

SMARTWIZ

GRADE10 CONSUMER STUDIES EXAM

MARKS: 100

MARKS	

TIME: 2 hours

SCHOOL _____

CLASS (e.g. 4A) _____

SURNAME _____

NAME _____

Instructions for Learners:

- Read all the instructions carefully before you begin the exam.
- Write your name and learner number clearly on the answer sheet/booklet.
- Answer all the questions unless otherwise instructed.
- Show all your work/calculations where applicable.
- Write neatly and legibly.
- Use only blue or black ink. *Do not use correction fluid or tape.*
- No electronic devices (calculators, phones, etc.) are allowed unless explicitly permitted.
- Raise your hand if you have any questions.
- Do not talk to other learners during the exam.
- Any form of cheating will lead to disqualification.

This test consists of 6 pages including the cover page.



SECTION A: PERSONAL FINANCE AND BUDGETING (40 marks)

Question 1 (15 marks)

Study the monthly budget table below for a learner's household expenses and answer the questions that follow.

Expense Category	Amount (Rands)
Rent	3,500
Electricity & Water	850
Groceries	2,200
Transport	1,000
School Fees	1,200
Internet & Phone	600
Entertainment	400
Savings	500

1.1 Calculate the total monthly expenses.

1.2 If the monthly income is R12,000, calculate the percentage of income spent on groceries. (Show workings)

1.3 Identify two fixed expenses and two variable expenses from the table. (4)

Fixed expenses:

1. _____
2. _____

Variable expenses:

1. _____
2. _____

1.4 Suggest two ways the learner's family could reduce expenses to increase savings. (4)

Question 2 (10 marks)

2.1 What is a **budget** and why is it important for households?

2.2 Explain the difference between wants and needs. Give one example of each.

Needs:

Wants:

2.3 List three benefits of saving money regularly.

1.

2.

3.

Question 3 (15 marks)

3.1 What is the difference between a **cheque** and an **electronic transfer**?

3.2 Why is it important to keep records of all financial transactions?

3.3 Explain two advantages and two disadvantages of using credit cards.

Advantages:

1.

2.

Disadvantages:

1.

2.

SECTION B: SUSTAINABLE CONSUMER PRACTICES AND CONSUMER RIGHTS (35 marks)

Question 4 (15 marks)

4.1 Explain the meaning of **greenwashing**.

4.2 Identify three ways consumers can check if a product or company is truly environmentally friendly.

1.

2.

3.

4.3 What role does a **consumer watchdog organization** play in protecting consumers?

4.4 List two consumer rights protected under the Consumer Protection Act (CPA).

1.

2.

Question 5 (10 marks)

Study the advertisement below and answer the questions.

"Buy SmartPhone X

– the fastest phone in the market.

Comes with a 2-year warranty and free headphones.

Limited time offer!"



5.1 What consumer information is provided in this advertisement?

5.2 What is the importance of a warranty when buying electronic products?

5.3 How should consumers verify if the warranty offered is valid?

Question 6 (10 marks)

6.1 Define **ethical consumption**.

6.2 Describe two ways in which consumers can be ethical shoppers.

6.3 Explain why it is important to support local producers.

SECTION C: CONSUMER SERVICES AND SAFETY (25 marks)

Question 7 (10 marks)

7.1 Name three consumer services that protect consumers in South Africa.

1. _____
2. _____
3. _____

7.2 Explain how one of these services helps consumers resolve complaints.

Question 8 (15 marks)

8.1 What is **product safety**?

8.2 Why is product labelling important for consumers?

8.3 The table below shows product recall statistics for three products in 2024:

Product	Number of Recalls	Reason for Recall
Baby Food	5	Contamination
Electrical Toys	3	Electrical faults causing shocks
Cosmetics	2	Harmful chemicals

8.3.1 Which product had the highest number of recalls?

8.3.2 Why might product recalls be important for consumer safety?

8.3.3 As a consumer, what should you do if you find that a product you bought has been recalled?

End of Exam Paper 

TOTAL : 100

MEMO

SECTION A: PERSONAL FINANCE AND BUDGETING (40 marks)

Question 1 (15 marks)

1.1 Total monthly expenses =
 $3,500 + 850 + 2,200 + 1,000 + 1,200 + 600 + 400 + 500 = \text{R}10,250$ (2)

1.2 Percentage spent on groceries = $(2,200 / 12,000) \times 100 = 18.33\%$ (3)

1.3 Fixed expenses:

1. Rent
2. School Fees
- Variable expenses:
3. Groceries
4. Electricity & Water (4)

1.4 Two ways to reduce expenses:

- Reduce electricity and water usage (e.g., switch off lights)
 - Limit entertainment spending
- (Other acceptable answers: buy groceries on sale, use cheaper transport) (4)

Question 2 (10 marks)

2.1 Budget = A plan that shows expected income and expenses over a period; it helps manage money wisely. (3)

2.2 Difference between wants and needs:

Needs are essential for survival (e.g., food, shelter).

Wants are things desired but not necessary (e.g., designer clothes, games). (4)

2.3 Benefits of saving money:

1. Provides emergency funds
2. Helps achieve goals (e.g., education, buying goods)
3. Reduces financial stress (3)

Question 3 (15 marks)

3.1 Cheque is a written order to pay money; electronic transfer is a digital movement of funds between accounts. (4)

3.2 Keeping records is important to track spending, identify errors, and support budgeting. (3)

3.3 Advantages of credit cards:

1. Convenient for purchases
 2. Can help build credit history
- Disadvantages of credit cards:
3. Risk of debt if not managed
 4. Interest charges on unpaid balances (4)

SECTION B: SUSTAINABLE CONSUMER PRACTICES AND CONSUMER RIGHTS (35 marks)

Question 4 (15 marks)

4.1 Greenwashing = When a company falsely claims to be environmentally friendly to attract consumers. (3)

4.2 Ways to check if a product/company is truly eco-friendly:

1. Look for credible environmental certifications
2. Research company reputation
3. Check ingredient/source information (3)

4.3 Consumer watchdog organization protects consumers by monitoring business practices, investigating complaints, and enforcing consumer laws. (4)

4.4 Two consumer rights under CPA:

1. Right to safe, good quality goods and services
2. Right to fair marketing and advertising (2)

Question 5 (10 marks)

5.1 Consumer information: product name, performance claim (fastest phone), warranty period (2 years), bonus item (free headphones), limited offer. (3)

5.2 Warranty importance: guarantees repair or replacement if product is faulty within a set period. (3)

5.3 Consumers should verify warranty validity by checking official documentation, confirming with seller or manufacturer. (2)

Question 6 (10 marks)

6.1 Ethical consumption = Choosing products that are made fairly, sustainably, and without harm to people or the environment. (3)

6.2 Ways to be ethical shoppers:

- Buy products that are certified fair trade or eco-friendly
- Support companies that treat workers fairly (4)

6.3 Supporting local producers helps grow the local economy and reduces environmental impact from transportation. (3)

SECTION C: CONSUMER SERVICES AND SAFETY (25 marks)

Question 7 (10 marks)

7.1 Consumer services:

1. National Consumer Commission (NCC)
2. Consumer Goods and Services Ombud (CGSO)
3. Financial Sector Conduct Authority (FSCA) (3)

7.2 Example – NCC helps by investigating complaints and ensuring companies comply with consumer laws, protecting consumer rights. (4)

Question 8 (15 marks)

8.1 Product safety = Ensuring products do not cause harm or danger to consumers when used as intended. (3)

8.2 Labelling importance: provides essential information on ingredients, usage, warnings, and expiry dates for informed consumer choices. (3)

8.3.1 Product with highest recalls: Baby Food (5 recalls). (1)

8.3.2 Importance of recalls: protects consumers from harmful or defective products and prevents injury or illness. (3)

8.3.3 If product recalled, consumers should stop using it immediately, return or exchange it if possible, and follow recall instructions. (3)

End of Memorandum ✓

TOTAL : 100

