higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

LIFE SKILLS AND COMPUTER LITEARCY

(First paper)

NQF LEVEL 3

29 November 2023

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GUIDELINES FOR MARKERS

1. Markers are reminded that some aspects of Life Skills can be interpreted broadly and therefore a range of correct answers may be given. However, answer that are incorrect should never be marked as correct.

2. Markers should use their discretion when marking. Students' answers should be assessed within the context of their life experiences.

3. Content should be marked, not grammar.

4. For most questions, several example answers are given. These serve as a guide for the type of response that is required. Markers should carefully work through all the different example answers to get a sense of the type of acceptable answers.

5. Markers should carefully check mark allocation per question and mark strictly according to this mark allocation.

   NOTE:
   (2 × 1) means there should be TWO answers and ONE mark allocated per answer.
   (1 × 2) means TWO marks are allocated for ONE answer; one-word answers are not sufficient.

6. Where students are requested to write a paragraph, describe, discuss, explain and advice, one-word answers cannot be accepted.

7. Thank you for marking carefully, rigorously and fairly. Maintaining a high standard helps to enhance the status of this important subject.

SECTION A

QUESTION 1

1.1 B
1.2 C
1.3 C
1.4 D
1.5 D

(5 × 1) **[5]**

QUESTION 2

2.1 True✓
It is stated in the Bill of Rights, Chapter 2 of the Constitution that all people should be treated equally in all situations.✓
To be treated fairly and equally is part of the Human Rights that each human has, because they are human.

2.2 False✓
The employer or the CCMA deals with any workplace related issues such as bullying and discrimination.✓
OR
The United Nations deals with matters relating to human rights, the violation of these rights and promoting social progress.

2.3 False✓
When one uses the basic steps of problem-solving, one first needs to define/determine what the problem is that needs to be attended to. ✓
OR
When one uses the basic steps of problem-solving, the last step is to develop/propose an acceptable or possible solution.

2.4 True✓
Looking someone in the eyes show the person that you have nothing to hide, you're not shy and no walk-over. ✓
When one communicates with people, one needs to practice eye contact; it shows one's assertiveness and how serious one is about the situation.

2.5 True✓
If you were offended by someone you need to speak to them and try and resolve the issue first. ✓
You need to give the person a chance to fix the situation and not gossip behind their back.
When you want to take the "situation" further, your employer can ask you if you have spoken to the person to give them a chance to rectify the situation.

NOTE to markers: ONE mark for true/false, and ONE mark for reason.
If true/false is incorrect, the reason provided is also marked incorrect.
Students cannot use the question and provide that as the "reason"

(5 × 2) **[10]**

QUESTION 3

3.1 I
3.2 G
3.3 E
3.4 A
3.5 C
3.6 B
3.7 L
3.8 J
3.9 H
3.10 D

(10 × 1) **[10]**

QUESTION 4

4.1 arbitration
4.2 trend
4.3 mediation
4.4 resuscitation
4.5 stereotype

(5 × 1) **[5]**

QUESTION 5

5.1
- Your friends encourage you to study and do well at college
- Your friends help you to believe in yourself by supporting you to enter competitions
- Friends help you to raise your personal standards and encourage you to stand up for yourself against others
- Friends help to improve your behaviour by doing the right things like coming to class and handing assessments in on time
- Friends influencing one to do what is right, like reporting bullying, substances abuse, etc no matter how difficult it is for you

ANY RELEVANT ANSWER (3 × 1) (3)

5.2
- I can say "no" in a clear and assertive manner
- I can suggest alternative activities for us to do
- I can point out that the behaviour is dangerous and that there will be consequences for it
- I can stand up for myself, turn around and walk away
- I can clearly state that I am not comfortable with what is planned and seek other friends

ANY RELEVANT ANSWER (3 × 1) (3)

5.3 5.3.1
- I don't think so, and it doesn't matter
- I am not everybody, and I know it is not right

NOTE to markers: Any appropriate answer that indicates the person is no push-over/assertive (1)

5.3.2
- I will know
- I live by my standards

NOTE to markers: Any appropriate answer that indicates the person is no push-over/assertive (1)

5.3.3
- I believe in myself and I know my abilities
- I am smart and definitely capable of doing anything

NOTE to markers: Any appropriate answer that indicates the person is no push-over/assertive (1)

5.3.4
- I regard myself as I winner, and do not care what you say
- I am independent and capable of doing anything I set my mind to

NOTE to markers: Any appropriate answer that indicates the person is no push-over/assertive (1)

[10]

TOTAL SECTION A: 40

SECTION B

QUESTION 6

6.1 6.1.1

- Hold your breath or turn away when someone coughs/sneezes near you
- Wash your hands with soap on a regularly basis
- Follow a healthy diet, get enough sleep and exercise to strengthen your immune system
- Wear a surgical mask when in contact with a TB patient
- Open windows and ensure you are in a well-ventilated space
- Avoid crowded spaces with no fresh air

ANY RELEVANT ANSWER (2 × 1) (2)

6.1.2

- Night sweats
- Blood in your spit when you cough
- Tiredness
- Recurring cough that lasts for more than three weeks
- Chest pain
- High fever
- Experiencing pain/discomfort when breathing
- Weight loss
- Chills

(2 × 1) (2)

6.1.3 Opportunistic infections, like TB, take advantage of the body's weakened immune system and occur more frequently and more severe.

Tuberculosis (TB) is considered an opportunistic infection because it takes advantage of a weakened immune system and can cause infection in people with HIV or other immune compromising conditions.

ANY RELEVANT ANSWER (1 × 2) (2)

6.2

- Sexual activity
  Contact with the infected person's semen, vaginal or rectal fluids in any kind of physical sexual activity

- Contact with blood
  If a person has an open wound and they come into contact with a person's infected blood the person will be infected

- Sharing of needles
  Transmission through sharing of needles and syringes with an HIV infected person, especially people who use drugs and do not use a new needle and syringe

- Between mother and infant during pregnancy, childbirth and breastfeeding
  A woman who is pregnant and does not use antiretroviral medication can transmit the virus to her unborn child

- Equipment or procedures
  Dental procedures, surgery and child delivery can be unsafe if one of the parties is HIV-positive and manages it carelessly

NOTE to markers: ONE mark is awarded for the method/way of transmission,
ONE mark awarded for further explanation
A method can only be used once

(Any 3 × 2) (6)

6.3

- The pro's and con's list
  With this method I can write down all the advantages and disadvantages of the possible options and weigh up all the alternatives.

- Decision making process
  Get all the information I will need to make the decision, by asking questions and seeking advice. Create a list of all the possible solutions, compare the possible outcomes and choose an option which I think will be best

- Decision tree
  I can draw a tree as every part of the tree represents a different part of the decision I have to make:
  - roots = the importance of the decision/affect it will have
  - trunk = the decision that has to be made
  - branches = options and choices available
  - leaves = results will be of each option or choice
  - fruit = choice or option you chose

- SWOT-analysis
  I can draw a table where I can evaluate the following aspects of my decision:
  - What makes this a good or better decision? (strengths)
  - What are the bad things or disadvantages of this decision? (weaknesses)
  - What benefits does this decision hold for me? (opportunities)
  - With this decision are there any dangers that I must consider? (threats)

- Mind-Map
  I can write down the decision I have to make with 2 options in the middle of a page and write/draw the effect or result of each one I can think

- The table method
  I can use a table to analyse options step by step, the table will help look at different options and their effect. Then I will be able to choose the best option

NOTE to markers: ONE mark is awarded for the method of decision making
ONE mark awarded for further explanation

(Any 2 × 2) (4)

[16]

QUESTION 7

7.1 Corruption is the abuse of public resources or public power for one's personal gain.

NOTE to markers: Do not accept examples of corruption

(1 × 2) (2)

7.2
- Using someone else's credit card, ID or banking details
- Not paying back debt and disappearing from the scene
- Tricking people out of their money in a card game
- Misleading a buyer about the quality of a product
- Awarding loans to people who cannot afford to repay them
- Email scams

ANY RELEVANT ANSWER (3 × 1) (3)

7.3
- It exposes wrongful doings and bring transparency into the workplace/society
- By doing the right thing you are setting a good example for other people to do the same
- It can help that corruption gets nipped in the butt and to allow the money to be used effectively and what it was intended for
- It costs you nothing to do the right thing and can improve rules and legislation for perpetrators
- Gets results and contributing to a more stable economy

ANY RELEVANT ANSWER (3 × 2) (6)

7.4 7.4.1 SQ3R method
Mind-mapping
Flowcharts
Model mnemonics

NOTE to markers: The study techniques given must be suited for visual learners (2 × 1) (2)

7.4.2 SQ3R method
Making summaries
Comparative studying
Mnemonics

NOTE to markers: The study techniques given must be suited for kinaesthetic learners (2 × 1) (2)

7.4.3 SQ3R method
Music mnemonics
Reading work out loud, over and over again
Recording lecturers or self and play it back to them

NOTE to markers: The study techniques given must be suited for auditory learners (2 × 1) (2)

7.5 7.5.1 Left **OR** Right (1)

7.5.2 Characteristics of LEFT brain dominance:

- Good at languages
- Do not show emotion easily
- Likes to work with numbers
- Good with analytical, critical and logical thinking
- Reacts better to instructions that are given orally
- Differences in things are important
- Prefer short answer questions in the exam
- Very well organized and structured
- When a decision has to be made everything gets taken into consideration
- They think before they do something
- Prefers to follow rules and schedules

OR

Characteristics of RIGHT brain dominance:

- Follow their "gut" feeling
- Have the ability to tell if people are lying to them
- Likes questions in exams where opinions are asked for
- Intuitive
- Spontaneous
- Thoughtful
- Subjective
- Creative
- Express emotions
- Like music/color/image
- Reacts better to instructions that are demonstrated
- Similarities in things are important

NOTE to markers: The characteristics listed must relate to the answer the student provided in Q7.5.1 (2 × 1) (2)

[20]

QUESTION 8

8.1

- When someone is unfairly treated just because he or she is male or female.
- When someone is being treated unfairly because he or she doesn't meet the social or cultural standards for muscular or feminine.

NOTE to markers: Do not accept examples as correct (1 × 2) (2)

8.2

- Paying female employees less than male employees
- Saying a certain job or task is not for women, example only women can be a tea lady
- Making stereotypical statements like: men are slow
- Not employing someone because of their gender
- Women are not promoted because they have too much on their plates with their families
- Only single moms can adopt babies/children

ANY RELEVANT ANSWER (3 × 1) (3)

8.3
- Run campaigns on gender discrimination so that all citizens know their rights
- Sponsor workshops where people can learn how to be assertive and stand up for themselves when they are the victim of gender discrimination
- Have training sessions with employers on the appropriate disciplinary action that should be taken if there is an incident of gender discrimination, either counselling, verbal warning, suspension
- Revise the current laws and guidelines of the Labour Relations Act to provide more protection to victims of gender discrimination
- Have consultations with the CCMA and Labour Court to ensure that if an employer can't resolve an issue the process to seek help from them is easy to follow and understand

ANY RELEVANT ANSWER (2 × 2) (4)

8.4 Unproductive work behaviour is wrong because it will cause delays for the completion of important projects. ✓ Employees will produce products and services of a low quality, which is unfair to clients. ✓ Employees are paid for the work they did not do well, or for the work they did not do at all. ✓ There will be no respect and goodwill among fellow employees. ✓

- This gives the company a bad name
- Causes a loss in profits due to the loss of work time and resources

NOTE to markers: FOUR marks are allocated for points to support the statement and ONE mark allocated for answer being presented in a paragraph
(4 × 1)
(1) (5)
[14]

TOTAL SECTION B: 50

SECTION C

QUESTION 9

9.1
- Newspaper advertisements
- Employment websites / LINKEDIN, Indeed
- Recruitment agencies
- Employer's own websites
- Government publications
- Noticeboards
- Internet / Facebook Groups (Any 3 × 1) (3)

9.2
- A PDP can help a person with their own personal growth and development in terms of their career
- A PDP is structured tool to help you identify the gaps in one's skills and put things in place to work on it
- It prepares one for the changes and demands in one's immediate future
- Improve one's performance, both personally and academically
- Prepares one for the anticipated changes and demands in the long term

ANY RELEVANT ANSWER (2 × 2) (4)

9.3
- By doing work shadowing she has an opportunity to increase her network of professional contacts
- By doing work shadowing she can determine if this job is something she really wants to do
- Work shadowing will also give her the opportunity to see if there are skills and abilities she still needs for this specific job
- It helps employees to settle into their roles
- It shows people who will be promoted what the new position entails
- It prepares someone to be transferred to a new position

ANY RELEVANT ANSWER (3 × 2) (6)

9.4 9.4.1
- Spreading rumours about one's colleagues (gossip)
- Not being at work on time (late coming)
- Not doing the work one is supposed to
- Spending time on private calls, downloading movies and music during working hours
- Demonstrating favour toward one employee over others (favouritism)
- Taking extra long tea/lunch breaks

ANY RELEVANT ANSWER (3 × 1) (3)

9.4.2 I commit myself to the following values when I work:
- Honesty/trustworthy
- Hardworking/dedicated
- Being punctual/Do not procrastinate
- Do not abuse work resources
- Avoid laziness
- Be reliable/dependable

NOTE to markers: THREE marks allocated for the different values;
ONE mark for the layout of the code of ethics (3 × 1)
(1) (4)

9.5
- Outside investors are scared to invest in our country which lead to less job creation
- Robs the country of resources that all citizens should enjoy
- The country becomes less competitive in global markets
- The trust between the people and the state gets destroyed, people will take fewer risk and this will have an impact on the economy
- Individuals become more depressed and negative about the state of the country, and then the state have to pay for more medical expenses to help them
- Our money becomes worthless in comparison to world markets because our country is not trusted with the money
- Increase in loadshedding and poor infrastructure all around can lead to tourists not coming to visit South Africa

ANY RELEVANT ANSWER (2 × 2) (4)

9.6 Sibonise should choose which organization she wants to report the corruption too, for example Corruption Watch, Hawks, etc.✓ It is important that she explain in as much detail as possible which corruption act took place and how it was committed.✓ She needs to note who was involved in this corruption.✓ She needs to provide details as to when and where the corruption took place.✓ If she has any evidence it is important that she makes a copy of it and provide the evidence to the organization to help them build a case.✓

NOTE to markers: FIVE marks are allocated for the explanation of the process and ONE mark for the answer being presented in a paragraph.

(5 × 1)
(1) (6)
[30]

TOTAL SECTION C: 30
GRAND TOTAL: 120