higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

3 December 2024

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

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

(10 × 1) **[10]**

QUESTION 3

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

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1 4.1.1 Profit organisation (2)

4.1.2
(a) Owner/Franchisee
(b) Shareholders
(c) Shareholders/Members
(d) Owner/Sole-trader/Sole proprietor
(e)1 Partners

(5 × 1) (5)

4.1.3 ADVANTAGES
- The owner is the boss
- The owner keeps all the profits
- The start-up costs are low
- The owner has maximum privacy
- Establishing and operating your business is simple
- It's easy to change the legal structure later if circumstances change; One can easily wind up a business (Any 1 × 2)

DISADVANTAGES
- The owner has unlimited liability for debts as there is no legal distinction between private and business assets
- The owner's capacity to raise capital is limited
- All the responsibility for making day-to-day business decisions lies with the owner
- Retaining high-calibre employees may be difficult (Any 1 × 2)

(2 × 2) (4)

4.1.4
- Non-governmental organisations (NGO)
- Faith based organisations (FBO)
- Community based organisations (CBO)
- Non-profit trusts
- Non-profit companies (Any 3 × 1) (3)

4.2 4.2.1 Hospitality
4.2.2 Real estate
4.2.3 Financial business
4.2.4 Transport
4.2.5 Retailer
4.2.6 Service business
4.2.7 Retailer
4.2.8 Manufacturers

(8 × 1) (8)

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4.3
- eCommerce/Online
- Stock market
- Flea market
- Shopping centres/Malls
- Auction
- Black market (Any 4 × 1) (4)

4.4
- Policies − a set of principles and rules which directs the decisions of the subordinates
- Procedures − a document that instructs workers on executing one or more activities of a business process (2 × 2) (4)

[30]

QUESTION 5

5.1 5.1.1 The Occupational Health and Safety Act of South Africa (OHS Act 85 of 1993) (1)

5.1.2
- Prevent electrical equipment contacting wet areas
- Replace worn and frayed electrical cords immediately
- Ensure safe use when unplugging
- Never connect electrical equipment to light sockets
- Install proper and tidy electrical cords
- Never pass electrical cords from one room to another through hinges of doors or windows (they can be squashed and/or damaged)
- Never disconnect plugs by pulling at the cord
- Understand your distribution board
- Never put electrical cords where people may walk on or trip over them
- Look out for electrical lines
- Do not connect too many plugs to one socket
- Childproof all plugs
- Investigate flickering lights
- Install warning signs (Any 4 × 2) (8)

5.1.3
- Turn off the power at the mains
- Stand on a dry surface and a use a dry wooden, plastic or rubber object to gently touch and talk to the person
- If there is no response, start CPR
- If there is an electrical burn, you can treat it in the same way as you would any other burn. Hold the burnt area under running water for at least 20 minutes then cover with a sterile gauze bandage, if available, or a clean cloth
- Shout for help and call emergency services
- Continue with CPR until the person is responsive or the emergency services arrive (Any 4 × 1) (4)

5.2
- Check if the photocopier is on, if not, turn it on
- Check if there is enough paper to complete the job
- Either place the document in the top feeder or open the photocopier and place the original document on the glass in the correct position
- Make sure that the document is straight and that the lid is closed
- Select if it will be one sided or double sided copies
- Make one copy to check the quality of the copies
- Adjust the appearance the of copies (lighter or darker)
- Select the number of copies required
- Press start to make the copies (Any 6 × 1) (6)

5.3
- Easy to access
- Space saving/compact and does not take up too much space
- Should be safe
- Should be economical – not expensive to start and maintain
- Should be expandable
- Should be simple to understand and operate
- Should be easily accessible, neat and dust proof
- Should be durable and long lasting (Any 6 × 1) (6)

[25]

QUESTION 6

6.1 6.1.1 It is a form of dismissal✓ due to no fault of the employee, it is a process whereby the employer reviews its business needs in order to increase profits or limit losses,✓ which leads to reducing its employees. (2)

6.1.2
- Decline in sales
- Decline in profits
- Decrease in labour force
- Job losses
- Decreased capital spending
- Increase in bankruptcies (Any 3 × 1) (3)

6.1.3 Last in first out (1)

6.1.4
- It is more equitable to choose shorter serving employees for retrenchment than their longer serving colleagues
- It is used intentionally
- It reduces the possibility of disputes over selection
- Favouritism is not possible
- It is objective because it is based on pre-determined criteria

(Any 3 × 2) (6)

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6.1.5
- The employer must consult with affected employees or their elected representatives
- The employer must issue a written notice inviting the consulting employees to consult and disclosing all the necessary information for such consultation
- The employer and consulting employees must engage in a consensus-seeking process
- The employer must allow the consulting employees to make representations about the matters contained in the notice and other matters relating to the proposed retrenchment
- The employer must respond to the consulting employees' representations.
- If the employer disagrees with the consulting employees, it must state the reasons for disagreeing with them
- The employer must select the employees to be dismissed based on agreed upon selection criteria
- After the consultation process the employer may make its decision to retrench, and then issue a notice of retrenchment to the affected employees (Any 3 × 2) (6)

6.2 6.2.1 It occurs when there is disagreement among employees✓ due to opposing interests, personalities, beliefs, or ideas.✓ (2)

6.2.2
- Poor management
- Different methods of reaching goals
- Unfair treatment
- Lack of commitment
- Unclear job roles
- Lack of a common goal
- Inadequate training
- Attitudes
- Poor communication/ineffective communication channels
- Information differences
- Poor work environment
- Language barriers
- Lack of equal opportunities
- Differences in value systems
- Bullying and harassment (Any 4 × 2) (8)

6.2.3
- Buhle
- Amelia
- Roxy
- Yamkela
- Jody (5)

6.2.4 Interpersonal conflict (2)

[35]

QUESTION 7

7.1 7.1.1

- Employee's personal information
- First day activities
- Introduction to the company
- Introduction to the new role
- Health and safety measures
- One-month review
- Three-month review
- Six-month review
- Twelve-month review
- Acknowledgement/Sign off that induction has been completed

(Any 4 × 1) (4)

7.1.2

- They are new colleagues; the need to be shown around the office, their questions answered and they should be helped to adjust.
- It's important for new employees to know who his/her new superiors, colleagues and subordinates are
- It integrates new employees into the company
- Makes them feel part of the team as soon as possible

(Any 3 × 2) (6)

7.1.3

- Parking
- Approved entrances and exits
- Clock in/out facilities
- Lockers
- Security
- Reception
- Meeting rooms
- Maintenance department
- Restrooms or toilets
- Tea-room or cafeteria
- Office layout
- First aid facilities
- Recreational facilities
- Photocopying facilities (Any 6 × 1) (6)

7.2 7.2.1

- Planning
- Gathering and collecting data
- Analysing data
- Preparation and presentation of report
- Evaluation (5)

7.2.2
- Interviews (in-depth)
- Case studies
- Secondary research (record keeping)
- Expert opinions
- Focus groups
- Online surveys (mobile, kiosk, desktop)
- Paper surveys
- Observational studies (Any 5 × 1) (5)

7.2.3
- Ranking
- Frequency
- Trends
- Range (4)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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