higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

10 March 2020

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 B
1.2 D
1.3 A
1.4 C
1.5 D
1.6 B
1.7 B
1.8 A
1.9 C
1.10 A

(10 × 1) **[10]**

QUESTION 2

2.1 False
2.2 False
2.3 True
2.4 True
2.5 False

(5 × 1) **[5]**

QUESTION 3

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

(10 × 1) **[10]**

QUESTION 4

4.1 productive
4.2 collaborate
4.3 disclose/divulge/impart
4.4 Standardisation
4.5 dividend

(5 × 1) **[5]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 5

5.1
5.1.1 Market
5.1.2 Micro
5.1.3 Macro
5.1.4 Micro
5.1.5 Market
5.1.6 Macro
5.1.7 Micro
5.1.8 Market

(8 × 1) (8)

5.2 5.2.1

- The business is easy to set up as only a partnership agreement is needed.
- Partnerships are preferred by professionals wanting to share skills and knowledge.
- The partners are jointly and separately liable for all business debts.
- There are no shareholders in a partnership; however, it is governed by the partnership agreement.
- Each partner provides the skills, labour and management in the partnership.
- Partners share profits and losses in accordance with the terms of the partnership agreement.
- All partners must include their share of the income and expenses of the business in their respective tax returns.
- The partnership agreement ends if any of the partners dies or withdraws from the partnership. (Any 3 × 2) (6)

5.2.2

- The members of the CC own and manage it.
- A company cannot be a member of a CC.
- Members can withdraw their capital contribution at any time.
- A CC is a separate legal entity and all profits and losses belong to it.
- The CC must be registered as a taxpayer and pays corporate tax on the income less the expenses of the company during the tax year. Members pay personal tax on the dividends paid to them. There may be capital gains tax when a member sells shares in the CC.
- A CC continues to exist even after a member has sold his/her shares or dies.
- Members must first offer their shares to existing members before they can sell them to anyone else. (Any 3 × 2) (6)

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5.3 5.3.1 Sasol

5.3.2
- MTN
- Vodacom (Any ONE)

5.3.3
- Shoprite Checkers
- Pick 'n Pay (Any ONE)

5.3.4
- Bidvest
- Sanlam
- Old Mutual (Any ONE)

5.3.5
- First Rand
- Nedbank
- Standard Bank
- Absa (Any ONE)

(5 × 1) (5)

5.4
- Cover page
- Acknowledgements
- Executive summary
- Contents page
- Introduction
- Findings
- Conclusions
- Recommendations
- Appendices
- References
- Bibliography
- Index
- Glossary (Any 5 × 1) (5)

[30]

QUESTION 6

6.1 6.1.1
- Date of call
- Time of call
- Urgency of message
- Receiver of message
- Name, company and telephone number of caller
- Message details
- Name of the person who took the message (Any 5 × 1) (5)

6.1.2
- Email the message
- Deliver it by hand
- Leave it at reception
- Send an SMS
- Send it via instant messaging
- Internal mail box
- Put it on the notice board
- Read the message over the phone
- Leave it on the person's desk (Any 5 × 1) (5)

6.2 6.2.1
- Increased productivity
- More time
- Increased business productivity
- Meeting deadlines
- More relaxed because of less work
- More time to check for accuracy
- More control over work (Any 3 × 2) (6)

6.2.2
- List all tasks and due dates
- Estimate the time needed to complete each task
- Identify the importance and urgency of each task
- Schedule tasks based on importance, urgency and duration
- Cross off tasks as and when completed
- Reschedule incomplete tasks for the next day (Any 4 × 1) (4)

6.3
- Daily work routine
- Applicable work procedures
- Safety requirements and preventions
- Dress code
- Working hours
- Leave policy
- Basic administration requirements, including use of office equipment
- Communication channels
- Late-coming
- Workplace rules
- Benefits
- Unions (Any 5 × 2) (10)

[30]

QUESTION 7

7.1 7.1.1

- Interpersonal conflict
- Organisational conflict
- Intergroup conflict
- Intrapersonal conflict
- Inter-organisational conflict
- Structural conflict
- Perceived or real conflict (Any 5 × 1) (5)

7.1.2

- Annoying behaviour and personality clashes
- Misunderstanding amongst stakeholders
- Social issues amongst stakeholders
- Personal issues affecting judgement
- Cultural differences among stakeholders
- Sharing workspace
- Invasion of privacy
- Lack of equal opportunities in workplace
- Lack of planning
- Poor communication between different stakeholders
- Lack of trust between different stakeholders (Any 5 × 2) (10)

7.2 7.2.1

- Wages
- Unfair treatment
- Lack of facilities
- Lack of equipment
- Working conditions
- Lack of training
- High staff turnover
- Increased number of accidents
- Strikes and/or boycotts
- Low staff morale
- High absenteeism
- Poor team spirit
- Low productivity (Any 5 × 1) (5)

7.2.2

- Grievance procedure in place
- Managers trained in dealing with grievances
- Grievances reported to management as soon as possible
- Copies of procedure available to all
- Investigation of all allegations
- All staff entitled to representation
- Clearly outlined consequences of policy and procedure violation
- Grievances not resolved to employee's satisfaction may be escalated (Any 5 × 2) (10)

[30]

QUESTION 8

8.1
- Programme tailored to staff's needs
- Clear aims and objectives of induction programme
- Staff involved in doing things to increase learning experience
- Rotated activities and variety
- Beware of cultural diversity when setting up the programme
- Effective conveying of programme to new staff members (Any 4 × 2) (8)

8.2
- Toner and cartridges
- Blank paper
- Files
- Pens and pencils
- Staples
- Erasers
- Rubber bands
- Paper clips
- Notepads
- Whiteboard markers
- Highlighters (Any 5 × 1) (5)

8.3
- Shopping centres/Malls
- Auctions
- Black market
- Flea markets (Any relevant 4 × 1) (4)

8.4
8.4.1 Owner/Proprietor
8.4.2 Partnership
8.4.3 Shareholders
8.4.4 Directors
8.4.5 Board of directors
8.4.6 Trust
8.4.7 Three or more founders

(7 × 1) (7)

8.5
8.5.1 Analysis of symptom or phenomenon in real-life situation

8.5.2 Summarising by counting different sections of content

8.5.3 Group of between six and ten people assessing or testing services or new ideas

(3 × 2) (6)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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