higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 4

XX February 2020

This marking guideline consists of 9 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1

1.1.1	D
1.1.2	B
1.1.3	A
1.1.4	C
1.1.5	B
1.1.6	D
1.1.7	D
1.1.8	A
1.1.9	D
1.1.10	D
1.1.11	C
1.1.12	A
1.1.13	A
1.1.14	B
1.1.15	A

(15 × 1) (15)

1.2

1.2.1 False✓ – economic and social✓

1.2.2 True

1.2.3 False✓
- Responsible for their well-being✓
- Responsible for health-care programmes
- Responsible for counselling (Any ONE reason)

1.2.4 False✓ – affect market and micro environments as well✓

1.2.5 True

1.2.6 False✓ – the outcome of negotiations depends a lot on the current inflation rate✓

1.2.7 True

1.2.8 True

1.2.9 False✓ – certain processes needs to be followed before a trade union can announce a strike otherwise it may be seen as an unprotected strike.

1.2.10 True

(15)

1.3

1.3.1	B
1.3.2	J
1.3.3	A
1.3.4	G
1.3.5	D
1.3.6	K
1.3.7	H
1.3.8	I
1.3.9	C
1.3.10	F

(10 × 1) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1
- Identify the goal you wish to achieve.
- Decide on concrete measures to indicate when your goal has been been reached.
- Create a plan to reach your goal.
- Break down the plan into daily activities. (4 × 2) (8)

2.2

2.2.1	D
2.2.2	C
2.2.3	C
2.2.4	B
2.2.5	D

(5 × 1) (5)

2.3
- Reschedule/Negotiate a new deadline.
- Notify all affected persons of any changes to the deadline.
- Delegate some of the work to others in order to meet the deadline.
- Ask for assistance.
- Work extra hours.
- Do not accept unreasonable deadlines.
- Learn to say no – especially where deadlines are unrealistic. (Any 4 × 2) (8)

2.4
- Re-schedule your own tasks.
- Delegate where possible.
- Contact clients and inform you that you are slightly delayed in completion of the work.
- Miss your break, work extra hours

(any acceptable, but correct answer) (Any 3 × 2) (6)

2.5
- An increase in productivity.
- Ability to deal with a crisis more professionally.
- More spare time on hand.
- More control over your work.
- Accuracy will improve.
- More enthusiasm about your work.
- Stress levels will decrease. (Any 3 × 1) (3)

[30]

QUESTION 3

3.1 Ethics refer to a set of rules or standards that people use to decide whether to act in a certain way or not.
It is a moral code or a choice to do the right thing.
Any good explanation (2)

3.2 YES.✓
Any good motivation, but be guided by something like the following:
A business should act in good faith, honestly and with integrity and should not make a profit at the cost of certain moral values.✓✓

A candidate should not have written NO. (3)

3.3 Code of Conduct (1)

3.4 3.4.1 Any applicable example, but be guided by the following:
- Withholding disclosure of defects that cannot be seen.
- Telling an untruth about a product.
- Asking different prices for different customers. (2)

3.4.2 Any applicable example, but be guided by the following:
- Taking bribes to appoint a specific employee.
- Giving the one employee the questions for the interview before the time.
- Appointing family members – not done on merit.
- Creating 'ghost employees'
- Only giving warnings to certain employees. (2)

3.4.3 Any applicable example, but be guided by the following:
- Using tools and equipment of the workplace for own use.
- Taking bribes from customers.
- Favouring some clients in some or other way.
- Disclosing confidential information about the business.
- 'Stealing' time by doing other jobs or own jobs during working hours. (Any 2 × 2) (4)

3.5 3.5.1 Price discrimination
3.5.2 Price skimming
3.5.3 Price wars
3.5.4 Price fixing (4)

3.6 Any applicable answer, but use the following as guideline:
Do not do anything that will harm the environment.
Become involved in the community where you operate.
Assist education in your community.
Do not get rid of waste in an irresponsible way. (2)

3.7
- Employees are monitored according to the code of conduct and will face certain consequences if they trespass the code.
- Managers are promoted according to the code of conduct.
- It spells out how the business should treat suppliers, customers and all relevant stakeholders.
- The code of conduct contributes to the reputation of the business.
- The code of conduct also contributes to goodwill of groups.
- Any applicable, but relevant answer (Any 5 × 2) (10)

[30]

QUESTION 4

4.1
- To avoid misunderstandings
- To understand the culture of its target customers to enable them to satisfy their specific needs
- To avoid unnecessary conflict owing to cultural differences
- To understand the mannerisms and behaviour of others
- To make products more attractive to a specific culture by focusing on their needs, thus obtaining a competitive advantage (Any 2 × 2) (4)

4.2 Language
Food and drink preferences
Traditions and customs
Lifestyle and beliefs (4)

4.3.1
- Meetings
- Face-to-face spoken communication
- Conferences
- Lectures
- Interviews
- Discussions
- Cell phone conversations
- Conversations via Skype
- Teleconferences Any applicable correct answer (Any 2 × 1) (2)

4.3.2 Answer depends on the two forms chosen by candidate in QUESTION 4.3.1
Use the following elements as guideline for examples given by students:

- Background noise
- Physical noise
- Semantic noise
- Psychological factors
- Differences in language
- Differences in culture
- Using of difficult words
- Physiological barriers, for example being partially deaf

Any correct applicable examples that relates to verbal communication (Any 2 × 2) (4)

4.3.3
- Body language
- Hand gestures
- Facial expression
- Tone of voice
- Emotion
- Other connections, for example, friendship or conflict, personal characteristics, attitudes and expectations (3)

4.3
- Acquire knowledge about that culture.
- Be respectful of any differences.
- Be aware of body language which may be offensive or disrespectful.
- Be honest and truthful in your dealings with them.
- Resolve misunderstandings as quickly as possible.

Any applicable correct answer (Any 4 × 2) (8)
[25]

QUESTION 5

5.1.1 Manufacturer/ Wholesaler (1)

5.1.2

Challenge	Suggestion on how to overcome the challenge
Outdated technology	Try to find a local manufacturer Look at countries where exchange rate is more favourable
Not adhering to the law with regard to correct procedures for retrenchment	HR must make sure that they know what the Labour Relations Act states with regard to retrenchments. Call in a trade union to assist when retrenching staff.
Unfavourable exchange rate	Beyond the control of the parties. Look for imports from another country with a more favourable exchange rate.

(6)

5.1.3 Market environment (1)

5.1.4 Political environment
Socio-cultural environment (Any 1 × 1) (1)

5.2 5.2.1
- Giving someone else responsibilities that would otherwise have been yours
- To get a task done by someone else (Any 1 × 2) (2)

5.2.2 Good example (1)

5.2.3
- If you lead by a good example you will have followers and support
- If you delegate authority effectively subordinates will develop good leadership qualities

Any good explanation (Any 1 × 2) (2)

5.2.4
- Dumping unwanted tasks on someone else
- Not providing continuous support and feedback
- Not expecting or receiving progress reports
- Reluctance to accept ideas and suggestions
- Not giving credit for work well done (Any 3 x 1) (3)

5.2.5
- Identifying a suitable person with the necessary skills and time for the job
- Explaining the task clearly and ensuring it is understood
- Providing continuous support to the person
- Monitoring the progress in terms of deadlines
- Giving constructive feedback to ensure that the job is well done (Any 4 × 2) (8)

[25]

QUESTION 6

6.1 6.1.1
- Working together as a team
- Working together in an efficient and effective way to achieve the same goals
- Number of people working closely together to achieve common goals (Any 2 × 2) (4)

6.1.2
- Way in which team behaves and reacts to one another while working together to achieve a common goal
- Forces that affect a team and influence the successful achieving of its goals
- Psychological forces that influence team behaviour and performance (Any 2 × 2) (4)

6.2 Negative (1)

6.3
- Team will be unsuccessful
- Team performance will be affected
- Negative team behaviour
- Members may be offended by remark.
- Withdrawal of inputs

Any acceptable and correct answer (Any 1 × 2) (2)

6.4
- Co-operative
- Keep people informed of progress and any changes
- Keep commitments and deadlines
- Share credit not blame
- Show respect
- Willing to be part of a team
- Able to communicate well
- Willing to share skills and knowledge (Any 3 × 1) (3)

6.5
- Provide a well-resourced, comfortable working environment.
- Give emotional support when needed.
- Consult team members for ideas and opinions.
- Monitor the team's progress on a regular basis.
- Provide constructive feedback when needed.
- Allow the team to complete a task on its own without unnecessary. interference
- Step in when necessary to deal with conflict between team members.
- Acknowledge a job well done. (Any 3 × 2) (6)

[20]

QUESTION 7

7.1 7.1.1
- Discussions between trade unions and employers regarding wages and working conditions of workers
- Discussions amongst all role players regarding wages and working conditions of workers
- Negotiations on issues like wages with the aim of reaching an agreement. (Any 1 × 2)

7.1.2
- A third party tries to get agreement between people or groups who disagree with each other
- Representatives of various parties try to resolve issues
- A third party is called in to assist parties to reach an agreement. He or she may put solutions on the table, but is not allowed to make a decision on behalf of the parties.

(Any 1 × 2)

7.1.3
- Reducing the expenses of running a business, such as cutting back on personnel, usually in an effort to save money
- Downsizing of business by reducing staff
- The process of declaring employees redundant.
- Employees lose their work. (Any 1 × 2)

(3 × 2) (6)

7.2
- National Union of Metalworkers of South Africa (Numsa)
- National Union of Mineworkers (NUM)
- Association of Mineworkers and Construction Union (Amcu) (2 × 1) (2)

7.3
- Negotiates on behalf of members for wage increases
- Ensures safe working conditions for workers
- Represents members in disciplinary procedures
- Negotiates for better employee benefits for example medical aid
- Ensures that employers adhere to labour legislation
- Keeps track of new developments in labour legislation
- Gives input into new and/or improvements to existing labour legislation

(Any 5 × 2) (10)

7.4
- Action that workers take in protest against their employers
- Action in the form of strikes, go-slow, picketing (Any 1 × 2) (2)

7.5
- Strikes (withholding labour)
- Go slow
- Public marches
- Picketing
- Product boycotts
- Lock-out (industrial action taken by employer (Any 2 × 1) (2)

7.6
- Increase in wages for the workers
- Better working conditions for workers
- Improved benefits for workers
- Public awareness of workers' problems/difficulties (Any 2 × 2) (4)

7.7
- Increase in wage costs for the employer
- Intimidation of non-striking workers
- Destruction of property and looting during public marches
- Loss of wages
- Shortage of goods and services
- Loss of income for a business
- Government loses tax if businesses make less profit as a result of strikes.
- Whole economy suffers
- Bad image of country resulting in less investments
- Dismissal of employees if it is an unprotected strike (Any 2 × 2) (4)

[30]

TOTAL SECTION B: 160
GRAND TOTAL: 200

Copyright reserved