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.

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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)

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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

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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

Content [7]	**Layout [1]**	**Grammar/Language/Style [2]**
7 points✓✓✓✓✓✓✓	Point form✓	✓✓

The summary should be marked as follows:

Content	**Language mark allocation (errors)**	
• 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

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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]

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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)

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6.6 6.6.1 Opinion (1)

6.6.2
- She does not know how all of these people feel. She thinks this is the reason why they do not quit their jobs.
- There is no evidence to support her statement. (Any 1 × 1) (1)

[21]

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)

[19]

TOTAL SECTION D: 40

SECTION E

QUESTION 8

8.1
- Schedule the meeting
- Invite the relevant person/s
- Start the meeting on time
- Control the meeting
- Determine the amount of time to allocate to each topic
- Be impartial
- Do not dominate the meeting (Any 2 × 1) (2)

8.2 Special meeting (1)

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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)

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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

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