higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

21 November 2023

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B
	1.1.2	A
	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	D
	1.1.10	D

(10 × 2) (20)

1.2	1.2.1	False
	1.2.2	True
	1.2.3	True
	1.2.4	False
	1.2.5	False
	1.2.6	True
	1.2.7	True
	1.2.8	True
	1.2.9	True
	1.2.10	True

(10 × 2) (20)

1.3	1.3.1	F
	1.3.2	D
	1.3.3	A
	1.3.4	B
	1.3.5	C
	1.3.6	J
	1.3.7	I
	1.3.8	F
	1.3.9	G
	1.3.10	H

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1 Dress code: a policy that determines what/how an employee should be dress in an organisation. (2)

2.2
- Company image
- Type of work the employee performs
- Safety issues
- Interaction of employee with people (Any 3 × 2) (6)

2.3
- Sick leave
- Annual leave
- Maternity
- Family responsibility (4)

2.4
- Smoking rooms must contain windows.
- Smoking rooms must be separated from the rest of public place.
- Notices and signs indicating the area where smoking is/not allowed.
- Employers must consult in good faith with health and safety committee.

(4 × 2) (8)

2.5

2.5.1	**Basic honesty**	• Keeping the law, e.g., an employee should not steal from the business.
2.5.2	**Security and privacy**	• Employees must not share company secrets with anyone.
2.5.3	**Health and safety**	• An employee should not be allowed to operate certain machinery unless they have the necessary equipment and clothing.
2.5.4	**Financial report**	• Company must not lie about how much money is being made.
2.5.5	**Protecting the environment**	• Product sold should not be made in a way that harms the environment.
2.5.6	**Sales and marketing**	• A business person should not lie about what the product can do just to sell the product.
2.5.7	**Employment practice**	• A person should not be hired because he or she knows the manager.

(7 × 2) (14)

QUESTION 3

3.1
- Provide safety clothing.
- Ensure plant and equipment are safe to use.
- Provide enough ventilation and lighting.
- Ensure that the workplace is reasonable safe.
- Layout of work area must be clearly demarcated and free of obstruction. (5 × 2) (10)

3.2
- Safety pin
- Carry handle
- Pressure gauge
- Discharging nozzle
- Pickup tube (5)

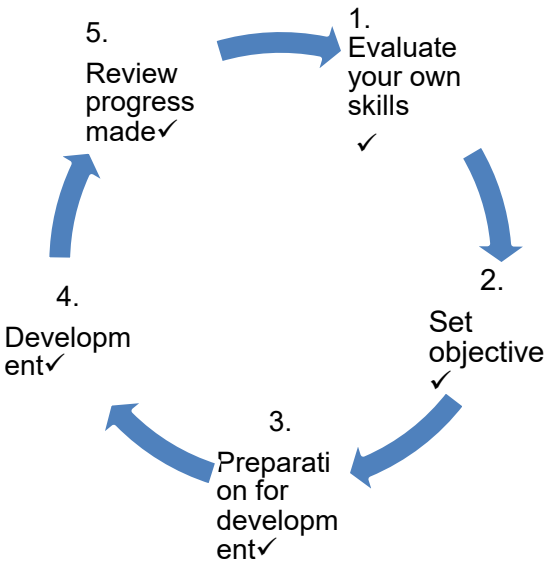
3.3
- Alcohol abuse
- Fighting/teasing
- Operating machinery at unsafe speed
- Disobeying safety rules
- Lifting and handling incorrectly (5)

[20]

QUESTION 4

4.1
- Keep your hair clean, neat and tidy.
- Clothing should be neat and ironed.
- Men should be neatly shaved.
- Do not use excessive jewellery.
- Make-up should be tasteful.
- Take a daily bath or shower.
- Brush your teeth. (Any 5 × 2) (10)

4.2 4.2.1



(5)

4.2.2
- It boosts your job satisfaction.
- You and the organisation will benefit from skills developed.
- A satisfied employee will be unlikely to leave the organisation.
- New skills will be learned that won't be outdated. (Any 3 × 1) (3)

4.3 4.3.1 NESCAFE – specialises in coffee brands.

4.3.2 NANDO'S – sells cooked fast foods.

4.3.3 DSTV – offers various entertainment channels at a subscription rate or payment.

(3 × 2) (6)
[24]

QUESTION 5

5.1 5.1.1 No,✓ diary management needs more than 1 person to work on it, especially in a big organisation.✓ (1 + 1) (2)

5.1.2
- Record all appointments.
- Consult your diary regularly.
- Update it regularly and re-schedule incomplete tasks.
- Meet your manager to discuss entries.
- Be realistic with your number of daily appointments. (5 × 2) (10)

5.2
- Description of need
- Supplier choice and price
- Order placement
- Expediting
- Receipt, inspection
- Payment (Any 5 × 2) (10)

[22]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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