



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

26 March 2021

This marking guideline consists of 6 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	A	(10 × 2)	(20)
	1.1.2	A		
	1.1.3	B		
	1.1.4	C		
	1.1.5	C		
	1.1.6	C		
	1.1.7	A		
	1.1.8	C		
	1.1.9	D		
	1.1.10	D		
1.2	1.2.1	D	(5 × 2)	(10)
	1.2.2	E		
	1.2.3	A		
	1.2.4	C		
	1.2.5	B		
1.3	1.3.1	True	(10 × 2)	(20)
	1.3.2	False		
	1.3.3	True		
	1.3.4	True		
	1.3.5	False		
	1.3.6	False		
	1.3.7	True		
	1.3.8	True		
	1.3.9	False		
	1.3.10	True		
TOTAL SECTION A:				50

SECTION B**QUESTION 2**

- 2.1
- Arriving late for duty or leaving early
 - Extended tea breaks, lunch or toilet breaks
 - Attending private business during working hours
 - Pretending to be sick
 - Taking long time to fetch tools
 - Unexplained absence from work (Any 5 × 1) (5)
- 2.2 Basic Conditions of Employment Act (2)
- 2.3
- 2.3.1 Keep colleagues informed of work in progress if it affects their work. (Any other relevant answer)
- 2.3.2 Notifies correct authority and completes necessary documentation. (Any other relevant answer)
- 2.3.3 Informs relevant colleagues and return promptly to work station. (Any other relevant answer)
- 2.3.4 Notifies correct authority and completes necessary documentation. (Any other relevant answer) (4 × 2) (8)
- 2.4
- 2.4.1 A dress code or policy is a broad guideline regarding employees' dress code and appearance in the workplace. (2)
- 2.4.2
- The company's image
 - The type of work to be performed
 - Safety issues
 - Interaction of employees with clients
- (Any other relevant answer) (Any 4 × 2) (8)
- [25]**

QUESTION 3

- 3.1
- A man throwing a stapler
 - Standing on an office chair to get things from a cupboard
 - Reading a book while walking
 - An open drawer
 - Too many electric plugs in one socket
 - Coffee or tea spilt on the floor
 - A man carrying boxes that are too heavy.
 - Full bins (Any FIVE from the picture) (5 × 1) (5)
- 3.2 OHSA: Occupational Health and Safety Act (2)

- 3.3
- Providing safety clothing
 - Making sure that there are sufficient signs to warn people of hazards
 - Ensuring plant and equipment are safe to use
 - Providing enough ventilation and lighting
 - Ensuring that the workplace, plant and machinery are safe and without a health risk
- (Any 5 × 2) (10)
- 3.4 Yes (1)
- So that people are aware of what to do and what implications their actions could have on the safety of colleagues. (2)
- [20]**

QUESTION 4

- 4.1 4.1.1 Finance department: ensure that funds are available where and when they are needed
OR
Supporting financial requirements
- 4.1.2 Human Resources department: Manage and look after people in the workplace
OR
Supporting all staff activities
- 4.1.3 Procurement department: Buy and request goods for the organisation
- 4.1.4 Public Relations department: Responsible for promoting the public image of the business
OR
Publicity is an important part of public relations when free coverage is made in the media is obtained
- 4.1.5 IT department: Support and maintain computer usage
OR
It is their responsibility to ensure all departments are using the most up to date technology possible
- (5 × 2) (10)
- 4.2
- Advertising
 - Radio
 - Newspapers
 - Flyers
- (Any other relevant answer) (Any 3 × 1) (3)
- 4.3 4.3.1 Line organisation/organogram (1)

- 4.3.2
- Regular filing of documents
 - Handle incoming and outgoing mail
 - Printing and copying of documents
 - Responsible for reception area
 - Answer and manage incoming telephone calls
- (Any other relevant answer) (Any 3 × 2) (6)
- 4.4
- 4.4.1 Receive deposits from customers and grant credit and loans.
- 4.4.2 Sells cellphones, airtime and data to customers either as prepaid or on contract and provide support.
- 4.4.3 Produces and sells chicken-based fast-food take-away meals.
- 4.4.4 Sells food and general household items to customers.
- 4.4.5 Provides educational services and courses to customers.
- (5 × 2) (10)
[30]

QUESTION 5

- 5.1
- 5.1.1
- Date
 - Time
 - Activities
 - Appointments
 - Meetings
- (Any other relevant answer) (Any 5 × 1) (5)
- 5.1.2 Candidate's answer✓ and supporting reason✓✓ (3)
- 5.2
- Urgent are tasks that need your immediate attention.
 - Important are tasks that are important but you can do them any time.
- (2 × 2) (4)
- 5.3
- Poor health
 - Procrastination
 - Lack of planning
 - Excessive telephone calls
 - Lack of focus
 - Poor time-keeping
- (Any other relevant answer) (Any 3 × 1) (3)
- 5.4
- 5.4.1
- Attend in-house training courses
 - Study part-time/after hours
 - By working alongside another employee who would teach them new skills
 - Do research
- (Any other relevant answer) (Any 2 × 1) (2)

- 5.4.2 Employees can look at:
- Personal strengths that will help them achieve career goals.
 - Personal weaknesses that may deter them from achieving their career goals.
 - Outside opportunities that may help them achieve their career goals.
 - Outside threats or circumstances that may prevent them from achieving their career goals. (Any 4 × 2) (8)
- [25]**
- TOTAL SECTION B: 100**
GRAND TOTAL: 150