higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

MANAGEMENT PRACTICE
NQF LEVEL 2

8 December 2020

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

2.1 F
2.2 J
2.3 I
2.4 G
2.5 B
2.6 A
2.7 K
2.8 D
2.9 C
2.10 E

(10 × 1) **[10]**

QUESTION 3

3.1 Constitution
3.2 Code of conduct
3.3 Sorting
3.4 Record management
3.5 Disciplining
3.6 Accountability
3.7 Qualification
3.8 Values
3.9 Grievance policy
3.10 Planning

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1 4.1.1
- Workers who have a grievance with the employer have a right to strike
- such as the partial or complete collective refusal to work or the retardation or obstruction of work. (Any relevant answer)

4.1.2
- Workers have the right to form and join trade unions and
- employers have the right to form employers' organisations.

(Any relevant answer)
(2 × 2) (4)

4.2
- Should know her job description
- Not to interfere in the functions of another person
- Use her knowledge and skills to do the appointed tasks
- Learn new aspects of the job
- Use her ability to solve problems
- Work productively
- Accept and carry out instructions
- Be loyal to the organisation (Any 3 × 1) (3)

4.3
- An agreement may permit an employee to work up to 12 hours in a day
- without receiving overtime pay and the weekly limits continue to apply.

No employer must ask or allow an employee to work more than:
- 45 hours in a week
- 9 hours a day if the worker works for 5 days or less in a week and
- 8 hours in any day, if the worker works for more than 5 days in a week.

(Any 3 × 2) (6)

4.4
- Misconduct – theft
- Incapacity - due to injuries or ill
- Poor performance - due to laziness to work
- Retrenchment or operational requirements - reduce staff members due to financial problems (Any relevant answer) (4 × 1) (4)

4.5
- Employee's full name
- Employer's name and contact details
- Employer's sector
- The start date and end date of the employment contract
- The title of the job
- Salary earned
- Reason for termination (Any 3 × 1) (3)

4.6 Step 1: Environmental scanning
Step 2: Forecasting
Step 3: Setting objectives
Step 4: Setting a plan
Step 5: Evaluating the plan (5 × 2) (10)

[30]

QUESTION 5

5.1 5.1.1

- Prevents unethical behaviour.
- Can raise ethical awareness.
- Provides guidance in ethical decision making.
- Strengthens commitment to the organisation by employees.
- Guides employees of the organisation in their actions and decisions.
- Establishes standards of morally acceptable behaviour within the organisation. (Any 4 × 1) (4)

5.1.2

- Problem solving
- Creating a common goal
- Expansion of resources
- Avoidance
- Smoothing
- Authoritative command
- Training
- Changing company structure (Any relevant answers) (3 × 1) (3)

5.1.3

- Staff and management would know what constitutes unethical behaviour.
- Employees and management would think about issues before being faced with the actual situation.
- They would know the limits of what constitutes acceptable or unacceptable behaviour.
- This is a way in which management communicate their view about ethical behaviour.
- Employees are provided with a basis by which to refuse to take part in unethical actions. (Any relevant answer) (4 × 1) (4)

5.2

- Act confidently.
- Respond positively.
- Arrive on time for meetings.
- Write and speak in a polite manner.
- Suggest solutions to problems.
- Finish work on time.
- Listen when people are speaking.
- Control group behaviour.
- Promote cooperation.
- Letting people know in advance when a job may miss the deadline.
- Deal with aggression.
- Live by the values and beliefs. (Any relevant answer) (4 × 2) (8)

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5.3
- Tasks that are part of the routine work
- Tasks that are familiar to employees
- Tasks that make employees' jobs interesting
- Tasks that develop employees' skills
- Tasks that are within an employee's area of expertise or experience

(Any relevant answer) (4 × 1) (4)
[23]

QUESTION 6

6.1 6.1.1
- Political reason
- Technological reason
- Economic reason
- Sociocultural reason
- Technological reason (Any 4 × 1) (4)

6.1.2
- Identify exactly what is required.
- Identify exactly what the rules are and how far they can be modified to suit the situation.
- Consider the corporate culture of the organisation.
- Communicate how change will impact on the jobs of every individual.
- Build up a readiness for change.
- Identify the resources that will be needed. (Any 4 × 1) (4)

6.1.3
- Planned change – planned before
- Technical change – based on new methods to be used
- Reactive change – done to solve a problem
- Political change – forced by changes in politics
- Economic change – based on financial status
- Technological change – based on changes in technology
- Environmental change –influenced by changes in nature

(Any 3 × 2) (6)

6.2
- Sales contract
- Employment contract
- Procurement contract
- Service/product supply contract
- Tender contract
- Lease agreement (Any 3 × 1) (3)

[17]

TOTAL SECTION B: 70
GRAND TOTAL: 100

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