higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATIONS
NQF LEVEL 3

23 November 2022

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C		
	1.1.2	A		
	1.1.3	D		
	1.1.4	C		
	1.1.5	C		
			(5 × 1)	(5)
1.2	1.2.1	Authority		
	1.2.2	Organisational structure		
	1.2.3	Bank overdraft		
	1.2.4	Performance review		
	1.2.5	Team		
			(5 × 1)	(5)
1.3	1.3.1	Disciplinary procedure		
	1.3.2	Debtors		
	1.3.3	Savings account		
	1.3.4	Planning		
	1.3.5	Support function		
			(5 × 1)	(5)
1.4	1.4.1	D		
	1.4.2	F		
	1.4.3	A		
	1.4.4	B		
	1.4.5	C		
			(5 × 1)	(5)
				[20]

TOTAL SECTION A: 20

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SECTION B

QUESTION 2

2.1
- Internal stakeholders refer to individuals who are directly involved✓ in the business and will be financially rewarded for the contributions they make to the business,✓
    - for example, employer and employees✓

- External stakeholders are individuals who do not form part of the business.✓ They do not benefit financially from the business,✓
    - for example, local businesses and government departments.✓

Any relevant answer – examples relevant to case study (3 × 2) (6)

2.2
- Flexible working hours that allow employees to balance their working and personal lives
- Feeling liked and appreciated by manager and colleagues
- Job fulfilment
- Manager's behaviour that shows that he/she trusts the employee and relies on him/her
- Open communication channel
- Knowing exactly what the company's expectations are of the employee
- Motivate teamwork
- Management included in problem-solving and decision-making of the business

(Any relevant answer 3 × 2) (6)

2.3
- Customers support competitors.
- Suppliers who are not paid on time might refuse to deliver orders and disrupt the efficient operation of the business.
- Banks and other financial stakeholders could withdraw their support and request repayment of any outstanding loans.
- Shareholders might demand the repayment of their investments.
- The local community could refuse to support the business.

(Any relevant answer 3 × 2) (6)

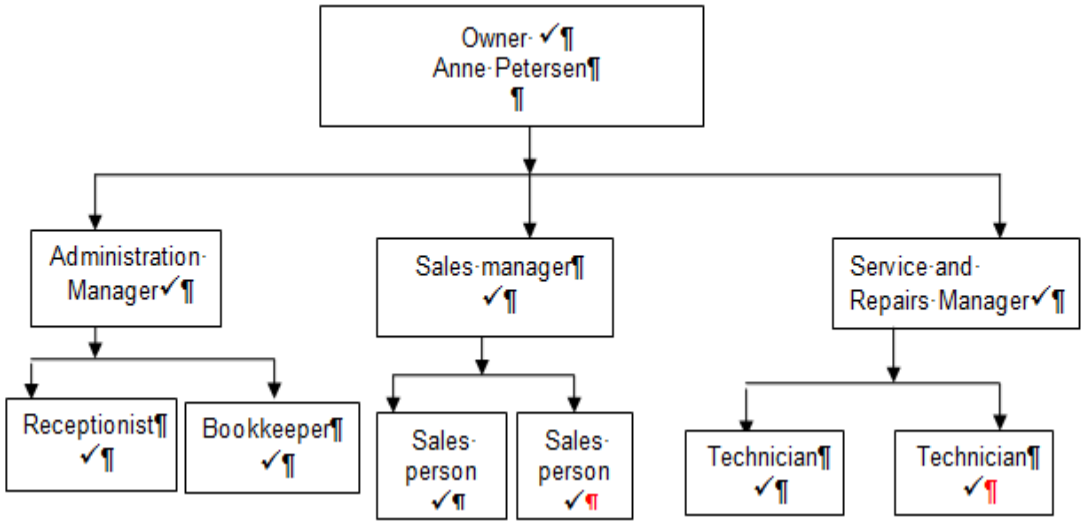
2.4
- Plan
- Lead
- Control
- Organise

(Any of the above answers 2 × 2) (4)
[22]

QUESTION 3

3.1
- Selling office machines
- Servicing and repairing office machines (2)

3.2



(10)

3.3 3.3.1 Managing director
- To direct and control all business operations
- Developing strategic plans
- Successfully implementing company policy

(Any relevant answers 3 × 2) (6)

3.3.2 Senior management
- Guide supervisors
- Create business objectives
- Make critical decisions (Any relevant answers 3 × 2) (6)

3.3.3 Junior management
- To report to higher-level managers
- To give instructions, guidance and direction to employees on their day-to-day jobs
- To allocate tasks and responsibilities to employees
- Oversee the day-to-day performance of employees
- Help to resolve employee issues and disputes

(Any relevant answers 3 × 2) (6)

3.4
- When the matter is beyond a person's jurisdiction
- When the matter is beyond a person's expertise or experience
- When the subordinate has no power to take a decision
- When the subordinate has no expertise or skills to resolve issues

(Any relevant answers 3 × 2) (6)

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3.5
- Responsible for selling the business's products
- Sets sales goals
- Identifies potential new customers
- Meeting the sales targets in the business
- Devises strategies and techniques necessary for achieving the sales targets
- Responsible for brand promotion
- Supports and motivates the sales team to achieve sales goals
- To generate customer leads for the business

(Any relevant answers 4 × 2) (8)

3.6 Inefficient costing✓
- If costing is not effectively done, it will cost the company money.✓

Wasted time✓
- Lack of productivity in one department will lead to delays in another department.✓

Reduce quality✓
- Purchasing of inferior materials or problems during production can lead to an inferior product being produced. This then influences sales and causes the return of inferior products.✓

Low morale✓
- Employee morale is influenced by that of their managers.✓

Loss of customers✓
- If products and/or services are not of a standard expected by the consumer, they will not buy from the company.✓

(Any relevant answers 4 × 2) (8)

3.7
- General management
- Administration
- Finance
- Human resources
- Marketing
- Production – operations
- Public relations
- Purchasing

(Any relevant answers 4 × 2) (8)

[60]

QUESTION 4

4.1 4.1.1 An agreement between an employer and employee,✓ stating the basic conditions of employment✓

4.1.2 Terminating an employee✓ due to the surplus of labour or incapacity of employee to match the performance standards of company✓

4.1.3 The act of transferring information✓ from one place, person or group to another.✓

(3 × 2) (6)

4.2
- It protects the employer as it regulates the behaviour of the employee in the workplace.
- It gives the employer specific rights should the employee not abide by the rules set out by the company.
- To ensure that employee and employer have a clear understanding of what is expected during the term of employment
- It serves to eliminate any disputes which may arise at a later date.
- It gives employees a sense of security as they have a contract.

(Any relevant answers 3 × 2) (6)

4.3
- Full name and address of employer
- Name and address of the employee
- Occupation – brief job description
- The place of work
- The ordinary working hours
- Date of employment
- Agreed remuneration – salary
- Date of payment of remuneration
- Rate of payment for overtime worked
- Details of any other payments and allowances
- Leave entitlement and notice period (Any relevant answers 3 × 2) (6)

4.4
- An employer may not force employees to work on a public holiday, except if agreed.
- If a public holiday falls on a day on which an employee would ordinarily work, the employer must pay employees who do work on the public holiday at least double the amount for an ordinary day's work.
- If employees work on a public holiday which is not a day on which they would ordinarily work, the employer must pay them an amount equal to their ordinary daily wages, plus the amount they earned for the work performed that day
- An employer must pay employees for work done on a public holiday on their usual pay date. (Any relevant answers 3 × 2) (6)

[24]

QUESTION 5

5.1 Insurance is a contract represented by a policy✓ in which an individual or entity receives financial protection or reimbursement ✓against losses from an insurance company✓ in return for the payment of a premium✓ (4)

5.2
- Important and not urgent
- Urgent but not important
- Not urgent and not important (3 × 2) (6)

5.3
- Stand up when greeting/meeting someone.
- Smile.
- Make eye contact.
- Offer a firm handshake and keep it brief.
- Know how to make introductions.
- Be a good listener and think before you reply.
- Speak with gentle and friendly voice.
- Don't get drawn into an argument – stay calm and respectful.
- Don't make jokes that involve sex, politics, gender, religion or race.
- Don't use rude language.
- Use first names of people whom you have met only after they give you permission. (Any relevant answers 4 × 2) (8)

5.4
- The business's credit standards and agreement
- The customer's credit limit
- Length of time to pay account
- Discount allowed if paid on time or earlier
- What happens if a customer exceeds their credit limit
- The amount of interest to charge on late payments

(Any relevant answers 3 × 2) (6)
[24]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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