higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

MANAGEMENT PRACTICE
NQF LEVEL 2

XX February 2020

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

2.1 Responsibility
2.2 Right
2.3 Internal environment
2.4 Authority
2.5 Trust
2.6 Basic Conditions of Employment Act
2.7 Learnerships
2.8 Change management
2.9 Trade union
2.10 Termination

(10 × 1) **[10]**

QUESTION 3

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

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1
- Annual leave payments
  Payments must be made for any annual leave that has not been taken
- Severance payments
  Severance pay must be paid equal to at least one week's wages for each completed year of service in the case of retrenchments (Any 1 × 2) (2)

4.2
- Promoted without any consultation
- Demoted without reason
- Someone given special training whereas others perform the same job
- Benefits given only to some while others do the same job
- Dismissed without following procedure
- Vindictiveness: Difficult circumstances for employee blowing the whistle on misconduct or fraud in the company
- Refusal to re-employ or reinstate a worker as agreed
- Probation: Promised raise after a certain period of time does not happen
- Cutting medical benefits without consultation (Any 5 × 1) (5)

4.3
- Right to work✓ People have a human right to work, or engage in productive employment, and may not be prevented from doing so✓
- Right to remuneration/payment✓ Pay or other compensation provided in exchange for services performed.✓
- Right of access to training and retraining✓ to increase productivity and earning capacity✓
- Right to organise and to belong to a trade union. In this way, a labour climate is created, which promotes a favourable relationship between the employer and the employee.
- Right to protection of safety and health where workers must work in the safest working environment that the employer can provide.

(Any relevant 3 × 2) (6)

4.4
- Keep workplace tidy and do not leave sensitive information lying around.
- Use passwords to control access to computer systems.
- Use software facilities to hide or encode information on disks.
- Limit access to computers and disks with physical security measures such as locks.
- Apply access control
- Use authorisation
- Use access rights (Any 4 × 1) (4)

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4.5
- No information should be disclosed.
- Do not tell other people about private or personal information.
- Signing a contract with a confidentiality clause means you promise not disclose any information about the company.
- Do not send emails of confidential information to unauthorised people.
- Do not give the company's information to a competitor. (Any 5 × 2) (10)

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QUESTION 5

5.1 5.1.1 Company policy is a set of company rules to guide and direct all employees in their actions and decisions. (2)

5.1.2
- Disciplinary actions
- Dismissal
- Difficulty in finding another job
- Demotion
- Deduction of salary
- Termination of employment
- Suspension (Any 4 × 1) (4)

5.2
- Planning: To decide, in advance, what should be done, when and how it should be done, who should do it and the resources required to do it.
- Organising: Management organises workers to implement the planned strategies so that they can do the work effectively.
- Leading: To direct, influence and motivate individuals to perform the tasks allocated to them in order to achieve the objectives.
- Controlling: Necessary to ensure that the work carried out is according to plan. (Any relevant explanation) (4 × 2) (8)

5.3
- Everyone will work towards the organisation's goals.
- Employees will be loyal and committed to the organisation.
- They will treat one another and customers with respect.
- It creates an internal environment of honesty.
- Employees feel free to communicate openly.
- It promotes teamwork. (Any 4 × 2) (8)

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QUESTION 6

6.1
- Ensure that there is a need for change.
- The proposed change must be realistic.
- Ensure that the proposed change will benefit the individual and the organisation.
- Ensure that the proposed change will not influence the security of those involved
- The proposed change must be seen as reducing, rather than increasing recent problems
- Ensure that changes are not working against the organisation's norms and values
- Top management must support the changes.
- The change process must be evaluated regularly.
- Assign responsibility for change to a change agent.

(Any relevant 4 × 2) (8)

6.2
- Identify the problem.
- Identify the underlying cause of the problem.
- Identify the best way to handle the cause of the problem.
- Plan for change.
- Implement the plan. (5)

6.3
- Leader takes charge and assumes full authority and responsibility
- Makes the decision and sets the objectives of the group after he has defined the role of every member
- Dominates the work environment by personally controlling each task.
- Only concerned with the work processes and does not care for the employees involved in the process
- Controls the workers by fear
- Only communicates downwards and does not allow upward communication

(Any 4 × 2) (8)
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TOTAL SECTION B: 70
GRAND TOTAL: 100

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