higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OPERATIONS MANAGEMENT
NQF LEVEL 2

XX February 2020

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	A		
	1.1.2	D		
	1.1.3	B		
	1.1.4	C		
	1.1.5	A		
			(5 × 1)	(5)
1.2	1.2.1	True		
	1.2.2	False		
	1.2.3	True		
	1.2.4	True		
	1.2.5	False		
	1.2.6	False		
	1.2.7	False		
	1.2.8	False		
	1.2.9	True		
	1.2.10	True		
	1.2.11	True		
	1.2.12	False		
	1.2.13	False		
	1.2.14	False		
	1.2.15	False		
			(15 × 1)	(15)
1.3	1.3.1	human resources		
	1.3.2	business system		
	1.3.3	purchasing/procurement		
	1.3.4	finance		
	1.3.5	assets		
			(5 × 2)	(10)
				[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1
- Goals and objectives✓ – describe purpose of weekly action plan and its importance to business✓
- Activities✓ – task assigned to each employee so that nothing is left out✓
- Timeframes✓ – time to complete each activity must be adhered to✓
- Responsible persons✓ – clarity about who will be doing what and with whom they will be working✓
- Resources✓ – equipment and materials to be used must be available✓

(5 × 2) (10)

2.2
- Healthier and safer upbringing for children in environment with challenges associated with urban social development
- Better alternative to street junk food
- Helping as many children as possible (Any 2 × 1) (2)

2.3
- Inspection✓ – Checking that procedures for preparing soup are followed and that time and costs are managed✓
- Zero defects programmes✓ – staff trained to do it right first time to avoid kids falling sick and incurring costs of wastage✓
- Benchmarking✓ – visit other children's homes to learn best practices and implement them to improve her organisation✓ (3 × 2) (6)

2.4
- Purchasing
- Procurement
- Marketing
- Public relations
- Human resources
- Budgeting
- Communication (Any 4 × 1) (4)

[22]

QUESTION 3

3.1 3.1.1
- Banks
- Community
- Government departments
- Shops
- Charity organisations
- Contractors
- Individual volunteers (Any 5 × 1) (5)

3.1.2
- Banks and other financial institutions can help LSK with money to meet its needs.
- The community can protect LSK against any damage to its property and support LSK by getting children to go there.
- Government departments such as social development and the municipality can ensure that kids receive healthy soup.
- Shops can donate soup and any other item or equipment that LSK need. They can also give cash or vouchers.
- Charity organisations can also donate soup and funds required by LSK.
- Contractors can assist with general maintenance of LSK's property such as plumbing, electrical problems, painting, etc.
- Individual volunteers can assist with general maintenance of LSK's property and can also donate soup or money to LSK.

[Explanation according to answers in QUESTION 3.1.1 (5 × 1)] (5)

3.2
- Planning✓ – identify goals and objectives of organisation as well as methods and resources needed to carry out activities to achieve goals and objectives✓
- Organising✓ – organise resources for optimum achievement of goals✓
- Staffing✓ – getting the right people to do LSK work like cooking soup and cleaning✓
- Leading✓ – setting the direction for LSK and convincing others to follow✓
- Controlling✓ – putting structures in place to ensure procedures are adhered to✓ (Any 5 × 2) (10)

3.3
- Designing operations system✓ – coming up with an efficient process of producing a good and healthy soup✓
- Managing operating system/technical decisions✓ – ensuring operations of LSK continue properly with minimal delays and cost✓
- Improving operations system✓ – evaluating operations objectively, identifying problems and rectifying them✓
- Strategic decisions – setting long-term goals for LSK (Any 3 × 2) (6)

[26]

QUESTION 4

4.1 4.1.1

- Health and safety responsibilities for every employee level
- Injury reporting
- Personal protective equipment
- Observing quality of safety measures and improving safety

(Any relevant 4 × 1) (4)

4.1.2

- Pain and suffering for victim and family
- Increased compensation premiums
- Time to train replacement worker
- Low morale
- Delays in production
- Production time is lost

(Any relevant 4 × 1) (4)

4.2

- Advertise the position in a popular daily newspaper
- Specify the job description and job specification
- Draw up a list of candidates
- Do the shortlisting of candidates
- Interview the candidates
- Write a formal appointment letter to a successful candidate and letters to unsuccessful candidates. (6 × 1) (6)

4.3

- To ensure the safety of personnel, customers and suppliers on the site
- To create a happy and comfortable work environment
- To maintain infrastructure standard promoting image of business
- To reduce cost of maintenance and replacement
- To create work environment leading to efficient work practices ensuring overall productivity in organisation (Any 4 × 2) (8)

[22]

TOTAL SECTION C: 70
GRAND TOTAL: 100

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