higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

15 November 2024

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C		
	1.1.2	D		
	1.1.3	D		
	1.1.4	C		
	1.1.5	D		
	1.1.6	D		
	1.1.7	A		
	1.1.8	A		
	1.1.9	B		
	1.1.10	C		
			(10 × 2)	(20)
1.2	1.2.1	True		
	1.2.2	False		
	1.2.3	False		
	1.2.4	True		
	1.2.5	True		
			(5 × 2)	(10)
1.3	1.3.1	J		
	1.3.2	K		
	1.3.3	G		
	1.3.4	H		
	1.3.5	I		
	1.3.6	D		
	1.3.7	B		
	1.3.8	C		
	1.3.9	A		
	1.3.10	F		
			(10 × 2)	(20)
				[50]

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1 Is the principle of knowing what is right and what is wrong
- A set of principles that both employer and employee follow in the workplace.
(accept any correct explanation within the border of the marking guideline) (2)

2.2 2.2.1 Not taking anything from the business for own use.
Abiding to all legal rules and regulations.
To tell the truth under all circumstances.
Not to supply false or incorrect information.
(any applicable answer of something that is dishonest)

2.2.2 An employee should not be allowed to operate certain machinery unless they have necessary equipment or clothing.
To abide to rules and regulations with regard to the handling of dangerous materials.
To report any accident at the workplace.
To adhere to the rules as prescribed by the Occupational Health and Safety Act.
(any applicable answer with regard to health and safety in the workplace)

2.2.3 A person should not be hired because he/she knows the manager
Not to have any favouritism in the appointing or promotion of an employee.
To deal with recruitment and appointment in a fair and just manner.
To abide to equity requirements.
To appoint employees on merit.
(any applicable answer with regard to the appointment of employees)

2.2.4 Should not be chosen on the grounds that the supplier gives additional products or gifts.
Tenders for appointing a supplier must be dealt with in an honest way.
Suppliers should be chosen on merit with reference to quality, reliability, timeous delivery and reasonable pricing.
(any applicable answer that refers to relationships with the supplier)

2.2.5 Products should be priced according to its quality
Labelling of products should reflect the correct content to ensure safe use of the product.
Correct instructions should be included where needed.
(any applicable answer that relates to product safety and quality)
(5 × 2) (10)

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2.3 2.3.1
- Different systems of accepted beliefs that control behaviour
- The values and cultures of employees which influence behaviour are different
- Different cultures have different values and beliefs.

(any correct explanation of the concept) (2)

2.3.2
- Train employees of different races, religions, genders, ages so that they can work effectively.
- Use organisational resources to meet all employee needs
- Encourage collaboration between diverse groups
- Put policies in place to address problems arising from ethical diversity
- Have team building events.
- Have an open communication policy with regard to ethical differences in the workplace.
- Let employees raise their concerns with HR where they feel that their ethical values are not taken into account.

(Any 2 × 2) (4)

2.4 2.4.1 Ethical
2.4.2 Ethical
2.4.3 Unethical
2.4.4 Unethical

(4 × 1) (4)

2.5 2.5.1
- Jokes of sexual nature
- Advances
- Sexual suggestion/hints/comments/questions
- Unwanted physical contact
- Indecent exposure
- Gestures or whistling
- Enquiries about a person's personal life/sexual life
- Insults of a sexual nature
- Reference to the person's body
- Display of explicit pictures, images or objects.
- Influencing the process of employment, promotion, training, discipline, salary increases, benefits or other rewards in exchange for sexual favours
- Strip search by or in the presence of a member of the opposite sex.
- Assault or rape

(Any 3 × 1) (3)

2.5.2
- Dress and behave appropriately in the workplace
- Don't give mixed messages about sexual advances
- Make feelings clear to other people and voice them strongly
- Never give in to sexual harassment even when threatened
- Avoid places and instances that could lead to such situations
- Write down the details of any form of sexual harassment
- Know what the company policy regarding this matter is.

(Any 6 x 1) (6)
[31]

QUESTION 3

3.1 3.1.1 Occupational Health and Safety Act (2)

3.1.2
- Ear protection
- Hand gloves
- Helmet/head gear
- Goggles/eye protection
- Long-sleeve overall tops
- Safety shoes
- Breathing apparatus/mask (Any 4 × 1) (4)

3.2
- Fetch, don't stretch
- Bend your knees not your waist
- Avoid lifting heavy objects without assistance
- Work gradually
- Keep your mind on reality (Any 4 × 1) (4)

3.3
- Providing safety clothing
- Ensuring plants and equipment are safe to use
- Providing enough ventilation and lighting
- Informing all employees of the dangers involved in their work
- Layout of the work area is clearly demarcated and free of destruction
- Ensure that evacuation alarms are loud enough to be heard.
- Provide clean and hygienic workplaces and toilets.
- Make sure that there are enough signs to warn people of hazards.
- Raw materials such as acids and dangerous chemicals must be clearly marked and kept in a specific location.
- Ensure that the production, use, handling, storage or transport of articles or substances do not endanger health and safety.
- Appoint a safety committee and health and safety representatives in the workplace.

(Any 3 × 1) (3)

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3.4
- Have comprehensive safety programmes.
- Ensure that rules and regulations regarding safety in the workplace are in place..
- Make use of safety posters.
- Provide new employees with intensive training.
- Make use of refresher training for existing employees.
- Make use of positive reinforcement, for example, displaying a chart indicating how many days are accident-free.
- Top managers should become personally involved in safety activities on a routine basis.
- Inspect the safety officer in the organisation.

(any 4 x 1) (4)

3.5
- Co-workers/employees
- Contractors
- Suppliers
- Anyone from the public

(any correct answer) (any 3 x 1) (3)

[20]

QUESTION 4

4.1

Unforeseen event	Plan of action
Strikes	Be familiar with what the Labour Relations Act says about strikes, for example, the difference between a protected and an unprotected right, the right to dismiss employees, etc. Companies can form a mutual aid pack, offering to assist one another during the time of a strike.
Trade union meetings	Know the rights of the trade unions to hold meetings, where and when. Build a good relationship with trade unions and do not act hostile. Allow trade unions to hold meetings as agreed.
Natural disasters	Take out insurance for the various kinds of possible natural disasters. Have an evacuation plan in place, should the building need to be evacuated.
Absenteeism	Have a clear policy on absenteeism so that this is not exploited. Have a plan B on how to deal with absenteeism, for example, have multi-skilled staff that can stand in for one another.
Injuries	Have trained health and safety staff to deal with the injured. Ensure that a first aid kit is always available. Have multi-skilled staff to stand in for each other.
Accidents	Act pro-active and limit any possible unsafe acts by employees by training them. Also remove any unsafe conditions.
Delivery delays	Have back up stock/emergency stock. Fetch stock yourself. Change to another supplier, if possible

1 mark for listing the unforeseen event and 1 mark for plan of action. (4 x 2) (8)

4.2.1 Sending unnecessary emails.
By purchasing online.
Visiting social media, such as Facebook, Twitter, TikTok
Googling facts or information not related to the work
Watching movies
(any other applicable answer relating to where the computer is used for something else than doing your work) (any 3 x 1) (3)

4.2.2 Taking longer breaks than allowed
Not at your work station when you should be
Chatting to fellow employees
Taking smoke breaks
Procrastinating tasks
Being absent too many times without really being ill.
Leaving earlier than you are supposed to leave.
Coming late to work.
Excessive phone calls
Being on your cell phone too many times
Lack of planning and prioritising
Bringing personal problems to work
Lack of focus
Poor health
(any other applicable answer, but not an answer that relates to the use of the computer) (any 4 x 1) (4)

4.2.3 Set priorities: Make yourself a to do list and place the most important tasks first.
Monitor yourself: Check your progress and adhere to your plan as closely as possible.
Scheduling: Make sure that your tasks are achievable within the time you have given yourself.
Breaks and rewards: Plan for breaks and reward yourself when you have completed a major task on time.
Review: Allow time for reviews and revise your programme if necessary.
Maintenance: Provide time for meals, rest, exercise and relaxation.
(1 mark for mentioning the principle and 1 mark for discussion)
(any 4 x 2) (8)
[23]

QUESTION 5

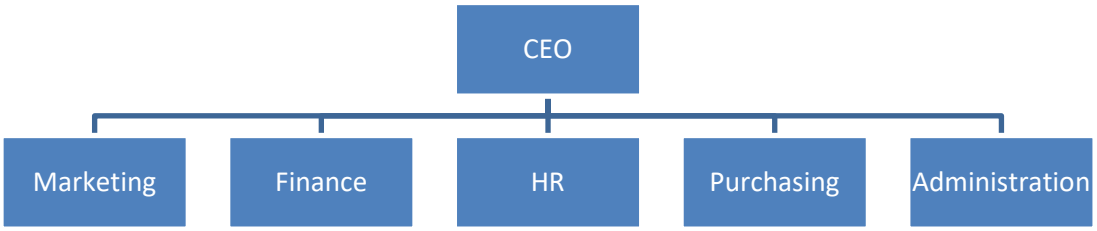
5.1 Selling fast food various types of fried chicken
Selling other foods, such as wraps, salads with chicken
(any acceptable correct answer) (2 x 1) (2)

5.2

Number	Function/ department	THREE activities of each	
5.2.1	**Marketing**	• Choice and design of product, packaging and trademarks • Setting prices and adjustments for customers and markets • Determine channels to be used, for example, online selling • Deals with communication methods, such as sales promotions, personal selling, advertisements and publicity • Do market and marketing research (any 3 × 1)	(3)
5.2.2	**Human Resources**	• Recruitment of qualified workers • Development of qualified workers by providing training • Keep qualified workers by developing correct remuneration packages • Dealing with grievances • Dealing with discipline at the workplace • Do performance appraisals • Assist retirees with completion of documents for retirement • Deals with sick leave and other kinds of leave (any 3 × 1)	(3)
5.2.3	**Finance**	• Obtaining long term funds – own funds (capital • Obtaining borrowed funds – loans • Recording of transactions • Drafting financial statements (cash flow, Income Statement (Statement of Profit or Loss) and Balance Sheet (Statement of Financial Position) • Doing analysis to determine profitability • Doing analysis to determine solvability • Doing analysis to determine liquidity • Determine working capital • Manage risk and insurance (any 3 × 1)	(3)
5.2.4	**Purchasing**	• Sourcing reliable and affordable suppliers • Transporting material to the business • Negotiate prices • Determine quantity and quality of supply • Receive and storing materials • Control stock (any 3 × 1)	(3)
5.2.5	**Admini-stration**	• Maintaining the reception area • Manning the switchboard • Printing, copying and filing • Mailroom control • Keeping statistics of activities • Keeping records used for bookkeeping • Deals with maintenance and procurement of fixed assets • Engage with customers • Maintain relations with business contacts • Maintain the IT network • Integrate with other departments to assist them with related tasks. (any 3 × 1)	(3)

PLEASE NOTE: OPEN MARKING GUIDELINE AS THERE CAN BE MORE ANSWERS.

5.3



(7)

PLEASE NOTE: Departments can be in any sequence.
1 mark for CEO (1)
1 mark each for every department (5)
1 mark for correct diagram (1)

5.4 Deals with phone calls of customers where, for example, a complaint is lodged. Take the message and ensure that a follow up is done where necessary.
(students can phrase in their own words) (2 × 1) (2)

[26]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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