higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

22 November 2022

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1 D✓
1.2 B
1.3 C
1.4 C
1.5 D
1.6 C
1.7 D
1.8 B
1.9 A
1.10 B

(10 × 1) **[10]**

QUESTION 2

2.1 False ✓
2.2 True
2.3 False
2.4 False
2.5 False
2.6 True
2.7 False
2.8 False
2.9 False
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 E✓
3.2 I
3.3 K
3.4 J
3.5 A
3.6 B
3.7 C
3.8 F
3.9 G
3.10 H

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1

4.1.1 Private company ✓ (1)

4.1.2 The name includes (Pty.) Ltd. ✓ (1)

4.1.3

PRIVATE COMPANY	PUBLIC COMPANY
• Shares are not offered to the public✓ • Minimum of one and maximum of 50 shareholders✓ • There are some restrictions on the transfer of shares • The words 'Proprietary Limited' or (Pty.) Ltd. appear at the end of the company's name • Does not have to make information available to the public. • There is a minimum of 1 director	• Shares are offered to the public ✓ • Minimum of 7 shareholders; no maximum✓ • No limit on transfer of shares • The word 'Limited' will appear at the end of the name • They must make certain information known to the public • There is a minimum of 2 directors

(Any 4 × 2) (8)

4.2 4.2.1 Various functions in this enterprise:
Finance as one of the functions in the business✓
Natural resources – growing own crops✓
Entrepreneurship – knowledge that Songezo possesses
Human Resources – all the people working in this business
Goals of Songezo – to make a profit
PLEASE NOTE: THE QUESTION STATED THAT THIS HAS TO BE IDENTIFIED FROM THE SCENARIO (Any 2 × 1) (2)

4.2.2 Consumers or local and overseas tourists✓
Competitors or restaurant in Guguletu✓
Labour market or has to appoint a financial manager

PLEASE NOTE: These are the only answers derived from the scenario. (Any 2 × 1) (2)

4.2.3 Crime in the area✓
Exchange rate✓ (Any 2 × 1) (2)

PLEASE NOTE: These are the only answers derived from the scenario.

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4.2.4 * Recording all source documents/transactions✓
* Drafting the various journals✓
* Compiling financial statements, such as Income Statement (Statement of Profit or Loss)/Balance Sheet (Statement of Financial Position
* Drafting budgets
* Drafting cash-flow statement
* Analysing financial statements

(OPEN MEMO Any 2 × 1) (2)

4.2.5 He offers online shopping, something that his competitors might not have. ✓✓
He can offer food and wine pairing which his competitors might not have.
He can offer a free present with every booking at his restaurant.
He can invite local singers to entertain guests during meals.
OPEN MEMO, BUT IT MUST BE CLEARLY DEFINED TO INDICATE A COMPETITIVE ADVANTAGE (2)

4.2.6

Four P's	Application
Product✓	Typical African necklaces, earrings and clothes Shopping goods/consumer goods✓
Price✓	Songezo can make use of various price techniques, including cost price plus mark up✓ **OPEN MEMO, BUT MUST INDICATE A PRICING TECHNIQUE**
Promotion✓	Songezo mainly focuses on overseas tourists and therefore should make use of a social media platform. ✓ **OPEN MEMO, BUT SHOULD BE OF SUCH A NATURE THAT IT WILL REACH OVERSEAS TOURISTS**
Place✓	At his restaurant and online✓ **ANSWER MUST INCLUDE BOTH**

(8)

4.2.7 Crime in the area✓
Competition – restaurant in Guguletu✓
Nature elements, for example, droughts
Exchange rate can turn unfavourable
PLEASE NOTE: ANSWERS MUST COME FROM SCENARIO.

(Any 2 × 1) (2)

[30]

QUESTION 5

5.1 Inducting:
- An ongoing process that begins before a new staff member arrives✓
- Can last up to 12 months or even longer✓

Introducing:
- A one-time event✓
- Usually at the first meeting✓

(4 × 1) (4)

5.2
- Ensures that Miss Dlamini can do her work effectively.✓✓
- This leads to an increase in job satisfaction.
- Miss Dlamini will become more motivated.
- Avoids unnecessary accidents and mistakes.
- Ensures that company policy and procedures are followed.
- Improves productivity in the workplace. (Any 4 × 2) (8)

5.3 5.3.1
- Conflict that occurs between 2 or more people/staff members✓
- Refers to external conflict between people✓
- When you interact with your colleague who doesn't share your opinion/views
- An outcome of human interaction (Any 2 × 1) (2)

5.3.2
- Conflict that occurs within a person✓
- Refers to internal conflict within a person✓
- Experienced by a single person
- When his/her roles/values diverge (Any 2 × 1) (2)

5.3.3
- Conflict that occurs between organisations
- Conflict arising amongst competitors (Any 2 × 1) (2)

5.4
- Builds trust between employer and employee.✓✓
- Employees will feel reassured knowing that their personal information is secure.
- This improves employee loyalty.
- Have a favourable impact on workplace productivity. (Any 2 × 2) (4)

5.5 5.5.1
- Daily tasks that need to be done at work✓
- Refers to your job description✓ (2 × 1) (2)

5.5.2
- Are rules and regulations in the workplace✓
- It guides workplace behaviour✓ (2 × 1) (2)

5.6
- Case studies
- Interviews
- Observations
- Content analysis
- Focus groups (Any 4 × 1) (4)

[30]

QUESTION 6

6.1
* Turn the power off at the main switch.
* Stand on a dry surface.
* Use a wooden, plastic or rubber object to push the person away from the electrical equipment.
* Check for burning clothing and smother any flames using a blanket or carpet.
* Shout for help.
* Check for pulse and heartbeat.
* Start CPR if necessary and if you are trained to do this.
* If the victim does not regain consciousness, continue with CPR until emergency services arrive, (Any 6 × 1) (6)

6.2
- Place the document in the correct slot.✓
- Dial the receiver's fax number.✓
- When you receive the signal, press the transmit button.✓
- Receiver will receive the same document.✓
- Remove the document from the fax machine.✓
- Wait for the transmission report.✓
- If successful, attach it to the document and file it away.✓
- If unsuccessful – repeat the process later.✓ (8 × 1) (8)

Please note: If candidate did not adhere to the correct sequence, please mark and subtract one mark at the end.

6.3
* Is the equipment still under guarantee or warranty?✓
* Will the agent be able to repair the equipment immediately?✓
* How urgently should the repairs be attended to?✓
* Can the repairs be done on site or must the equipment be taken somewhere else? ✓
* How much will the repairs cost the organisation?
* Is it worth having the equipment repaired?
* Shouldn't the business rather consider leasing?

(OPEN MEMO – Any applicable answer 4 × 1) (4)

6.4
* Vast/big amounts of information can be stored.✓
* Information can digitally be stored in folders and files.✓
* It can be retrieved anywhere.
* It can be printed.
* It can be adjusted.
* It can be shared with relevant stakeholders.

(OPEN MEMO – Any 2 × 1) (2)

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6.5

Guideline in prioritising tasks	Examples (any applicable and correct examples according to guidelines)
Select those that are most important and urgent✓	For example, booking an Uber to transport the director to the airport for a scheduled meeting✓
Select those that are important✓	For example, checking your daily emails✓
Select those that are daily and routine tasks✓	For example, sending out congratulations to staff members having a birthday✓

(6)

6.6

- Professional magazines✓
- Shows and exhibitions✓
- Newspapers✓
- Courses and conferences✓
- E-procurement ✓

(Any 4 × 1) (4)

[30]

QUESTION 7

7.1 7.1.1

- Anybody or any group of people that has an interest in the organisation✓
- Having an interest in any decision or activity of an organisation✓

(Any 2 × 1) (2)

7.1.2

- Anybody who owns stock/shares, or shareholders in a business✓
- Owner of a business organisation✓

(Any 2 × 1) (2)

7.2 7.2.1

- CEO✓
- Senior Manager
- Finance Manager
- Receptionist
- Sales Consultant
- General Assistants

(Any 3 × 1) (3)

7.2.2
- Shareholders✓
- Customers
- Banks
- Suppliers (Any 3 × 1) (3)

7.2.3
- Government✓
- Local authorities
- Professional bodies
- Pressure groups
- General public
- Competitors (Any 3 × 1) (3)

7.3
- Ensure the well-being and welfare of the organisation✓
- Ensure that employees are treated fairly
- Negotiate labour issues amongst stakeholders
- Ensure health and safety issues
- Concerned about environmental impact (Any 4 × 1) (4)

7.4
- To correct unacceptable behaviour and misconduct✓
- To indicate what unacceptable behaviour and misconduct mean
- To indicate what acceptable behaviour and acceptable conduct mean
- To change behaviour and conduct
- To offer training and guidance (Any 4 × 1) (4)

7.5 Denial✓ (Plus any other TWO facts)
- Occurs when one chooses to deny that any conflict exists✓
- One becomes angry about a situation✓
- One becomes upset with the other party (3)

Confrontation✓ (Plus any other TWO facts)
- When one physically or verbally attacks the other party✓
- The conflict is tackled head on✓
- Occurs when one is not prepared to listen to what the other party has to say (3)

Mediation✓ (Plus any other TWO facts)
- When one talks to the other party about the problem✓
- Discuss the problem✓
- Try to find solutions to the problem, so that both parties are satisfied (3)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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