higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

LIFE SKILLS AND COMPUTER LITERACY

(First paper)

NQF LEVEL 4

17 November 2020

This marking guideline consists of 12 pages.

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GUIDELINE FOR MARKERS

1. Markers are reminded that some aspects of Life Orientation can be interpreted broadly and therefore a range of answers may be given. However, answers 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 answers to get a sense of the type of acceptable answers.

5. For some answers, markers are guided by the statement 'Only this answer'. This means that no other answers are acceptable.

6. Markers should carefully check the 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.

7. Where students are requested to write a paragraph, evaluate, describe, discuss, reflect, recommend, give advice or explain, one-word answers cannot be accepted and should not be marked.

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

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SECTION A

QUESTION 1

1.1 B
1.2 A
1.3 B
1.4 C
1.5 B
1.6 C
1.7 B
1.8 D
1.9 C
1.10 A (10 × 1) **[10]**
(Only these answers)

QUESTION 2

2.1 B
2.2 D
2.3 I
2.4 E
2.5 H
2.6 G
2.7 C
2.8 F
2.9 J
2.10 K (Only these answers)
(10 × 1) **[10]**

QUESTION 3

3.1 False✓ – An online job application is a useful way to find a job. ✓

3.2 False✓ – Retrenchment means letting staff go because the company is making a loss. ✓

3.3 False✓ – Drug use worsens stress and creates more stress in the long term because addiction becomes a problem. ✓

3.4 False✓ – A opinion is a view or a judgement formed about something, not necessarily based on facts or knowledge. ✓

3.5 True ✓– Unsafe working conditions cause delays and injuries which in turn slows down production✓

(5 × 2) **[10]**

(ONE mark for TRUE or FALSE or T or F and ONE mark for an appropriate reason. The reason should NOT be a rewording of the question.)

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QUESTION 4

4.1 logical reasoning
4.2 stigma
4.3 lungs
4.4 immune system
4.5 lifelong learning
(Only these answers) (5 × 1) **[5]**

QUESTION 5

5.1 5.1.1
- Bad stress is a feeling of helplessness and an inability to control the situation
- Bad stress makes you feel helpless/overwhelmed
- Bad stress is harmful and causes anxiety and health problems.

(1 × 2) (2)

5.1.2
- Lack of focus/poor concentration
- Poor memory
- Too much or too little sleep
- Lack of interest in study
- Lack of energy to study
- Missing deadlines (2 × 1) (2)

(Accept any appropriate responses related to the negative effects of stress on specifically studying.)

5.1.3
- Good stress helps to motivate
- Good stress helps to maintain focus
- It helps to recall important information
- It provides one with energy to try harder
- It helps to boost concentration (2 × 1) (2)

5.2 5.2.1
- Study regularly
- Use the SQ3R study method
- Prepare summaries
- Draw up a study timetable
- Use recall techniques
- Study at the same time
- Join a study group (2 × 1) (2)

(Only accept study methods NOT exam writing hints).

5.2.2
- Read exam instructions and questions carefully
- Work out how much time you should spend per answer
- Structure your answers
- Write clearly
- Answer easy questions first.
- Draw a line across any work you have deleted and do not want marked. (2 × 1) (2)

(Only accept exam writing hints NOT study methods).

[10]

TOTAL SECTION A: 45

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SECTION B

QUESTION 6

6.1 6.1.1

- Due to not paying attention
- Drivers talking on cell phones or texting
- Overtaking at speed on a solid line
- It can be drunk driving
- It can occur due to bad weather (rain, strong wind or hail.)
- When one driver attempts to make a turn across traffic without regard for the oncoming vehicles
- When one vehicle drifts into the oncoming lane
- Not stopping at a robot
- Not following traffic rules (4 × 1) (4)

6.1.2

- Drivers must slow down to avoid collisions
- Do not use your cell phone while driving
- Stay alert to help you see oncoming cars
- Scan your surroundings and look for road signs, signals, and pavement markings
- Pass with care without taking risks
- Do not drink and drive so that you can stay focussed (3 × 1) (3)

6.1.3

- Some children work, play and live on the road
- Crossing the road unattended
- Many children cannot judge the speed and distance of an oncoming car
- Younger children are more vulnerable in road traffic than adults
- Younger children may have difficulties interpreting various sights and sounds
- Children of adolescent age are especially prone to take risks, compromising their safety on the road (3 × 1) (3)

6.1.4

- Do not let children play on the road
- Have speed humps on busy roads
- Educate your children on road safety
- Ensure that children cross the road with adults (2 × 1) (2)

6.2 6.2.1

- They do not trust the police
- The police may arrive late
- Some people see the police as corrupt
- Perpetrators are often out on bail soon
- The courts may not charge the perpetrator. Communities then feel justice is not done.
- The police lack enough personnel to respond (2 × 1) (2)

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6.2.2
- Logical reasoning can help you to analyse the situation calmly. You may think about past events that proved that innocent people were often victims of mob justice.
- Logical reasoning can help you to consider the facts and gather evidence. You may think about the fact that another illegal action does not correct the original illegal action.
- Logical reasoning can enable you to make a clear and calm statement to the police on what you saw, so the driver can be arrested and charged.
- Logical reasoning can tell you that if you burn his car, you may end up in jail instead of the driver.
- Logical reasoning can help you to come to a reasonable conclusion on what you should do. For example, hold the driver and keep him safe until the police arrive. Report the matter to the police and let them take the necessary actions. (2 × 2) (4)

6.3
- He must use his seatbelt.
- He must obey traffic rules
- He must not drink and drive
- He must ensure that the car is roadworthy
- He must not use his cellphone while driving. (2 × 1) (2)

[20]

QUESTION 7

7.1 7.1.1
- Postnatal
- Post-partum

(Accept baby blues) (2 × 1) (2)

7.1.2
- Sleep and appetite disturbance
- Anxiety
- Weepiness
- Hopelessness
- Loss of concentration
- Social withdrawal
- Experiencing worrisome thoughts about her baby or her ability to be a good mother
- Consumed with guilt and disappointment about what's supposed to be the 'best time of her life'. (4 × 1) (4)

7.1.3
- By accepting it, Ntokozo will try to manage her PND
- It is much better than constantly complaining about PND
- It helps her to minimise the negative effects of PND
- Acceptance is part of healing and recovering from PND
- Failing to accept reality creates more suffering

(3 × 1) (3)

7.1.4
- Give her emotional support
- Show love, understanding, empathy, compassion
- Be patient with her
- Help her to take care of the baby
- Relieve her from household chores
- Encourage her to exercise/ do yoga
- Encourage her to have enough sleep
- Cook balanced meals for her (2 × 1) (2)

7.2 7.2.1
- It helps motivate the children to work harder
- Develops life-long learning
- Stimulates higher-order skills
- Makes them independent learners (2 × 1) (2)

7.2.2
- They should be law-abiding citizens
- They should show empathy
- They should study regularly
- They should learn to share
- They should maintain positive relationships
- They must exercise to stay fit (2 × 1) (2)

7.2.3
- Schedule a time to talk openly to your child
- Listen to your child's viewpoint
- Speak to the teacher to find out what the problems are/ find the source of the problem
- Discuss possible strategies to help your child to improve
- Motivate your child to study (3 × 1) (3)

7.3
- Place your child in a time out
- Take away privileges such as TV viewing, cell phone use, data, stayovers.
- Explain to the child in a calm way what he/she did wrong/reason with the child/talk to the child.
- Reward good behaviour/praise good behaviour (2 × 1) (2)

(Do NOT allocate any marks for corporal punishment e.g. do not accept spanking, hitting, slapping, beating, giving a hiding – corporal punishment is illegal in South Africa) **[20]**

QUESTION 8

8.1 8.1.1
- If you do not set goals for lifelong learning you will not be a lifelong learner
- It gives you a purpose in life to aim towards
- This ensures you will keep on learning and never give up
- It gives you a specific goal to work towards in terms of your qualifications
- It will give you hope and motivation to achieve (2 × 1) (2)

8.1.2
- Set SMART goals
- Develop an attitude of never giving up
- Make an action plan to set out what you need to do
- Register for free online courses
- Keep in touch with institutions of learning (2 × 1) (2)

8.1.3
- Keep on trying; do not give up
- Try a new study method
- Ask for help
- Reflect on where you may have gone wrong
- Identity why you failed and work on correcting your mistakes
- Study harder to improve your marks (2 × 1) (2)

8.2 8.2.1
- Some interviewees are not prepared
- They lack confidence
- They lack communication skills
- The display negative attitudes
- They fail to answer questions
- The interviewer may ask difficult questions (2 × 1) (2)

8.2.2
- Your CV is the story of your life in a brief way. It lists your achievements, successes and experiences relevant to the job.
- Future employers always ask for a CV. If your CV makes a good impression, you have a better chance of getting a job.
- An interview may be granted based on a good CV. So a CV is the first step in the job application process.
- A good CV is a first communication with your potential employer, it might help you to get short-listed (1 × 2) (2)

8.2.3
- Do not give up; try and try again. It often takes many more interviews to get a job.
- Prepare yourself well, practice answering common interview questions and do keep on trying.
- Reflect on where you could have performed better and improve. This will help you to go to the next interview with more confidence. (2 × 1) (2)

8.3
- Remind them to take their medication
- Accompany the friend to the clinic to collect ARVs
- Help them to set a cellphone alarm to regularly take their ARVs
- Offer to be an ARV-buddy who will remind and support them every day.

(2 × 1) (2)

8.4
- Report instances of discrimination and speak up to say this should not happen
- Organise an educational workshop for the workplace and invite a person living with HIV to address the colleagues.
- Demand fair treatment and set a good example by never discriminating.
- Include steps on how to report discrimination in the company policies.

(1 × 2) (2)

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8.5
- Being stigmatised
- Being discriminated against
- Feeling rejected, alienated, alone and let out
- Pressures of work and not feeling well enough to make deadlines.
- Gossip about employees who are living with HIV
- Rumours that are spread about colleagues who are living with HIV.

(Stressors must be specific to employees living with HIV). (2 × 1) (2)

8.6 Keep on trying; never give up!
You got it! You will succeed!
Persist, persevere and plan to succeed. (1 × 2) (2)

[20]

TOTAL SECTION B: 60

SECTION C

QUESTION 9

9.1 9.1.1
- Crossing your arms across your chest
- Fidgeting too much in your seat
- Refusing to smile
- Blaming others for your mistakes
- Appearing arrogant during the interview
- Lying about qualifications
- Being rude to the interviewers (3 × 1) (3)

(Do NOT allocate marks for answering a cell phone, wearing dirty clothes, badmouthing the workplace).

9.1.2
- It shows a lack of attention to detail; she should have switched her phone off before the interview started.
- This shows a lack of judgment on the part of Monica and poor decision-making skills. She should not have answered the phone.
- It shows a lack of respect for her interviewers and their time. It implies that she did not take the interview seriously. (1 × 2) (2)

9.1.3
- She could have apologised and switched off the phone.
- She should not have answered the call and should immediately have switched the phone off.
- She could have turned her phone off before the interview to prevent it ringing or she could have selected silent mode on the phone prior to the start of the interview. (1 × 2) (2)

9.2
- Dirty clothes
- Flip-flops or sneakers
- Underwear (bras, bra straps, briefs, boxers, etc.) that are visible to others
- Shorts
- Jeans
- Skirts that are too short
- Pants that are too low-rise, or too tight
- Blouses that are too low-cut or too short (2 × 1) (2)

9.3
- I want to take on more responsibility
- I wish to relocate to explore different places
- I desire a career change to ensure I keep growing
- I aim to gain new skills and to develop my current skills further
- I am looking for a new challenge
- This job appears very exciting and is perfect for me. (2 × 1) (2)

9.4
- Arrive early so you are not worried about being late.
- Do not interrupt the interviewers. Listen carefully to their questions. Only answer the questions; focus your attention on listening to the questions.
- Breathe in deeply and breathe out, repeat.
- Talk to yourself in a positive way. Do not put yourself down.
- Focus on why you are there.

(Only allocate marks for specific stress management or calming strategies useful during an interview, not for general stress management responses. The answers must be applicable to the question.) (2 × 1) (2)

9.5
- Unions can launch a dispute
- The matter can be taken to the CCMA
- Unions can report pay-related matters to the Department of Labour
- Employees can embark on a strike
- Employees can picket (3 × 1) (3)

9.6 **Monica:**
- I should have switched my cell phone off before the interview started.
- I should have stopped the call immediately, turned the phone off and apologised to the interview panel.
- I should never have answered the phone call. That was really a big mistake.
- I should not have had coffee before the interview; the spill on my suit looked bad. (2 × 1)

John:

- I should not have interrupted the interviewers. I should have listened to their questions more carefully.
- I should not have said bad things about my manager and team members
- I should have given a better and non-emotional reason for wanting to quit my job. (2 × 1)

(Two marks for TWO statements for Monica and TWO marks for TWO statements for John 2 + 2. Do not mark one-word answers.) (4)

[20]

QUESTION 10

10.1

- Negotiate with employers to save jobs
- Protect employees from being retrenched
- Ensure pay-outs get to employees to use as start-ups
- Ask government to help employers with rescue packages to save jobs
- Negotiate with government for financial aid so employees can start own small businesses
- Run reskilling workshops
- Encourage employees to do alternative work to provide for needs in the time of the pandemic (4 × 1) (4)

10.2

- Trade unions can seek a healthy and safe working environment; this will protect workers.
- They can fight to enforce safety measures to protect workers.
- They can fight against poor working conditions; this could improve the working lives of workers.
- They can represent employees during hearings; this offers much needed support.
- They can negotiate for better salaries and treatment of workers; this could motivate workers. (4 × 1) (4)

10.3

- Keep your work-related network strong
- Identify your strengths, weaknesses and interests and match these with skills needed in the market
- Be proactive to achieve your future career aspirations/study so you can get more qualifications
- Develop a priority list of next steps in your job-search
- Cut back on luxuries, make payment arrangements in advance, save your retrenchment package and invest it/use with care.
- Make contact with at least three recruitment agencies in your area and register yourself on the top career portals (4 × 1) (4)

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10.4 10.4.1
- Ms Baloyi was given only one day notice instead of a month's notice.
- She received no severance pay; she should have received a retrenchment package.
- She got no month-end salary; she was not paid her salary that was due to her.
- She was not paid for leave days due; she should have been paid for her unused leave days. (4 × 1) (4)

10.4.2 The Department of Labour. (1 × 2) (2)
(Only this answer, however accept abbreviations such as DoL or Dept. of Labour)

10.4.3
- Litigation because Ms Baloyi has a good case to bring a lawsuit against the owner.
- Conciliation because bringing together the owner and Ms Baloyi in a dispute with an independent third party, may enable the dispute to be settled.
- Mediation because in this structured, interactive process a neutral third-party assists Ms Baloyi and the owner to resolve the dispute.
- Arbitration, as the outcome is binding, and Ms Baloyi may get paid what is due to her.
- Negotiation could work as the differences between Ms Baloyi and the owner can be settled through a negotiated agreement.

(Any one of the above dispute resolution methods; ONE mark for type of dispute resolution and TWO marks for suitable reason)
(1 + 2) (3)

10.4.4 The CCMA can assist Ms Baloyi by addressing her unfair dismissal and unfair treatment.✓ The CCMA will hear her complaints lodged and try to find a compromise between her and the company owner.✓ They can conciliate her workplace dispute.✓ They can arbitrate if the conciliation does not resolve her problems; arbitration will happen in the labour court.✓
(Do not mark one-word answers. Minus 1 mark if a bulleted or numbered list is given instead of a paragraph.) (4 × 1) (4)

[25]

TOTAL SECTION C: 45
GRAND TOTAL: 150

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