop information with respondents.
- Results are compared to established standards. (Any 2 × 1) (2)

7.3
- Too many visuals can be distracting.
- Visuals should be used to reinforce or clarify points.
- Visuals should only be used if they have a real purpose. (Any 2 × 1) (2)

7.4
- It is a process of positioning items on a scale in relation to one another.
- Obtained by evaluating each item in the collection to see which items are more important than others. (Any 1 × 2) (2)

7.5

INTRODUCTION OF NEW STAFF MEMBER	INDUCTION OF NEW STAFF MEMBER
Part of the induction process✓	Induction is a structured process✓
One-time event✓	On-going process✓
Done in a set way✓	Induction programmes are flexible to accommodate changes✓
Only done with new employees✓	Not only for new employees✓

(4 × 2) (8)

7.6
- Obtain feedback from new staff members and relevant roleplayers to determine the success of the induction programme.
- Form a committee of representatives from the various levels/departments to determine what is required of the induction programme for the specific work area.
- Conduct a survey to determine issues to be included.
- The induction programme should be accessible to all staff.
- Ensure that the induction programme is continuously revised and updated.
- Develop a staff training and development policy for each organisational area. (Any relevant answer) (Any 4 × 2) (8)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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