



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE (VOCATIONAL)**  
**ENGLISH FIRST ADDITIONAL LANGUAGE**  
(First paper)  
**NQF LEVEL 3**

**XX February 2020**

**This marking guideline consists of 9 pages.**

**SECTION A****QUESTION 1**

- 1.1      1.1.1      True.✓  
'The biggest problem with bullying and harassment is that companies often do very little about it.'✓ (2)
- 1.1.2      False.✓  
'Having the spotlight on them is the most effective tool for starting to deal with bullies.'✓ (2)
- 1.1.3      False.✓  
'Many practical steps can be taken, as part of an integrated programme, to counter harassment.'✓ (2)
- 1.2      • Employees do not like to speak openly about it.  
• It is often senior people doing the bullying.  
• Bullies are often manipulative and charming to the more senior managers and, therefore, management fails to notice them. [Any 2 points] (2)
- 1.3      • Productivity could be affected negatively.  
• Key staff members may leave. (2)
- 1.4      It defines what is unacceptable in a company./It sets out rules about what is acceptable and what is not. ✓✓ (2)
- 1.5      • The definition of what is considered as workplace bullying  
• Method of dealing with incidences of bullying should be outlined ✓✓ (2)
- 1.6      1.6.1      Promptly  
1.6.2      'Immediate' (2 × 1) (2)
- 1.7      The programmes can provide counselling. (1)
- 1.8      Don't pretend✓ not to notice bullying✓ that is occurring in your workplace. (2)
- 1.9      1.9.1      D  
1.9.2      B  
1.9.3      A (3 × 1) (3)

- 1.10
- Awareness helps individuals define bullying and harassment.
  - It shows them what disciplinary actions they can possibly expect if they bully others.
  - Victims have clear guidelines about actions they are entitled to take.
- [Any 2 points] (2)
- 1.11 Mentors play an important role in supporting✓ the victims✓ and the staff. (2)
- 1.12 As senior managers in a company, these are respected people.✓ Therefore, people are not likely to believe✓ that they are capable of bullying. (2)
- 1.13 1.13.1 D  
1.13.2 B
- (2 × 1) (2)
- 1.14 'Tell others'/'Tell'/'Bring the seriousness of the harassment to the attention of management or your human resources unit.
- [Do not accept 'Report' as reporting is the official complaint.]  
(Any relevant quote × 1) (2)
- 1.15 Bullies are often manipulative✓ and charming✓ and, therefore, management is caught unawares. (2)
- 1.16 Bullies are usually people with a low self-esteem.✓ Bullying gives them power over others.✓/It makes them feel important. (2)
- 1.17 Yes.✓ 'The reality is that once the bullying is exposed, it often stops.'✓ (2)
- 1.18 The fact that these articles are sourced from the world-wide web✓ shows that it is a problem not of a specific country or workplace, but rather a world-wide problem. (2)
- [40]**

**TOTAL SECTION A: 40**

**SECTION B****QUESTION 2**

- It is important to remember your good manners at work at all times.
- Be extra conscious of others when you are sharing a workspace.
- Be considerate and respectful of everyone around you.
- Keep private calls short.
- Use your conference room for work only as it is not your personal office.
- The communal kitchen is for everyone's use and, therefore, needs to be kept clean.
- Do not let your rubbish overflow into a colleague's space.
- Keep your voice low and if you need to speak loudly, keep it to a minimum. Talking loudly can be distracting for others.
- Take leave if you have a contagious illness to avoid infecting others.
- Bullying and harassment are not the only contributors to a poor work environment. A lack of consideration is equally important.

[Any 7 points totaling 80 words]

**[7]****MARK ALLOCATION**

<b>Content [7]</b>	<b>Layout [1]</b>	<b>Grammar/Language/Style [2]</b>
7 points ✓✓✓✓✓✓✓	Point form ✓	✓✓

The summary should be marked as follows:

<b>Content</b>	<b>Language mark allocation (errors)</b>	
• 7 points ✓✓✓✓✓✓✓	2	Own words with NO spelling or grammar mistakes.
• Language ✓✓	1	Mostly lifted. A maximum of FOUR grammatical and/or spelling errors.
	0	Not in own words with FIVE or more errors in grammar and spelling.

**TOTAL SECTION B: 10**

**SECTION C****QUESTION 3**

- 3.1      3.1.1      The carrying of guns/weapons✓ for everyone to see.✓ (2)
- 3.1.2      She is smiling/looking relaxed,✓ which suggests she is happy with the safety✓ in their environment. (2)
- 3.2      3.2.1      The ideal is not to respond to rude people✓ if you want to enjoy peace. ✓ (2)
- 3.2.2      The dog is lying down, completely relaxed,✓ which shows he is unaffected by rude people. ✓  
The boy is smiling and relaxed, ✓ because he decides not to respond to rude people.✓ (4)
- 3.3      3.3.1      Attend a harassment awareness course. (2)
- 3.3.2      It is a course, which has been designed to make people aware✓ of what harassment is.✓ (2)
- 3.4      Cartoon 1: It provides women with physical protection against harassment and will ensure that harassers are kept away.

**OR**

Cartoon 3: It gives people awareness about harassment, because not all people are well informed.

[Accept valid alternative reasons. One mark for identification and 2 marks for the reason.] ✓✓✓

(3)  
[17]

**QUESTION 4**

- 4.1      People who see others around them being bullied and do nothing about it. ✓✓ (2)
- 4.2      • Act when you see an injustice being committed  
• Do not turn a blind eye to reality  
• Do not be a passive observer  
• Stand united together  
• Fight against injustices  
[Accept valid alternative responses. Any 1 point.] ✓✓ (2)

[4]

**QUESTION 5**

- 5.1 To advertise that a platform has been created✓ for individuals to engage with each other on sexual harassment issues.✓ (2)
- 5.2 Any person who has strong views on sexual harassment/victims of harassment/perpetrators of sexual harassment. ✓ (1)
- 5.3 Both individuals have their own version of events,✓ so they are constantly accusing/blaming each other.✓ (2)
- 5.4 The woman is pointing her finger at the man and is staring into his face, probably accusing him of saying something.✓  
The man is acting innocent with his fingers pointing at himself in surprise.✓ (2)
- 5.5 A workshop where each participant is given a chance to indicate his viewpoint✓ and to challenge each other if they disagree.✓ (2)

**[9]****TOTAL SECTION C: 30****SECTION D****QUESTION 6**

- 6.1 6.1.1 budding  
6.1.2 Standard  
6.1.3 an  
6.1.4 into  
6.1.5 much  
6.1.6 year's  
6.1.7 Is  
6.1.8 working  
6.1.9 have  
6.1.10 to (10 × 1) (10)
- 6.2 6.2.1 (a) Provide an opportunity./Give a chance. (2)
- (b) We will be helping them✓ to gain additional time.✓ (2)
- 6.3 Alliteration (2)
- 6.4 Formal.✓ It is a factual piece of writing that provides details and information for entrepreneurs./It is a serious topic.✓ (2)
- 6.5 A lot of young entrepreneurs **were** working eight or ten hours a day in corporate jobs. (1)

6.6	6.6.1	Opinion	(1)
	6.6.2	<ul style="list-style-type: none"> <li>She does not know how all of these people feel. She thinks this is the reason why they do not quit their jobs.</li> <li>There is no evidence to support her statement. (Any 1 × 1)</li> </ul>	(1)
			<b>[21]</b>

**QUESTION 7**

7.1	He said that they✓ really wanted✓ that✓ client to have fun with her✓ that ✓night.		(5)
7.2	That dress should✓ be✓ worn✓ to work.		(3)
7.3	7.3.1	so	(1)
	7.3.2	conjunction	(1)
7.4	Your dress is very pretty, therefore, you should wear it more often. ✓✓		(2)
7.5	What is your limit to what you will do or allow to happen? ✓✓		(2)
7.6	Figurative.✓ There is no physical line to be drawn, but instead the question is asking at which point one stops.✓✓		(3)
7.7	7.7.1	client	
	7.7.2	flirt	
			(2 × 1) (2)
			<b>[19]</b>

**TOTAL SECTION D: 40****SECTION E****QUESTION 8**

8.1	<ul style="list-style-type: none"> <li>Schedule the meeting</li> <li>Invite the relevant person/s</li> <li>Start the meeting on time</li> <li>Control the meeting</li> <li>Determine the amount of time to allocate to each topic</li> <li>Be impartial</li> <li>Do not dominate the meeting</li> </ul>		(Any 2 × 1) (2)
8.2	Special meeting		(1)

- 8.3      8.3.1      person with authority  
             8.3.2      give adequate notice  
             8.3.3      agenda  
             8.3.4      accordance with regulations  
             8.3.5      quorum  
(5 × 1)      (5)
- 8.4      • Answers the phone while still talking to her colleague  
             • Replies 'No' when the client asks to speak to someone instead of saying that the person is currently unavailable  
             • Asks her colleague to buy her food while talking to the client and uses slang in the process  
             • Tells the client to be quiet while she finishes ordering her lunch  
             • Is very abrupt when talking to the client  
             • Puts the phone down while the client is still speaking to her      (Any 3 × 1)      (3)  
**[11]**

**QUESTION 9**

- 9.1      9.1.1      C  
             9.1.2      A  
             9.1.3      D  
             9.1.4      B  
             9.1.5      A  
(5 × 1)      (5)
- 9.2      9.2.1      She is rude. She is defensive. She refuses to accept that she has done wrong.      [Any 1 point]      (2)
- 9.2.2      She admits to asking the client to be quiet.      (2)
- 9.2.3      No. The receptionist is at fault, because it is her duty to be courteous, to take telephone messages and to speak politely to all clients.  
                     [Accept valid alternative responses. Do not award a mark for 'No'.]      (2)  
**[11]**

**QUESTION 10**

- 10.1      • Know the objectives of the event.  
             • Ensure that he/she knows exactly what is expected of him/her.  
             • Find out the dress code and dress accordingly.  
             • Learn all he/she can about the speakers and topics.  
             • Know who the audience will be.  
             • Learn the order of the program thoroughly.      (Any 3 × 1)      (3)



- 10.2
- Allocate time for each speaker
  - Co-ordinate and direct the program.
  - Ensure the flow of the program.
  - Think on his/her feet in the event of any unforeseen circumstances.
- (Accept valid alternative responses.) (Any 2 × 1) (2)
- 10.3
- Distinctive honour/Mention his/her credentials
  - Interesting hobby
  - Contribution to relevant field
  - Current position
- [Accept valid alternative responses.] (Any 2 × 1) (2)
- 10.4
- Look at the speaker when talking about him/her
  - Smile
  - Applaud as he/she comes up to speak
- [Accept valid alternative responses.] (Any 1 × 1) (1)
- [8]**

**TOTAL SECTION E: 30**  
**GRAND TOTAL: 150**