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: CONSUMER RIGHTS AND RESPONSIBILITIES (30 marks)

Question 1 (10 marks)

1.1 What is meant by the term consumer responsibility ?
1.2 List four responsibilities consumers have when purchasing goods and services. (4) 1
1.3 Explain why it is important for consumers to understand their rights and responsibilities. (4)
Question 2 (10 marks) 2.1 What is a consumer contract?
2.2 Name three important elements that should be included in a consumer contract. (3) 1
2.3 Explain why consumers should read contracts carefully before signing. (3)
2.4 What should a consumer do if they do not understand a clause in a contract? (2)

Question 3 (10	marks)
3.1 Define consu	mer fraud.
3.2 Describe two	ways in which consumers can protect themselves from fraud. (4)
3.3 What action c	an consumers take if they become victims of fraud? (4)
marks)	ON B: PERSONAL FINANCE MANAGEMENT (40
marks) Question 4 (15 4.1 Define the fol a) Income	marks) lowing terms:
marks) Question 4 (15 4.1 Define the fol a) Income b) Expenses	marks)

4.3 Give two examples of fixed expenses and two examples of variable expenses. (4) Fixed expenses:	
1. ————————————————————————————————————	
Variable expenses:	
1	
4.4 Why is it important to track your income and expenses? (3)	
Question 5 (10 marks)	
5.1 What is a bank statement ?	
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5.2 How can reviewing your bank statement help with budgeting? (3)	
5.3 List three things you should check for when reviewing a bank statement. (3)	
1	
5.4 What should you do if you find an error on your bank statement? (1)	
Question 6 (15 marks)	
6.1 Explain the importance of saving money for short-term and long-term goals. (4)	

6.2 Name and explain two different types of saving accounts that banks offer. (6)
1.
Explanation:
2 Explanation:
6.3 Describe two advantages of using electronic banking services. (4)
SECTION C: SUSTAINABILITY AND CONSUMER CHOICES (30 marks) Question 7 (10 marks)
7.1 What is meant by sustainable consumption ?
7.2 List four ways consumers can contribute to sustainable consumption. (4)
1
7.3 Why is it important for consumers to reduce waste? (2)
Question 8 (10 marks)
8.1 Define the term fair trade .

3.2 Explain how buying fair trade products benefits producers. (4)	
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.3 How can consumers identify fair trade products? (2)	
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Deposition 0 (10 mondes)	
Question 9 (10 marks)	
.1 What is recycling ?	
.2 List three materials that can commonly be recycled. (3)	
1. 2. 3.	
.3 Explain two benefits of recycling for the environment. (4)	
2.5 Explain two benefits of feeyening for the environment. (1)	
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End of Exam Paper <

TOTAL: 100

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SECTION A: CONSUMER RIGHTS AND RESPONSIBILITIES (30 marks)

Question 1 (10 marks)

- 1.1 Consumer responsibility = The duties or obligations that consumers have when buying goods and services, such as being informed, honest, and careful. (2)
- 1.2 Four consumer responsibilities:
 - 1. Read labels and contracts carefully
 - 2. Use products safely and as intended
 - 3. Pay for goods and services promptly
 - 4. Keep receipts and documents related to purchases (4)
- 1.3 Importance of knowing rights and responsibilities:
 - Helps consumers make informed decisions
 - Protects against exploitation and fraud
 - Enables consumers to seek redress when wronged
 - Encourages responsible consumption (4)

Question 2 (10 marks)

- 2.1 Consumer contract = A legal agreement between a consumer and a supplier or service provider outlining terms and conditions of a purchase. (2)
- 2.2 Three important contract elements:
 - 1. Description of goods/services
 - 2. Price and payment terms
 - 3. Delivery or completion date (3)
- 2.3 Importance of reading contracts carefully:
 - Understand what you are agreeing to
 - Avoid unexpected fees or unfair terms
 - Protect your rights if problems arise (3)
- 2.4 If a clause is unclear, the consumer should:
 - Ask the seller for clarification or explanation
 - Seek advice from someone knowledgeable or a consumer protection body (2)

Question 3 (10 marks)

- 3.1 Consumer fraud = Dishonest or illegal acts that deceive consumers to gain money or goods unfairly. (2)
- 3.2 Two ways to protect against fraud:
 - Never share personal or banking details with strangers
 - Only buy from trusted and reputable suppliers (4)
- 3.3 Actions if victim of fraud:
 - Report the fraud to police or consumer protection authorities
 - Cancel bank cards or accounts if necessary
 - Keep records of all transactions and communication
 - Seek legal advice or help from consumer organizations (4)

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SECTION B: PERSONAL FINANCE MANAGEMENT (40

marks)

Question 4 (15 marks)

- 4.1 Definitions:
- a) Income = Money received regularly from work, investments, or other sources. (2)
- b) Expenses = Money spent on goods, services, or bills. (2)
- 4.2 Difference between fixed and variable expenses:
 - Fixed expenses are regular and stay the same each month (e.g., rent).
 - Variable expenses change depending on usage or choices (e.g., electricity, groceries). (4)

4.3 Examples:

Fixed expenses:

- 1. Rent
- 2. School fees
 Variable expenses:
- 3. Food/groceries
- 4. Electricity/water (4)
- 4.4 Importance of tracking income and expenses:
 - Helps create a budget
 - Prevents overspending

• Enables savings and financial planning (3)

Question 5 (10 marks)

- 5.1 Bank statement = A document from the bank showing all transactions in a bank account for a specific period. (2)
- 5.2 Reviewing a bank statement helps with budgeting by:
 - Showing where money is spent
 - Identifying any unauthorized transactions
 - Helping to track income and expenses (3)
- 5.3 Things to check on bank statement:
 - 1. Correct deposits and withdrawals
 - 2. Unauthorized or suspicious transactions
 - 3. Bank fees or charges (3)
- 5.4 If an error is found:
 - Contact the bank immediately to dispute and correct it (1)

Question 6 (15 marks)

- 6.1 Importance of saving money:
 - Short-term goals: emergency funds, small purchases
 - Long-term goals: education, buying a house/car
 - Provides financial security and independence (4)
- 6.2 Types of saving accounts:
 - 1. Savings account allows easy access to money and pays interest
 - 2. Fixed deposit account locks money for a fixed time with higher interest (6)
- 6.3 Advantages of electronic banking:
 - Convenient and fast transactions
 - Access account information anytime
 - Reduces need to visit the bank physically
 - Helps keep records of transactions (4)

SECTION C: SUSTAINABILITY AND CONSUMER CHOICES (30 marks)

Question 7 (10 marks)

7.1 Sustainable consumption = Using products and resources in a way that meets current needs without harming the environment or depleting resources for future generations. (2)

7.2 Four ways to contribute:

- 1. Buy only what you need
- 2. Choose eco-friendly products
- 3. Reduce, reuse, recycle
- 4. Support companies with sustainable practices (4)

7.3 Importance of reducing waste:

- Reduces pollution
- Conserves natural resources
- Protects wildlife and ecosystems (2)

Question 8 (10 marks)

8.1 Fair trade = A trading partnership that seeks to provide fair wages and working conditions to producers in developing countries. (2)

8.2 Benefits to producers:

- Fair prices for their goods
- Improved working conditions
- Community development and support (4)

8.3 Identifying fair trade products:

- Look for fair trade certification labels on packaging
- Buy from trusted sellers who promote fair trade (2)

Question 9 (10 marks)

- 9.1 Recycling = The process of converting waste materials into new products to prevent waste and conserve resources. (2)
- 9.2 Common recyclable materials:

- 1. Paper and cardboard
- 2. Plastic bottles
- 3. Glass jars and bottles (3)

9.3 Benefits of recycling:

- Saves natural resources and energy
- Reduces landfill waste and pollution (4)

End of Memorandum

TOTAL: 100

