higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 4

10 November 2022

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D	
	1.1.2	C	
	1.1.3	A	
	1.1.4	D	
	1.1.5	A	
	1.1.6	C	
	1.1.7	D	
	1.1.8	A	
	1.1.9	C	
	1.1.10	A	
	1.1.11	D	
	1.1.12	B	
	1.1.13	C	
	1.1.14	A	
	1.1.15	B	
			(15 × 1) (15)

1.2	1.2.1	False.✓ South Africa uses a mixed or a free-market economic system.✓	(2)
	1.2.2	True	(1)
	1.2.3	True	(1)
	1.2.4	False.✓ Changes in the fuel price affects all industries.✓	(2)
	1.2.5	True	(1)
	1.2.6	True	(1)
	1.2.7	False.✓ Without effective monitoring, it is impossible to have effective control.✓	(2)
	1.2.8	True	(1)
	1.2.9	False.✓ It is an example of a time waster, because they could utilise this time more effectively elsewhere in their departments.✓	(2)
	1.2.10	False.✓ The salary gap is great and is growing.✓	(2)
			(15)

1.3	1.3.1	D
	1.3.2	E
	1.3.3	J
	1.3.4	H
	1.3.5	I

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1.3.6 B
1.3.7 C
1.3.8 A
1.3.9 G
1.3.10 F

(10 × 1) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Digital transformation refers to using new technologies,✓ artificial intelligence (AI), cloud computing, machine learning, and predictive analysis to change how the business operates.✓ (2 x 1)
PLEASE HAVE A LOOK HOW STUDENTS PHRASE THIS IN OTHER WAYS. (2)

2.2
- Improve network availability✓✓
- Promote sustainability✓✓
- Offer education on all levels to upskill people (young and old) in the use of technology✓✓
- Add coding and other key subjects to the school curriculum✓✓
- Provide tax incentives to businesses that adopt digital transformation programmes (Any 4 × 2)

OPEN MARKING GUIDELINE (8)

2.3
- Increase in e-commerce, resulting in increase in market share✓✓
- Wider market can be reached (locally and internationally)
- Quicker way of trading
- Secure and quick payments
- Improvement in logistics
- Increase in productivity
- Increase in profitability
- OPEN MARKING GUIDELINE (Any 5 × 2) (10)

2.4
- Lack of experienced network engineers✓✓
- Unskilled employees
- Lack of training opportunities
- Theft of cables
- Risk of cybersecurity
- Resistance to change
- Lack of skilled coders to be able to make the digital transformation a success
- Inability to experiment quickly
- Legacy systems – why change it when it is working?
- Insufficient budget – does the business have finances to pay for the (6)

changes needed?
- Inadequate collaboration between IT and lines of business
- Risk-aversive culture – not wanting to take the risk
- Change management capabilities – have the right people to guide the business through the changes
- Lack of a corporate vision for digital transformation

OPEN MARKING GUIDELINE (Any 3 × 2)

2.5
- The education sector needs to re-think how skills can be obtained.✓✓
- They also need to recruit new staff that can train students on how to be active participants in the digital transformation.✓✓
- Implement basic digital skills in syllabi from very early
- Provide free training to businesses
- Existing staff need to be upskilled to be trainers in digital transformation.

OPEN MARKING GUIDELINE

(Any 2 × 2) (4)

[30]

QUESTION 3

3.1
- How late comers will be dealt with✓✓
- How decisions will be made in the group✓✓
- How the team's progress will be reported✓✓
- How the team members will have their say✓✓
- How cultural differences will be dealt with in the team
- How the team will be kept up to date on the team's progress (Any 4 × 2) (8)

3.2
- Team roles:✓ The role that each member plays will affect team work.✓
- Organisational culture:✓ The way that relationships are formed will affect the way relationships are built.✓
- Personality styles:✓ Decision making may have a positive or negative impact.✓
- Office layout:✓ Layout of equipment can impact the team.✓
- Processes or procedures:✓ The way things are done may affect team performance.✓
- Tools and technology: The way information is communicated to members affects the effectiveness of the team. (Any 5 × 2) (10)

3.3
- Best of the best
- Team recognition
- Show rewards
- Events
- Play
- Baby talk
- Chat
- Skill recognition
- Include something personal (Any 6 × 1) (6)

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3.4
- Meetings✓
- Emails
- Notice boards
- Intranet website
- Internal newsletter
- Conference calls
- Instant messaging service (WhatsApp, Messenger, etc.) (Any 6 × 1) (6)

3.5
- Creates credibility and customer loyalty for the business✓✓
- Attracts customers to the business because of its good reputation✓✓
- Attracts talented and highly skilled employees because the organisation is a good employer✓✓
- Highly skilled/professional staff promote the good image of the business✓✓
- Creates a happy, positive working environment✓✓
- Increases workplace productivity
- Increases customer satisfaction which has a positive impact on profitability (Any 5 × 2) (10)

[40]

QUESTION 4

4.1 4.1.1 Cultural barriers refers to aspects such as speaking different languages, having different cultural beliefs.✓✓ (2)

4.1.2 Cultural awareness is understanding other cultures' values and beliefs.✓✓
OPEN MARKING GUIDELINE (2)

4.1.3 Diversity is including people from different cultures, religious beliefs, genders, sexual orientation, etc. ✓✓
Diversity refers to a variety of cultures, with different languages, beliefs, etc. (2)

4.2
- Words may have different meanings in different cultures.✓✓
- Some gestures may not be understood or wrongly interpreted by another culture.
- The use of body language may have different meanings for different cultures.
- Different beliefs may cause conflict when opinions are expressed.
- Care needs to be taken when drafting communication material as messages may be wrongly interpreted.

OPEN MARKING GUIDELINE (Any 3 × 2) (6)

4.3
- Asking questions to clarify what was discussed✓✓
- Summarising the discussion✓✓
- Using examples to explain your point✓✓
- Paraphrasing when communicating with stakeholders✓✓ (10)

- Telling stories to support your message✓✓
- Using an interpreter for discussions with the customer (Any 5 × 2)

4.4
- Lines of communication must be clearly defined.✓✓
- All employees should be familiar with the lines of communication in the business.✓✓
- Lines of communication should not be interrupted.✓✓
- Always follow the defined lines of communication.✓✓
- An organisational chart must be used to show the lines of communication.
- All instructions or information should be signed and sent through the proper lines of communication. (Any 4 × 2) (8)

[30]

QUESTION 5

5.1 5.1.1 It is moral code, deciding what is the right thing to do and to let us think about how we feel about our behaviour. ✓✓
OPEN MARKING GUIDELINE, BUT PLEASE NOTE NOT THE DEFINITION OF A CODE OF CONDUCT (2)

5.1.2
- Discrimination – favouring one individual unjustly above another.✓✓
- Wilfully acting in a way that results in a loss or damage to the business.
- Side deals – not working within the business framework and taking on other business for personal gain.
- Competing directly with the business
- Using working time to do other things
- Acting in such a way that it damages the reputation of the business
- Spying on other businesses
- Withholding facts where there is a duty to disclose
- Selling something as a new product, whilst it is a second hand product
- Making a secret profit

OPEN MARKING GUIDELINE: PLEASE NOTE THIS IS ABOUT UNETHICAL CONDUCT AND NOT ABOUT INFRINGEMENT OF THE CODE OF CONDUCT, FOR EXAMPLE, GROSS MISCONDUCT, ETC. (Any 3 × 2) (6)

5.1.3
- Verbal warning✓
- Written warning
- Disciplinary hearing (this is not a sanction, but it is listed in sources as a sanction)
- A fine payable to the business
- Suspension
- Termination of employment /dismissal
- Demotion
- Transfer (Any 4 × 1) (4)

5.1.4
- Going green, for example, not using plastic bags
- Recycle bottles, paper
- Not dumping waste in rivers

OPEN MARKING GUIDELINE (Any 2 x 2) (4)

5.1.5
- Integrity
- Honesty
- Personal growth
- Trustworthiness

OPEN MARKING GUIDELINE (4)

5.1.6
- Employees are monitored and have to adhere to the code.
- When they trespass the code of conduct, certain sanctions will be implemented.
- The code determines how a business should treat all stakeholders, including suppliers, customers and intermediaries.
- The code of conduct can contribute to the business's reputation and goodwill. (Any 2 x 2) (4)

5.2
- Information overload
- Psychological factors
- Industry-specific jargon
- Language barriers
- Differing communication styles
- Cultural differences
- Poor presentation
- Physical disability
- Impatient or inactive listening
- Vague or indirect message (Any 6 × 1) (6)

[30]

QUESTION 6

6.1

INTERNAL	EXTERNAL
Ineffective delegation✓	Traffic congestion✓
Regular staff absenteeism✓	Theft of power cables✓
Computer breakdowns✓	Unscheduled visitors✓
Unscheduled staff meetings✓	Emails✓

(8 × 1) (8)

6.2
- Figure out how you're currently spending your time✓✓
- Do not become a slave to your email system✓✓
- Create a daily schedule – and stick with it✓✓
- Change things that are time wasters✓✓
- Review your activities against your goals
- Prioritise wisely
- Deal with personal issues privately
- Group similar tasks together
- Avoid the urge to multitask (8)

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- Assign time limits to tasks
- Build in buffers
- Learn to say 'no' (Any 4 × 2)

6.3
- Deliver work on time✓✓
- Your accuracy will increase✓✓
- Provide better quality of work✓✓
- You will have time to check your work
- More productivity and efficiency
- You will have more control over your work
- Much less procrastination
- You will have more spare time on your hands
- Less stress and anxiety
- Improved quality of life
- More opportunities and career growth
- More time for leisure and recreation (Any 3 × 2) (6)

6.4
- Diary✓– keeps a record of tasks, appointments, and events.✓
- Work schedule✓ – is a plan that gives a list of events or tasks and the times at which each one should happen or be done.✓
- Action plan✓ – a list of tasks that you need to do to complete a single project or objective.✓
- Duty roster – a way to divide time into various tasks. These can then be allocated to individuals.
- Year planner – a software program or a large document put on a wall showing the days, weeks and months of the year, which you use to plan your activities. (Any 3 × 2) (6)

6.5
- It is any task that you have not planned✓✓
- Something that you do not know about in advance
- Unplanned emergencies/interruptions (Any 1 × 2) (2)

[30]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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