higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2

10 November 2022

This marking guideline consists of 7 pages.

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QUESTION 1

1.1	1.1.1	A		
	1.1.2	B		
	1.1.3	C		
	1.1.4	D		
	1.1.5	B		
	1.1.6	A		
	1.1.7	C		
	1.1.8	A		
	1.1.9	B		
	1.1.10	B		
			(10 × 1)	(10)
1.2	1.2.1	True		
	1.2.2	False		
	1.2.3	True		
	1.2.4	True		
	1.2.5	False		
			(5 × 1)	(5)
1.3	1.3.1	F		
	1.3.2	J		
	1.3.3	A		
	1.3.4	H		
	1.3.5	C		
	1.3.6	B		
	1.3.7	I		
	1.3.8	D		
	1.3.9	G		
	1.3.10	E		
			(10 × 1)	(10)
1.4	1.4.1	Ethical diversity		
	1.4.2	Premiums		
	1.4.3	Long-term objective		
	1.4.4	Reasonable accommodation		
	1.4.5	Carbon dioxide fire extinguisher		
			(5 × 1)	(5)
				[30]

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QUESTION 2

2.1 Is a condition, such as a physical or intellectual handicap✓ that result in partial or complete loss of a person's ability to perfom social or other activities.✓ (2)

2.2 Sensory disability (2)

2.3
- Bumping into things
- Cannot be involved in physical activities
- Unable to drive
- Unable to cross the road
- Can eat anything including poisonous substances
- Tripping over things
- Cannot cook for themselves
- Unable to walk without the help from others
- Unable to dress themselves correctly (Any applicable answers 5 × 1) (5)

2.4
- To enable them to understand the organisational structure.
- So that they understand the different roles in the organisation.
- To understand the organisation's vision and mission.
- To explain current job procedures to new employees.
- To clarify the new employee's role in the organisation.
- To help the new employee to adjust to the organisation. (Any 2 × 3) (6)

2.5 2.5.1 To ensure that employees are familiar with the departments and personnel within each department as well as the location of facilities.

2.5.2 Makes employees fully aware of the duties that they are expected to fulfil from the beginning, so that there are no misunderstandings.

2.5.3 Allows time for employees to get to know one another and interact outside of the work environment.

(3 × 2) (6)

2.6
- Assists the employee to reach job stabilization by helping him or her learn how to do the job.
- Provides intensive monitoring, training, assessment and support to workers with intellectual disabilities.
- Helps to develop a healthy working relationship between management and the employee, by encouraging social interaction and maintaining open communication.
- Assists the parties in determining what reasonable accommodation is needed. (Any acceptable answer 4 × 1) (4)

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2.7
- Good posture
- Open body language
- Optimistic language
- Clear and coherent speech
- Sincerely welcoming facial expressions
- Eager and enthusiastic approach
- Open-minded towards change
- Tolerant of other cultures (Any 5 × 1) (5)

[30]

QUESTION 3

3.1 3.1.1
- Assisting clients with their luggage.
- Transporting client's luggage.
- Conveying the client's luggage to the correct room or storage.

(Any 2 × 1) (2)

3.1.2
- For safety purposes.
- Makes guests feel welcomed.
- Creates a great impression of the hotel. (Any 2 × 2) (4)

3.1.3
- By training employees to handle all items correctly,✓ being particularly aware of fragile and valuable items.✓
- All luggage should be taken to the appropriate rooms or safe storage,✓ as soon as possible to avoid damage. ✓
- Install cameras in public areas,✓ which can be very helpful in the event of luggage going missing.✓ (Any 2 × 2) (4)

3.1.4
- Suggests quality client care.
- Avoids clients wasting time or getting frustrated trying to operate an item which they are unfamiliar with.
- Prevents injury to clients and damage to the item.
- For convience and comfort. (Any acceptable answers 3 × 1) (3)

3.1.5
- Car wash
- Car collection
- Chauffeur
- Airport transfers
- Babysitter
- Beauty and relaxation
- Sports and recreation
- Excursions
- Game drives
- Business services (Any 7 × 1) (7)

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3.2
- Do not panic, remain calm, so✓ that your thinking remains rational and clear.✓
- Report✓ any situation or potential situation immediately.✓
- Follow all safety procedures,✓ in place incase of an eventuality.✓
- Attend to any injured persons first,✓ and try to establish how many people are involved in the incident.✓
- Identify ✓he probable source of the problem.✓
- Contact colleagues or managers,✓ to assist as quickly as possible.✓

(Any 3 × 2) (6)

3.3
- Touching a colleague at a workplace.
- Inappropriate behaviour at work. (Any acceptable answer 2 × 1) (2)

3.4 It is regarded inappropriate to touch a colleague or customer at any time while on duty,✓ this may be interpreted as sexual harassment.✓ (2)

[30]

QUESTION 4

4.1 4.1.1
- Mapungubwe Cultural Landscape
- Isimangaliso Wetland Park
- UKhahlamba Drakensberg Park
- Cape Floral Region
- Vredefort Dome
- The Cradle of Humankind
- Robben Island (7)

4.1.2
- Mapungubwe Cultural Landscape – **Cultural Heritage**✓
- Isimangaliso Wetland Park - **Natural Heritage**✓
- uKhahlamba Drakensberg Park – **Mixed natural and cultural Heritage**✓
- Cape Floral Region – **Natural Heritage**✓
- Vredefort Dome – **Natural Heritage**✓
- The Cradle of Humankind – **Cultural Heritage**✓
- Robben-Island – **Cultural Heritage**✓ (7)

4.2 4.2.1 AmaZulu culture
4.2.2 AmaXhosa culture
4.2.3 AmaNdebele culture
4.2.4 Indian culture
4.2.5 Cape-Malay culture
4.2.6 Sotho–Tswana culture

(6 × 1) (6)

4.3 4.3.1 Kwazulu – Natal
4.3.2 Eastern Cape
4.3.3 Mpumalanga and Limpopo
4.3.4 North West

(4 × 1) (4)

4.4
- Physical appearance
- Company image
- Body language
- Physical gestures
- Verbal communication
- Client's special needs
- Client's potential needs (Any acceptable answers 6 × 1) (6)

[30]

QUESTION 5

5.1 5.1.1 Chemical hazard (2)

5.1.2 It is caused by poisonous substances✓ that include vapours, fumes and gases.✓ (2)

5.1.3
- It makes one feel comfortable.
- It promotes better interaction.
- It promotes safety and security.
- It promotes respect.
- It ensures trust.
- It reduces stress.
- It enables people to feel calm. (Any relevant answers 4 × 1) (4)

5.1.4
- So that appropriate action can be taken.
- To ensure that the injured will receive appropriate care.
- To prevent further loss/damages.
- Ensures that the incident area is investigated and cleaned up to avoid further accidents. (Any acceptable answers 2 × 1) (2)

5.2
- Enhances communication
- Saves time
- People enjoy talking to someone who listens carefully
- Makes understanding easier (4)

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5.3
- Extend the usual warm, friendly greeting to all arrivals, using positive body language, tone of voice.
- Never show irritation with an interruption from a person with an appointment.
- Enquire politely what the visitor's business is.
- Explain to the person that it might be difficult to see the staff member without an appointment.
- Consult the staff member, in private, to inform him or her about the visitor and the visitor's business.
- If the staff member does not wish to see the visitor, inform the visitor in a tactful way.
- Be assertive and not aggressive as this will determine how well the visitor accepts not being able to see the person he or she wants to see.
- Never invent stories or lies, simply tell the visitor what you were told by your colleague or what company policy requires you to say.

(Any acceptable answers 6 × 2) (12)

5.4
- Paraplegia
- Quadriplegia
- Polio
- Cerebral palsy
- Multiple sclerosis
- Hemiplegia
- Dystrophy

(Any 4 × 1) (4)

[30]

TOTAL: 150

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