higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 3

4 November 2022

This marking guideline consists of 7 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1 True
1.2 True
1.3 True
1.4 True
1.5 True
1.6 False
1.7 False
1.8 False
1.9 False
1.10 True

(10 × 1) **[10]**

QUESTION 2

2.1 F
2.2 I
2.3 L
2.4 H
2.5 G
2.6 D
2.7 A
2.8 E
2.9 C
2.10 B

(10 × 1) **[10]**

QUESTION 3

3.1 A
3.2 A
3.3 A
3.4 B
3.5 B
3.6 D
3.7 B
3.8 A
3.9 A
3.10 B

(10 × 1) **[10]**

Copyright reserved

QUESTION 4

4.1 Bill of rights
4.2 Employment Equity Act
4.3 Reject
4.4 Government
45 Occupational Health and Safety Act
4.6 SMART
4.7 Interruptions
4.8 Parkinson's law
4.9 Annual leave
4.10 Urgent activities

(10 × 1) **[10]**

TOTAL SECTION A: 40

SECTION B

QUESTION 5

5.1 5.1.1 Yes, I'm ok.

5.1.2 Yes, agreeing, approving

5.1.3 Disrespectful, not well-mannered

(3 × 2) (6)

5.2
- By providing a safe and quiet place that is suitable for relaxation without any interruptions.
- Providing refreshments, food, entertainment, leisure and books so that tourists can have a wonderful time. (2 × 2) (4)

5.3
- Good food
- Friendly service
- Fast service
- Knowledgeable assistance
- Value for money
- Enjoyment and relaxation (Any 5 × 1) (5)

5.4
- Local clients✓ – clients that travel from the same town as your business,✓ e.g. clients living in Johannesburg visiting a business around the city. ✓
- Domestic clients ✓– clients visiting provinces within South Africa,✓ e.g. clients from Western Cape visiting Limpopo. ✓
- Neighboring clients✓ – clients travelling from countries that share a border with South africa,✓ e.g. clients from Zimbabwe visiting South Africa. ✓
- International clients✓ – clients from other countries that do not share a border with South Africa,✓ e.g. clients from Australia visiting South Africa✓ (4 × 3) (12)

Copyright reserved

5.5
- Australians
- Americans
- Germans
- French
- Dutch
- British
- Canadians (Any 5 × 1) (5)

5.6
- Organise an interpreter.
- Look up basic terms in the dictionary.
- Use non-verbal communication, such as positive body language.
- Use drawings/pictures or images to talk. (2 × 2) (4)

5.8
- French
- German
- English
- Portuguese (4)

[40]

QUESTION 6

6.1 Yes✓ – many people lost their lives, jobs and family members. ✓✓
Freedom of movement was prohibited

OR

No✓ – in every disaster in the world that involves life-threatening situations, critical measures must be taken to save people's lives. ✓✓ (1 + 2) (3)

6.2
- The right to food
- The right to work
- The right to life
- The right to education (Any 3 × 1) (3)

6.3
- Human dignity
- Non-racialism and non-sexism
- Supremacy of the Constitution and the rule of law
- Universal adult suffrage (Any 2 × 2) (4)

6.4 6.4.1
- Vertical communication
- Horizontal communication (2 × 2) (4)

6.4.2
- Lack of communication can cause poor service and customer dissatisfaction.
- It can lead to misconceptions and departments will not perform according to customer expectations.
- Decreases productivity.
- Can create conflict and less motivated staff.
- High staff turnover.
- Creates a lot of mistakes and wastage.
- Affects the image of the company. (Any 4 × 1) (4)

6.4.3
- Top management – To make strategic decisions; communicate the vision of the company to managers, and give instructions.
- Middle management – responsible for tactical decisions after receiving the instruction from top management.
- Lower management – responsible for implementing and executing the task and giving feedback to middle management.

(3 × 2) (6)

6.5
- Apologise.
- Give explanation.
- Set things right. (3 × 2) (6)

[30]

QUESTION 7

7.1 7.1.1 The way in which people live, including traditions, beliefs, customs and religious practices.

7.1.2 An opinion you have about a person or a group of people based on actions and behaviours that are similar to those of others.

7.1.3 Preconceived opinion that is not based on reason or actual experience.

7.1.4 The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations.

7.1.5 An inherited, established or customary pattern of thought, action or behaviour such as a religious practice, a social custom, food.

(5 × 2) (10)

7.2
- Concentrate on similarities between people rather than differences.
- Make a conscious effort to gain factual knowledge of other cultures.
- Know who you are talking to and adapt your style and tone of voice accordingly.
- Realise that other cultures are different but not inferior to your own.
- Ask questions to ensure that you are understood correctly.
- Pay attention to cultural meanings that may differ.
- Listen attentively
- Show respect. (Any 4 × 2) (8)

Copyright reserved

7.3 7.3.1 The places where only staff members are allowed.

7.3.2 The place where only trained staff are allowed to enter because it consists of moving machinery and dangerous systems for producing products and items to run the business.

7.3.3 Those places where products and services are prepared before they are sold to the clients.

(3 × 2) (6)

7.4
- Friends ✓– help you to unwind and motivate you when you are feeling down. ✓
- Family✓ – support your vision, offer financial support and provide guidance. ✓
- Manager/colleagues✓ – providing guidance, solving problems and approving overtime✓
- Business contacts✓ – networking, sharing of skills and learning new business strategies.✓
- Lecturers – support, guidance and mentoring (Any 4 × 2) (8)

7.5 7.5.1
- It expresses the principle of equality, including equal enjoyment of all right and freedoms.
- It promotes the principle of equality by providing for protection and advancement of persons disadvantaged by unfair discrimination.

7.5.2 Is the innermost and social right to respect with regard to values and dignity to which every person is entitled, purely because they are human.

7.5.3 Refers to how individuals or a group of people organise their ethical or ideological values.

(3 × 2) (6)

7.6 Commission of Conciliation Mediation and Arbitration (2)
[40]

QUESTION 8

8.1
- Communicating while avoiding eye contact
- Not opening the car door for the lady
- Entering a room before the lady
- Not sharing dinner time with family members.
- Eating with your hands (2 × 2) (4)

8.2
- Avoidance of eye contact is associated with dishonesty.
- It means you are hiding something.
- Is a sign of lack of confidence. (2 × 2) (4)

Copyright reserved

8.3
- English breakfast
- Rice and grilled meat
- Sweet food
- Fast food (Any 2 × 1) (2)

8.4 Western people prefer that, when interacting with them, you should not stand too close to them as this makes them feel uncomfortable. (2)

8.5 8.5.1
- Calendar
- Watch
- Diary
- Year planner
- Weekly planner
- To-do list (Any 4 × 1) (4)

8.5.2
- Portability✓ – it must be easy to carry around. ✓
- Expense✓ – it must be affordable. ✓
- Room space✓ – you must have enough space in your room to mount the tool. ✓
- Detail – it must have enough space to write down everything necessary. (Any 3 × 2) (6)

8.5.3
- National Student Financial Aid Scheme (NSFAS)
- South African Social Security Agency (SASSA)
- Bursary funds
- Study loans (Any 2 × 2) (4)

8.5.4 Skills Development Act (2)

8.6
- Maternity leave✓
- Study leave✓
- Sick leave
- Paternity leave
- Annual leave
- Family responsibility leave (Any 2 × 1) (2)

[30]

TOTAL SECTION B: 140
GRAND TOTAL: 180

Copyright reserved