higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

XX February 2020

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C
	1.1.2	B
	1.1.3	A
	1.1.4	A
	1.1.5	B
	1.1.6	B
	1.1.7	C
	1.1.8	D
	1.1.9	B
	1.1.10	B

(10 × 1) (10)

1.2	1.2.1	E
	1.2.2	D
	1.2.3	B
	1.2.4	K
	1.2.5	G
	1.2.6	A
	1.2.7	I
	1.2.8	H
	1.2.9	J
	1.2.10	C

(10 × 2) (20)

1.3	1.3.1	False
	1.3.2	True
	1.3.3	False
	1.3.4	True
	1.3.5	True
	1.3.6	False
	1.3.7	False
	1.3.8	True
	1.3.9	True
	1.3.10	True

(10 × 1) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 2.1.1 Yes **OR** No✓ and candidate's supporting reason✓✓
(1 + 2) (3)

2.1.2 To be respectful, punctual, a good listener, accountable, responsible, self-motivated, neat, loyal
(Any other reasonable answer) (2 × 1) (2)

2.1.3 It is a form of communication using the body to convey a message.
(Any other reasonable answer) (2)

2.1.4 Positive OR Negative✓ and candidate's supporting reason✓✓
(1 + 2) (3)

2.2
- Unwanted physical contact
- Unwelcome sexual innuendos, suggestions, hints
- Sex-related jokes or insults
- Unwelcome whistling
- Unwelcome gestures
- Indecent exposure
- Unwelcome display of sexually explicit pictures or objects
- Sexual favours in exchange for employment, promotion, salary increase, etc.

(Any other reasonable answer) (4 × 2) (8)

2.3 2.3.1 A business needs to deal honestly when marketing their products, e.g. they must not make untrue statements about their product.
(Any other reasonable answer)

2.3.2 When dealing with clients, staff needs to be respectful, e.g. the way clients are greeted must show respect for their culture.
(Any other reasonable answer)

2.3.3 Clients must be able to rely on the business to deliver the service required, e.g. the business must be able to meet any guarantees given on products sold. Delivery should be on time.
(Any other reasonable answer)

2.3.4 The business must be fair in its dealings with clients, e.g. all clients must be treated equally regardless of their financial status.
(Any other reasonable answer)(4 × 2) (8)

2.4 2.4.1 Bad body odour, bad breath and clothes that are not fresh and clean give a poor first impression to visitors and potential customers. (Any other reasonable answer)

2.4.2 The organisation is judged to be professional or not by the way in which staff members dress and wear their clothes.
(Any other reasonable answer)(2 × 2) (4)
[30]

QUESTION 3

3.1
- A hazard can be defined as something that will cause an accident or cause injury to someone.
- It is any condition in the workplace that can cause illness or injury or in any way impair the mental, physical or social well-being of a worker.

(Any other reasonable answer) (1 × 2) (2)

3.2 3.2.1 Persons could trip on the mats and fall and injure themselves.

3.2.2 Persons can touch the exposed wires and be electrocuted causing injury.

3.2.3 Persons can slip on wet floors and fall and injure themselves.

(Any other reasonable answer) (3 × 2) (6)

3.3 3.3.1
- Water
- Foam
- Dry chemical (Any ONE)

3.3.2
- Foam
- CO_2
- Dry chemical (Any ONE)

3.3.3
- CO_2
- Dry chemical (Any ONE)

(3 × 1) (3)

3.4 Candidates should give a reasonable answer in line with the fact that fires ignited by different materials cannot all be put out with the same extinguishing equipment. (2)

3.5.1
- Hard hat
- Gloves
- Safety shoes
- Safety goggles
- Breathing apparatus (Any ONE) (1)

Candidate's supporting reason (2)

3.5.2
- Face shield
- Gloves
- Safety shoes (Any ONE) (1)

Candidate's supporting reason (2)

3.5.3
- Hard hat
- Gloves
- Safety shoes
- Earplugs
- Safety goggles (Any ONE) (1)

Candidate's supporting reason (2)

3.6
- Washing hands between patients and tasks
- Washing hands after using the bathroom
- Washing hands after taking off disposable gloves
- Wearing disposable gloves when touching blood and other body fluids
- Wearing a gown, mask or eye protection when you may be splashed with blood or other body fluids (Any other reasonable answer) (4 × 2) (8)

[30]

QUESTION 4

4.1
- Core business activities: An organisation's main or essential activities✓✓
- Supporting business activities: Activities that assist in providing the core business activities✓✓ (Any other reasonable answer) (2 × 2) (4)

4.2
- Selling of cell phones
- Selling of airtime and data
- Cell phone repairs (Any 2 × 1) (2)

4.3 4.3.1 Responsible for buying all goods and services, such as cell phones and accessories from suppliers.
(Any other reasonable answer)

4.3.2 Responsible for selling cell phones and airtime, as well as other related products to customers.
(Any other reasonable answer)

4.3.3 Responsible for getting the goods or services to the customer by advertising the various cell phones and data packages.
(Any other reasonable answer)

4.3.4 Responsible for the control and reporting of money within the business (Any other reasonable answer)
(4 × 2) (8)

4.4 4.4.1 The two stock controllers keep track of cell phones and airtime coming in and going out of the business

4.4.2
- Cell phones are advertised on social media

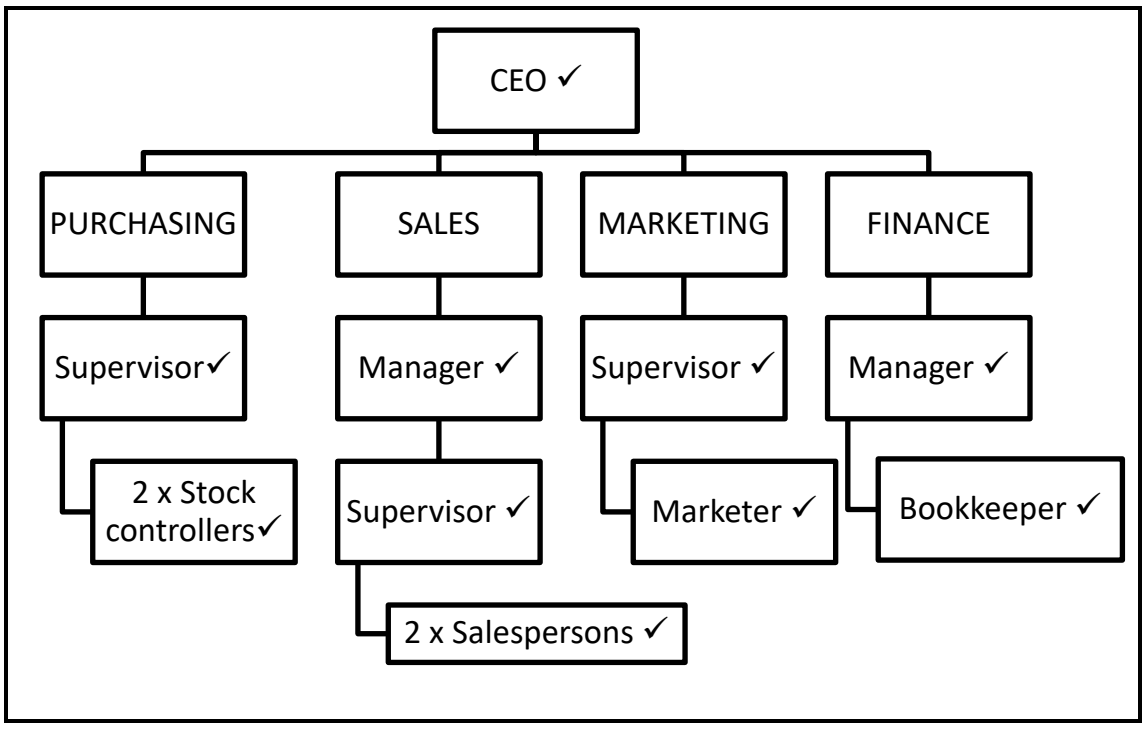
OR

- Special deals are advertised using an outside call centre

4.4.3 The bookkeeper makes sure that debit orders for monthly payments on cell phone contracts are put in place.

(3 × 2) (6)

4.5



(10)
[30]

QUESTION 5

5.1 5.1.1 It is a list of all activities that have to be completed within a specific time.

5.1.2 It is used to record tasks and appointments on a daily basis.

5.1.3 It allocates tasks and the time frame that each one needs to be completed.

(Any other reasonable answer) (3 × 2) (6)

5.2 Task 1 must be completed first,✓✓ because of urgency even though the call may not be important.✓✓ (4)

5.3

MONDAY, 3 MARCH 2020	
TIME	**TASK/APPOINTMENT**
08:00✓	Emails✓
09:00✓	Copies of agenda✓
10:00✓	Staff meeting✓
11:00	
12:00	
13:00	Lunch
14:00	
15:00	
16:00	

Allocate TWO marks each for diary entries for task 5.3.4 and 5.3.5 provided. Use the following as a guideline for the time to be allocated to these two activities:

- The entries are after the staff meeting at 10:00 and not during lunch✓✓
- The entry for task 5.3.5 is before task 5.3.4 ✓✓ (10)

[20]

TOTAL SECTION B: 110
GRAND TOTAL: 150

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