higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

CLIENT SERVICE AND HUMAN RELATIONS
NQF LEVEL 2

XX February 2020

This marking guideline consists of 6 pages.

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QUESTION 1

1.1 1.1.1 Culture is the way people do things and how they live based on their beliefs, customs, food, behaviour, rituals, languages, etc.

1.1.2 Disability is a condition, either physical or intellectual, that results in partial or complete loss of a person's ability to perform social, occupational or other everyday activities.

1.1.3 A hazard is anything that may cause harm or an accident.

1.1.4 Evacuation is the process of removing people from a building especially in case of a fire emergency.

1.1.5 An amputee is a person who lost one or more body parts.

(5 × 2) (10)

1.2
1.2.1 True
1.2.2 False
1.2.3 True
1.2.4 True
1.2.5 True
1.2.6 False
1.2.7 True
1.2.8 True
1.2.9 True
1.2.10 False

(10 × 1) (10)

1.3
1.3.1 A
1.3.2 D
1.3.3 B
1.3.4 D
1.3.5 D
1.3.6 A
1.3.7 A
1.3.8 C
1.3.9 B
1.3.10 B

(10 × 1) (10)
[30]

QUESTION 2

2.1 2.1.1 Limpopo
2.1.2 Western Cape
2.1.3 KwaZulu Natal
2.1.4 North-West and Gauteng

(4 × 1) (4)

2.2
- Remain calm.
- Raise alarm.
- Follow the evacuation procedures as specified by the organisation.
- Ask people to move away from the area.
- Do not use an elevator or escalator.
- Never stop to collect personal belongings.
- Assist those in need of assistance.
- Assemble at the designated assembly point.
- Call the fire brigade to extinguish the fire. (Any 4 × 1) (4)

2.3
- Physical hazards
- Behavioural hazards
- Chemical hazards (3)

2.4 Physical disability affects a person's mobility✓ or dexterity✓ while intellectual disability reduces a person's capacity to learn tasks✓ or process information.✓ (2 + 2) (4)

2.5
- Do not to leave handbags on chairs or public areas.
- Do not walk alone in deserted areas.
- Do not count money in public.
- Do not ask strangers for directions.
- Do not leave car keys and room keys unattended.
- Do not leave valuable items in the vehicle.
- Only use ATMs in public.
- Do not pick up hitchhikers.
- Separate cash and credit cards.
- Ask for directions at police stations. (Any 7 × 1) (7)

2.6
- Black people
- Females
- Differently abled people
- Asian people
- Brown people (5)

2.7
- Spastic
- Athetoid
- Ataxic (3)

[30]

QUESTION 3

3.1
- Paraplegia
- Quadriplegia
- Hemiplegia
- Cerebral palsy
- Dystrophy
- Polio
- Multiple sclerosis (Any 2 × 1) (2)

3.2
- Television
- Tea station
- Bed
- Bath
- Shower
- Telephone (Any 5 × 1) (5)

3.3
- Brain injury during or after birth
- Brain injury due to lack of oxygen at birth
- Chromosome abnormalities
- Extreme prematurity
- Traumatic accident injury
- Traumatic injury as a result of abuse
- Poor diet or inadequate health-care facilities
- Drug misuse during pregnancy (Any 5 × 1) (5)

3.4
- Information about the nature of the products and services offered by the business, so that client can make informed decisions
- Information about the management of the business so that clients can have confidence in the business
- Market share of the organisation to boost its reputation and attract potential investors
- Quotations requested by clients
- Available services and facilities
- Contact details and address of the company
- Payment options and details of the company
- Company operating hours
- Mission and vision of the organisation
- Social responsibilities of the organisation
- Facilities available in the business
- Services offered in the business
- Ethical codes of standards of the business (Any 5 × 2) (10)

3.5
3.5.1 Wet floor/Slippery
3.5.2 Fire hose
3.5.3 Fire extinguisher

(3 × 1) (3)

3.6
- Inform your supervisor or manager.
- Consult your doctor.
- Complete the leave form when returning to work.
- Attach the medical certificate to the completed leave form.
- Submit the completed leave form and medical certificate to the supervisor or manager. (5)

[30]

QUESTION 4

4.1
- Specific
- Realistic
- Measurable
- Coordinated
- Timebound
- Achievable
- Written (Any 6 × 1) (6)

4.2
- IsiZulu
- IsiXhosa
- Afrikaans
- Sesotho sa Leboa
- English
- Setswana
- Sesotho
- Xitsonga
- Tshivenda
- IsiNdebele (Any 5 × 1) (5)

4.3
- Inform clients about new developments and activities of the organisation.
- Listen to customer complaints and attend to their needs.
- Educate clients about the products of the business.
- Allow a two-way communication process in the business.
- Use acceptable language with clients at all times.
- Use both verbal and written communication when necessary.
- Respect other people's culture. (Any 5 × 1) (5)

4.4
- The business can grow and open new branches.
- Job opportunities can be created and the business can contribute to the economy of the country.
- The business will be able to attract good personnel.
- The business will have a good market share and be recognised.

(Any 3 × 2) (6)

4.5
- The production department✓ produces products from raw material.✓
- The human resources department✓ deals with all employee matters.✓
- The marketing department✓ deals with advertising and promotion.✓
- The finance department✓ deals with organisation finance like income, expenditure, budget etc.✓
- The sales department✓ deals with direct sales to the public.✓ (Any 4 × 2) (8)

[30]

QUESTION 5

5.1
- To be heard
- To spend time in a safe and secure environment
- To be treated with respect
- To be given enough information regarding products and services
- To be assisted when things go wrong
- To receive friendly and helpful service
- To have access to a range of facilities to meet their individual needs

(Any 5 × 1) (5)

5.2
- Exceed customer expectations.
- Provide information needed.
- Offer value for money.
- Provide exactly what has been promised.
- Meet clients' needs. (Any 5 × 2) (10)

5.3
- It must show the name of the company/logo.
- It should include the colours of the organisation.
- It must be appropriate and relevant to the nature of the work. (3 × 2) (6)

5.4
- Always greet the clients first.
- Do not keep clients waiting.
- Use a handshake where appropriate.
- Exchange names while greeting.
- Use a standardised organisational greeting where applicable.
- Explain the next step clearly.
- Inform the client of safety and security procedures. (Any 5 × 1) (5)

5.5 In the African culture it is regarded as a sign of disrespect to maintain eye contact with an elderly person whereas in the Western culture not maintaining eye contact during communication is seen as a sign of hiding the truth. (2 + 2) (4)

[30]

TOTAL: 150

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