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

21 November 2023

This marking guideline consists of 6 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	A		
	1.1.6	A		
	1.1.7	D		
	1.1.8	B		
	1.1.9	D		
	1.1.10	C		
			(10 × 1)	(10)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	False		
	1.2.4	True		
	1.2.5	False		
			(5 × 1)	(5)
1.3	1.3.1	D		
	1.3.2	J		
	1.3.3	A		
	1.3.4	I		
	1.3.5	B		
	1.3.6	C		
	1.3.7	E		
	1.3.8	G		
	1.3.9	H		
	1.3.10	F		
			(10 × 1)	(10)
1.4	1.4.1	Personal information		
	1.4.2	Facilities		
	1.4.3	Company policies		
	1.4.4	Greeting		
	1.4.5	Place of interest		
			(5 × 1)	(5)
				[30]

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QUESTION 2

2.1 2.1.1 Lack of resources

2.1.2 Planning has to be done.

2.1.3
- Employees need to inform management immediately of any shortages✓
- so that arrangements can be made in time.✓

(3 × 2) (6)

2.2 2.2.1 Receptionist (1)

2.2.2
- Organising skills
- Computer skills
- Interpersonal skills
- Writing skills
- Answering and forwarding phone calls
- Listening skills (Any 4 × 1) (4)

2.2.3
- Yes.✓ (1)
- The person lacks the relevant skills as she is not coping with the responsibilities.✓✓ (2)

2.2.4 Management must compile a workplace skills programme. (2)

2.2.5
- Self-assessment
- Management appraisal
- Feedback from colleagues or peers (Any 2 × 1) (2)

2.3 2.3.1
- Before rescheduling an activity it needs to be cancelled.✓
- Every person involved needs to be notified as soon as possible.✓
- It is important to find a mutual time, date and place for the activity to be rescheduled successfully.✓
- All communication must be written to ensure there are no misunderstandings.✓ (4)

2.3.2
- Unforeseen circumstances may cause parties to cancel.
- The candidate may not yet have met the requirements to progress to the next activity.
- The candidate may not have completed what had to be done in order to move on.
- Lack of resources may prevent the candidate from moving forward at present.
- The employee may have had a change in career path or priorities. (Any 4 × 2) (8)

[30]

QUESTION 3

3.1 3.1.1 Intellectual disability
3.1.2 Sensory disability
3.1.3 Physical disability
(3 × 2) (6)

3.2
- Brain injury due to lack of oxygen at birth
- Brain injury after birth
- Metabolic, nutritional or growth disorders
- Traumatic injury from an accident
- Extreme prematurity
- Poor diet (6)

3.3
- Discrimination by some people.
- The bad attitude of some people can cause a low self-image and feelings of inferiority and depression. (2 × 2) (4)

3.4 3.4.1 Harassment is unwanted behaviour✓ that makes a person feel uncomfortable, humiliated or mentally distressed.✓

3.4.2 Equipment modification means making changes✓ to equipment to make it easy for people to use.✓
(2 × 2) (4)

3.5 Organisations need to:
- Make an effort to include disabled people in their staff.
- Ensure that disabled people are not disadvantaged in any way or their access restricted.
- Make reasonable accommodation to employ disabled people.
- Ensure that their staff members do not discriminate against disabled people.
(4 × 2) (8)

3.6
- Misunderstanding
- Miscommunication (2)

[30]

QUESTION 4

4.1 4.1.1 Cultural
4.1.2 Natural
4.1.3 Religious
4.1.4 Historical
(4 × 2) (8)

4.2 4.2.1 Sepedi (1)

4.2.2
- Mabele/bogobe ba mabele
- Samp/samp and milk/maswi
- Masonja (mopane worms)
- Thopi (lerotse)
- Spinach/marogo wa dikgopana (5 × 1) (5)

4.2.3
- Ordinary people used to wear clothes made of the skin of domestic animals such as goats, sheep and cows.✓✓
- The chief wore clothes made of wild animal skin such as leopard and lion, to show his leadership.✓✓ (2 × 2) (4)

4.3
- Always greet the client first:✓ The employee is welcoming the client into his/her environment. The client is the guest and should be treated accordingly.✓
- Use a handshake where appropriate:✓ Physical contact makes an encounter more personal and sincere, however, some cultures may not use handshakes.✓
- Exchanging names:✓ The employee should also mention his/her own name when greeting the client as a client feels more at ease when knowing the employee's name that he/she is talking to as the first point of contact.✓
- Use standardised greetings where applicable:✓ The organisation may have a standardised greeting procedure for receiving clients. Should there not be such a practice in place, use the guidelines of good business etiquette.✓
- Clearly explain the next step:✓ The employee should be careful not to just turn and walk away after introducing himself/herself to the client, but should explain where the client needs to go next.✓
- Inform the client of safety or security procedures:✓ There may be certain safety and security procedures in place in the operation or environment. It is important that the client is informed of any current concerns or procedures.✓ (6 × 2) (12)

[30]

QUESTION 5

5.1
- Car wash
- Chauffeur
- Airport transfers
- Babysitter
- Game drives
- Beauty and relaxation therapy
- Business services
- Car collection
- Sports and recreational activities (Any 5 × 1) (5)

5.2
- It is professional.
- It is friendly and welcoming.
- It shows the organisation was expecting the visitors. (3 × 2) (6)

5.3
- It suggests quality care.
- It avoids clients wasting time or getting frustrated to operate an item which they are unfamiliar with.
- It prevents injury to clients and damage to the item.
- It ensures that clients are comfortable. (Any 3 × 2) (6)

5.4
- Be aware that workplace accidents may occur due to excessive heat, wet floors, loose wires and loose steps or tiles.
- Implement safety training policies.
- Monitor health and safety activities on a regular basis.
- Comply with relevant legislation at all times.
- Follow workplace health and safety procedures.
- Report unsafe work practices.
- Make safety a priority. (Any 5 × 1) (5)

5.5 5.5.1 Fire at a workplace/in a building (1)

5.5.2
- All employees should know where the fire alarms and fire extinguishers are located throughout the building.
- Employees should remain calm, think clearly and focus on the problem at hand.
- Every employee should be aware of his/her own competencies.
- It is best to report any situation or potential threat immediately.
- Attend to any injured person first and try to establish how many people are involved in the incident or accident.
- Try to identify the source of the problem.
- Contact colleagues or managers to assist as quickly as possible. (7)

[30]

TOTAL: 150

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