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.

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- 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: BUYING GOODS AND SERVICES (30 marks)

Question	1	(10)	marks))
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1.1 Explain the difference between goods and services . (4)	
1.2 List four examples of goods and four examples of services . (4) Goods:	
1	
Services:	
1. MYST PATHWORKS 3. 4.	
.3 Why is it important to compare prices and quality before buying? (2)	
Question 2 (10 marks)	
2.1 Define the term warranty. (2)	
2.2 Why should consumers keep receipts and guarantees? (3)	

2.3 What should a consumer do if a product does not work as promised during the warranty period? (5)

Question 3 (1	(0 marks)
1 What is con	nparison shopping? (2)
2 Explain two	advantages of buying products during sales or promotions. (4)
.2 Explain two	radvantages of buying products during sales of promotions. (1)
.3 What are so	ome dangers or disadvantages of impulse buying? (4)
	MYST PATHWORKS
■ SECT	TION B: FINANCIAL LITERACY (40 marks)
Question 4 (1	5 marks)
.1 Explain wh	at is meant by saving and investing. (4)
.2 List three d	ifferent types of savings options available to consumers. (3)
2. —	
	erest when related to savings? (2)

4.4 Explain two benefits of saving money regularly. (4)	
4.5 Why is it important to have a savings plan? (2)	
Question 5 (10 marks)	
5.1 Define the term debt . (2)	
5.2 What is a budget deficit ? (2)	S
5.3 List three consequences of accumulating too much debt. (3)	
1	
5.4 Suggest three ways to manage debt responsibly. (3) 1	
3. ————————————————————————————————————	
Question 6 (15 marks) 6.1 Explain the difference between a fixed expense and a variable expense. (4)	

6.2 Create a simple monthly budget for a learner with the following income and expenses:
 Income: R3,500 Rent: R1,200 Transport: R400 Food: R800 Cell phone: R300 Savings: R500
Calculate:
a) Total expenses (3)
b) Money left after expenses (2)
c) Suggest one expense that can be reduced to increase savings (1)
MINST PATHWORKS
d) Why is it important to save some money each month? (5)
SECTION C: CONSUMER AWARENESS AND ADVERTISING (30 marks)
Question 7 (10 marks)
7.1 Explain what consumer fraud means. (3)
7.2 List three common types of consumer fraud. (3)

1. ————————————————————————————————————
3.
7.3 Describe two ways consumers can protect themselves from fraud. (4)
Question 8 (10 marks)
8.1 What is greenwashing in advertising? (2)
8.2 Why should consumers be cautious of greenwashing? (3)
MYST PATHWORKS
8.3 Give two examples of ethical advertising practices. (3) 1.
2.
8.4 How can consumers identify misleading advertisements? (2)
Question 9 (10 marks)
9.1 Imagine you want to buy a laptop. List five questions you should ask before making the purchase. (5)
2. ————————————————————————————————————
3. ————————————————————————————————————
5.

9.2 Explain why researching products online can help you become a smarter consumer. (5)

End of Exam Paper

TOTAL: 100



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marks



SECTION A: BUYING GOODS AND SERVICES (30 marks)

Question 1 (10 marks)

- 1.1 Difference between goods and services:
 - Goods are tangible items that can be touched and owned (e.g., clothes, food).
 - Services are activities or tasks done for consumers (e.g., haircut, taxi ride). (4)

1.2 Examples:

Goods: Clothes, Books, Mobile phone, Food

Services: Hairdresser, Doctor, Teacher, Cleaning service (4)

- 1.3 Importance of comparing prices and quality:
 - To get the best value for money
 - To avoid buying poor-quality goods
 - To make informed decisions
 - To avoid being overcharged (2)

Question 2 (10 marks)

- 2.1 Warranty = A written guarantee promising to repair or replace a product if faulty within a specific time. (2)
- 2.2 Importance of keeping receipts and guarantees:
 - Proof of purchase for returns or repairs
 - Helps claim warranty services
 - Protects consumer rights (3)
- 2.3 If product fails during warranty period:
 - Return to seller or manufacturer
 - Show receipt and warranty
 - Request repair, replacement, or refund
 - Follow company's complaints procedure
 - Contact consumer protection body if unresolved (5)

Question 3 (10 marks)

- 3.1 Comparison shopping = Comparing prices and features of similar products before buying. (2)
- 3.2 Advantages of sales/promotions:
 - Save money
 - Opportunity to buy better quality products at lower prices (4)
- 3.3 Dangers of impulse buying:
 - Spend money unnecessarily
 - Regret purchases later
 - Overspend and increase debt
 - Buy items not needed (4)

SECTION B: FINANCIAL LITERACY (40 marks)

Question 4 (15 marks)

4.1 Saving = Setting aside money for future use.

Investing = Using money to buy assets that may grow in value.

Investing = Using money to buy assets that may grow in value over time. (4)

- 4.2 Savings options:
 - Bank savings account
 - Fixed deposit
 - Retirement annuity (3)
- 4.3 Interest on savings = Money paid to savers by the bank as a reward for saving. (2)
- 4.4 Benefits of saving regularly:
 - Build financial security
 - Prepare for emergencies
 - Achieve financial goals
 - Avoid borrowing money (4)
- 4.5 Importance of a savings plan:
 - Helps stay disciplined
 - Ensures regular saving
 - Helps reach goals faster (2)

Question 5 (10 marks)

- 5.1 Debt = Money owed to another person or institution. (2)
- 5.2 Budget deficit = When expenses are more than income. (2)
- 5.3 Consequences of too much debt:
 - Financial stress
 - Damage to credit rating
 - Legal action or repossession (3)
- 5.4 Managing debt:
 - Make payments on time
 - Borrow only what can be repaid
 - Avoid unnecessary credit use (3)

Question 6 (15 marks)

6.1 Fixed expense = Regular, unchanging costs (e.g., rent).

Variable expense = Costs that can vary monthly (e.g., electricity, food). (4)

- 6.2 Budget calculations:
- a) Total expenses = 1,200 + 400 + 800 + 300 + 500 = R3,200 (3)
- b) Money left = 3,500 3,200 = R300 (2)
- c) Expense to reduce: Food or Cell phone (1)
- d) Importance of saving monthly:
 - Provides emergency funds
 - Helps achieve goals
 - Avoids debt during unexpected costs
 - Builds good financial habits
 - Offers financial independence (5)

SECTION C: CONSUMER AWARENESS AND ADVERTISING (30 marks)

Question 7 (10 marks)

- 7.1 Consumer fraud = Dishonest practices to trick or cheat consumers. (3)
- 7.2 Types of fraud:
 - Identity theft
 - Counterfeit goods
 - False advertising (3)
- 7.3 Protecting against fraud:
 - Check seller's reputation
 - Use secure payment methods
 - Never share personal info freely
 - Report suspicious activity (any 2 explained) (4)

Question 8 (10 marks)

- 8.1 Greenwashing = When companies falsely claim their products are environmentally friendly. (2)
- 8.2 Consumers should be cautious because:
 - They may pay more for non-eco-friendly products
 - Misled about product impact
 - Support unethical business practices (3)
- 8.3 Ethical advertising:
 - Truthful claims
 - Clear terms and conditions (3)
- 8.4 Identifying misleading ads:
 - Look for exaggerations or too-good-to-be-true claims
 - Check independent reviews or sources (2)

Question 9 (10 marks)

- 9.1 Questions before buying laptop:
 - 1. What is the price?
 - 2. What are the specs/features?
 - 3. Is there a warranty?

- 4. Are there any discounts or promotions?
- 5. What is the return policy? (5)

9.2 Benefits of online research:

- Compare prices and features easily
- Read customer reviews
- Find best deals
- Avoid impulse purchases
- Make informed decisions (5)

End of Memorandum

TOTAL: 100

