higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATION
NQF LEVEL 3

7 December 2020

This marking guideline consists of 6 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	B		
	1.1.3	B		
	1.1.4	B		
	1.1.5	B		
			(5 × 1)	(5)
1.2	1.2.1	True		
	1.2.2	False		
	1.2.3	True		
	1.2.4	True		
	1.2.5	True		
			(5 × 1)	(5)
1.3	1.3.1	H		
	1.3.2	I		
	1.3.3	E		
	1.3.4	C		
	1.3.5	F		
	1.3.6	D		
	1.3.7	A		
	1.3.8	J		
	1.3.9	G		
	1.3.10	B		
			(10 × 1)	(10)
1.4	1.4.1	Deadline		
	1.4.2	Customer		
	1.4.3	Receptionist/switchboard operator		
	1.4.4	Marketing		
	1.4.5	Retrenchment		
			(5 × 1)	(5)
1.5	1.5.1	Cash flow		
	1.5.2	Job description		
	1.5.3	Gross		
	1.5.4	Finance		
	1.5.5	Receipt		
			(5 × 1)	(5)
				[30]

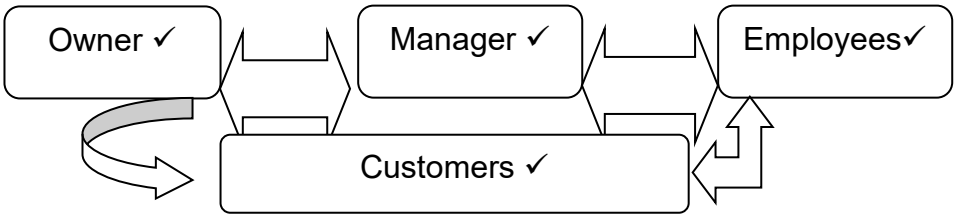
TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1
- Bank
- Suppliers
- Customers
- Community
- Government (Any 3 × 2) (6)

2.2



1 mark for each block
1 mark for the arrows flowing in the correct position
(Any other suitable sketch) (5)

2.3
- It is important for future business as they can discuss matters with suppliers and may be advised of possible price increases
- To keep clientele – customers return to the business if treated well
- Able to discuss the needs of the customer with the customer and judge the needs of the market (Any relevant 3 × 2) (6)

2.4
- Offer loyalty (loyalty rewards card)
- Reliability in terms of products and services offered
- Friendly and helpful staff (Any relevant 2 × 2) (4)

[21]

QUESTION 3

3.1 3.1.1 To assist customers when they visit the shop

3.1.2 To manage and maintain stock

3.1.3 To serve customers at the cash register
(Any relevant 3 × 1) (3)

3.2 3.2.1 Core (1)

3.2.2 Support (1)

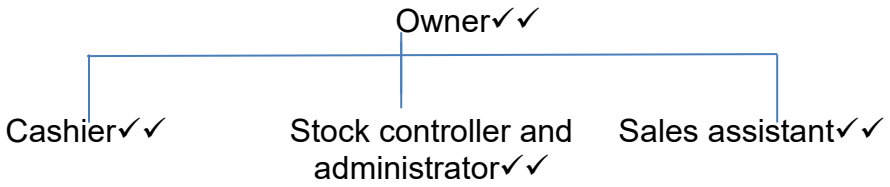
3.2.3 Core (1)

3.3
- By providing the person with the necessary tools to operate.
- By employing correctly qualified staff for the job they are required to do.
- By providing training when and where necessary (3 × 1) (3)

3.4
- By having continuous meetings with the staff
- By training staff when a skills gap is noticed
- Have an open-door policy
- By following and communicating protocols
- By communicating with staff as required
- By treating all staff equally (Any 3 × 2) (6)

3.5
- Buying
- Selling
- Promoting goods
- Networking (4)

3.6



✓✓lines correct (10)

3.7
- Productivity can be greater as talents are pooled
- Flexibility in the workplace
- Members can specialise with their skills and knowledge
- Teams can brainstorm
- Responsibility is shared as teams share the risks (Any relevant 5 × 2) (10)

3.8
- Plan
- Lead
- Organise
- Control (4)

3.9
- Ordering the wrong sizes
- Ordering too much of a certain item (over ordering)
- Ordering too little of a certain item (under ordering) (3 × 2) (6)

3.10
- General management
- Administration
- Finance
- Purchasing
- Production
- Marketing
- Human relations
- Public relations (8)

[57]

QUESTION 4

4.1
- Use a skills survey to develop a personal profile
- Create a suitable job advertisement and advertise
- Check the CVs received
- Interview suitable applicants
- Short-list best applicants for final interview
- Interview the best applicants
- Advise unsuccessful applicants of your decision
- Provide successful applicant with a employment contract

(8 ×1 +1 for correct order) (9)

4.2

JOB PROFILE	
PERSONAL DETAILS	
SURNAME	Smith ✓
NAMES	Colleen ✓
ADDRESS	Any address ✓
IDENTITY NUMBER	Any number ✓
CONTACT DETAILS	And number✓
E-MAIL ADDRESS	Any address with @ sign ✓
NEXT OF KIN: NAME AND CONTACT DETAILS	Any name AND any number✓
QUALIFICATIONS	
SUITABLE QUALIFICATIONS	For stock controller and admin assistant ✓
SPECIAL INTERESTS	
ANY SPECIAL INTEREST MENTIONED	Enjoy reading ✓

(9)

4.3
- Employer
- Employees
- Government

(3)
[21]

QUESTION 5

5.1 Cheque/Current (1)

5.2 Bank overdraft (1)

5.3
- Ensuring that the working environments, premises and venues to which the public has access, are kept safe
- By preventing damage or harm to people or surrounding areas
- Imposing penalties on those who do not adhere to the Act (3)

5.4 5.4.1
- Insurance for damages to the building
- Insurance for damages to machinery and equipment
- Insurance for damages to stock
- Life cover for staff for deaths at work- (Any relevant 3 × 2) (6)

5.4.2
- Put cameras in the stock room
- Ensure that a staff member control the entrance to the fitting rooms
- Ensure that tags are placed on clothes that will sound an alarm if not removed before leaving the shop (Any relevant 2 × 2) (4)

5.5 5.5 1 Is it legal? (the law)
Stealing time by arriving late or leaving early
Am I allowed to give a discount to a family member without permission?
- Purposely ringing up the incorrect amount on the till (Any relevant 1 × 2) (2)

5.5 2 Is it balanced? (policies and procedures)
- Am I allowed to do what I am about to do – phone a friend on the work phone? (Any relevant 1 × 2) (2)

5.5 3 How will I feel about myself? (moral stance)
- How would I feel if someone treated me in this way (was rude to me)? (Any relevant 1 × 2) (2)

[21]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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