higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

10 November 2022

This marking guideline consists of 6 pages.

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SECTION A

QUESTION 1

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

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1
- Regular inspection
- Monitor expiry dates.
- Refill fire extinguishers regularly.
- Clearly mark fire equipment with appropriate signs.
- Location of equipment
- Accessibility – can equipment be reached easily? (Any 4 × 1) (4)

2.2
2.2.1 C
2.2.2 B
2.2.3 A
(3 × 2) (6)

2.3
- Wash your hands.
- Do not move a person with broken bones.
- Keep the person warm.
- Talk to the person.
- Use rubber gloves or clean plastic to cover your hand (5)

2.4
- Open drawers
- Extension cords/cables
- Faulty cables
- Wet floor
- Worn stair treads/broken banister (5)

[20]

QUESTION 3

3.1
- Smoking area must be clearly marked.
- Room must be properly ventilated.
- Must have written policies about smoking.
- Smoking is not allowed in office.
- Consult with health and safety committee.
- Employer must ensure that no employees/visitors smoke in non-smoking zone.

(Any 5 × 2) (10)

3.2
3.2.1 Unethical
3.2.2 Unethical
3.2.3 Unethical
3.2.4 Unethical
3.2.5 Ethical
(5 × 1) (5)

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3.3
- Be patient.
- Take notes.
- Give positive body language signals.
- Maintain eye contact.
- Concentrate on what is being said.
- Ask questions to clarify points. (Any 5 × 1) (5)

3.4 3.4.1 Medical certificate (1)

3.4.2
- Maternity leave
- Sick leave
- Family responsibility
- Annual leave (4)

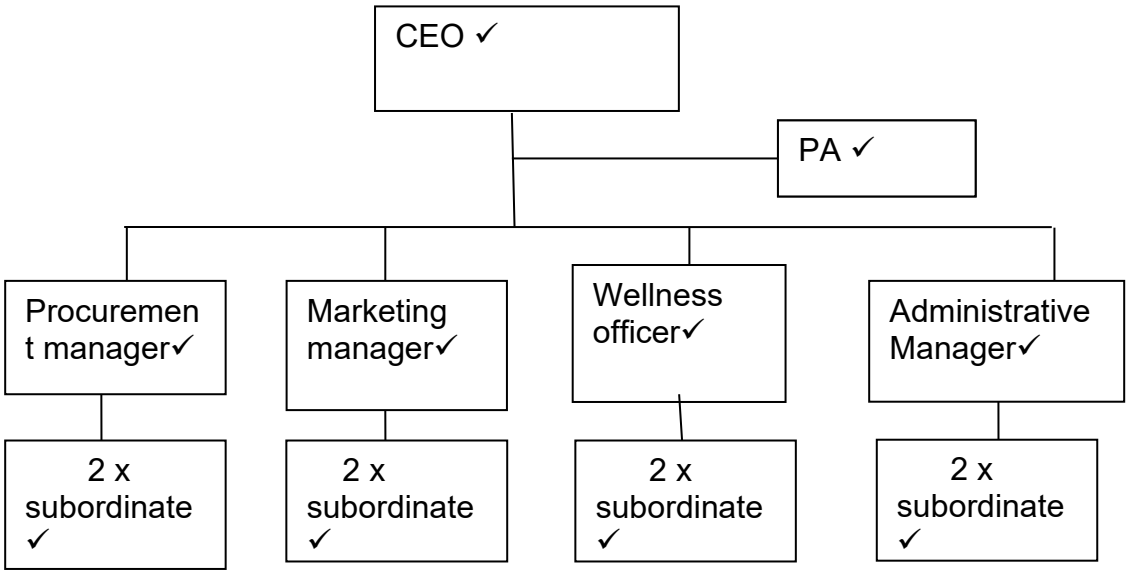
3.4.3
- Honesty
- Kindness
- Courage
- Respect for others
- Responsibility
- Self-discipline (Any 5 × 1) (5)

3.5
- Discuss business ethics at work.
- Make personal commitment to act in accordance.
- Maintain a work environment that encourages open communication.
- Ensure that appropriate ethics training is provided.
- Be familiar with resources and processes.
- Take responsibility for the conduct of your staff. (Any 4 × 1) (4)

[34]

QUESTION 4

4.1



(Middle level can be in any sequence) (10)

4.2
- Typing documents and storing them on computer
- Operating and maintenance of office equipment
- Sending, recording and receiving faxes or e-mails
- Making photocopies, and filing (4 × 2) (8)

4.3
- Product policy
- Distribution policy
- Price policy
- Communication policy (4)

4.4
- Elastic – buyers are very susceptible to price
- Inelastic – buyers are not influenced by price change (2 × 2) (4)

4.5
- Finding qualified workers
- Developing staff
- Remuneration packages/salaries to be paid to staff (3)

4.6 No (1)
[30]

QUESTION 5

5.1

	Diary	
	20 November 2022	**To-do list**
08:00	Reading new e-mails✓	Quotes for printers✓
08:30		
09:00	Executive management meeting✓	Staff assessment✓
09:30		
10:00		Checking of products✓
10:30	Meeting with Khosi✓	
11:00		
11:30		
12:00	Meeting with Mr Verstel✓	
12:30		
13:00		
13:30	Leaving promptly for ad agency meeting✓	
14:00	Ad agency meeting✓	
14:30		
15:00		
15:30		
16:00	Meeting with senior brand manager✓	**[10]**
16:30		

(10)

5.2
- Record all appointments
- To prevent any misunderstanding (2 × 2) (4)

5.3
- To improve productivity
- To have control over your work (2)

[16]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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