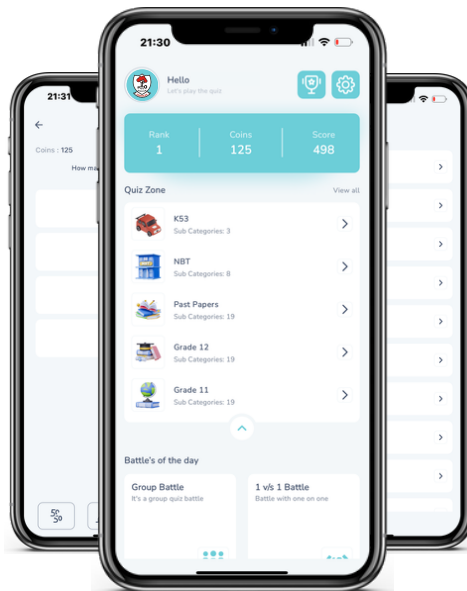




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GRADE12

CONSUMER STUDIES

NOVEMBER 2021

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 19 pages.

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1	1.1.1	B✓	<i>Remembering, easy (Focus, p.157, Successful, p.173)</i>	(1)
	1.1.2	C✓	<i>Remembering, easy (Focus, p.158-159, Successful, p.175)</i>	(1)
	1.1.3	B✓	<i>Remembering, easy (Focus, p.167, Successful, p.185)</i>	(1)
	1.1.4	D✓	<i>Understanding, easy (Focus, p.170, Successful, p.193)</i>	(1)
	1.1.5	A✓	<i>Remembering, easy (Focus, p.166, Successful, p.184)</i>	(1)
	1.1.6	A✓	<i>Remembering, easy (Focus, p.72; Successful, p.79, 80)</i>	(1)
	1.1.7	D✓	<i>Understanding, moderate (Focus, p. 89, Successful, p.103)</i>	(1)
	1.1.8	B✓	<i>Remembering, easy (Focus, p.98; Successful, p.118)</i>	(1)
	1.1.9	C✓	<i>Remembering, easy (Focus, p.71; Successful, p.77)</i>	(1)
	1.1.10	B✓	<i>Understanding, easy (Focus, p.103; Successful, p.123)</i>	(1)
	1.1.11	D✓	<i>Understanding, easy (Focus, p.49; Successful, p.53)</i>	(1)
	1.1.12	A✓	<i>Remembering, easy (Focus, p.54; Successful, p.57)</i>	(1)
	1.1.13	C✓	<i>Remembering, easy (Focus, p.148; Successful, p.162)</i>	(1)
	1.1.14	D✓	<i>Remembering, easy (Focus, p.118; Successful, p.137)</i>	(1)
	1.1.15	C✓	<i>Remembering, easy (Focus, p.120; Successful, p.139)</i>	(1)
	1.1.16	A✓	<i>Remembering, easy (Focus, p.40; Successful, p. 42)</i>	(1)
	1.1.17	C✓	<i>Remembering, easy (Focus, p. 35; Successful, p.35)</i>	(1)
	1.1.18	A✓	<i>Understanding, moderate (Focus, p.13; Successful, p.19)</i>	(1)
	1.1.19	B✓	<i>Understanding, moderate (Focus, p.37; Successful, p.39)</i>	(1)
	1.1.20	D✓	<i>Understanding, easy (Focus, p.10; Successful, p.17)</i>	(1)

1.2	B✓			
	E✓			
	G✓			
	H✓		(Any order)	(4)
Remembering, easy (Focus, p.121; Successful, p.138)				
1.3	1.3.1	F✓		
	1.3.2	C✓		
	1.3.3	E✓		
	1.3.4	A✓		(4)
Understanding, moderate (Focus, p.12-18; Successful, p.21-22)				
1.4	1.4.1	D✓		
	1.4.2	G✓		
	1.4.3	A✓		
	1.4.4	E✓		(4)
Understanding, moderate (Focus, p.92-94; Successful, p.113-114)				
1.5	1.5.1	Exemption clause✓	(Focus, p.156; Successful, p.173)	
	1.5.2	Phishing/ scam✓	(Focus, p.159; Successful, p.177)	
	1.5.3	Grey goods/ Parallel imports✓	(Focus, p.158 ; Successful, p.176)	
	1.5.4	Unfair business practice✓	(Focus, p.157; Successful, p.174)	(4)
Understanding, moderate				
1.6	B✓			
	C✓			
	E✓			
	G✓		(Any order)	(4)
Analysing, difficult (Grade 11)				
				[40]
TOTAL SECTION A:				40

SECTION B: LONG QUESTIONS**QUESTION 2: THE CONSUMER**

2.1 Name the document that is a legal agreement between two or more parties.

Contract✓

Remembering, easy (Focus, p. 155; Successful, p. 169)

(1)

2.2 Give TWO examples of fossil fuels as a form of energy.

- Coal✓¹
- Oil/ paraffin/ kerosene✓²
- Natural Gas/ Gas✓³

Remembering, easy (Focus, p. 169-170; Successful, p. 190)

(Any 2) (2)

2.3 Define the term *repo rate*.

The interest rate at which the commercial banks✓¹ can borrow money from the Reserve bank.✓²

OR

The base✓³ of the interest rate calculations by the South African Reserve Bank✓⁴ Repurchase Rate (repo rate).

Remembering, easy (Focus, p. 166; Successful, p. 184)

(2)

2.4 State THREE ways in which consumers can save electricity when using household lights.

- Switch lights off when not in use.✓¹
- Use bulbs with lower wattage where possible/ use less bulbs with higher wattage.✓²
- Replace conventional light bulbs with energy saving/ compact-florescent lamps (CFL)/ LED lights.✓³
- Use low energy/ energy saving lamps/ sensors/ A energy rating bulbs.✓⁴
- Solar lights in the home/ garden.✓⁵

Remembering, easy (Focus, p. 173; Successful, p. 192)

(Any 3) (3)

2.5 2.5.1 Name who should pay provisional tax.

Taxpayers whose income is not fixed/ taxpayers with an irregular income/ people with income other than a regular salary/ farmers/ business owners.✓

Applying, moderate (Focus, p. 163; Successful, p. 181)

(1)

2.5.2 Explain how provisional tax is paid to SARS.

- Provisional tax is paid in the form of two payments/ twice a year✓¹ from income received during the first year (instead of in the form of a single large sum after the end of the year).
- Tax is paid twice a year based on the estimated✓² taxable income.

(2)

*Understanding, moderate (Focus, p.163; Successful, p.181)***2.6 2.6.1 Identify the type of club described above.**

Stokvel/ community based savings club✓

(1)

*Understanding, easy (Focus, p.161-165; Successful, p.177)***2.6.2 State THREE requirements that Siyabuthana must meet in order for them to be a legal club.**

- All the members must know how much✓¹ money everyone will invest how✓² the money will be invested and who will manage✓³ the money.
- All members must agree on the risks they are prepared to take.✓⁴
- All contributions must be made to a common fund.✓⁵
- All members must benefit from the club.✓⁶
- Due date for payment of monthly contributions should be agreed upon.✓⁷
- All members must know how often meetings will be held.✓⁸
- All members must know how often pay outs will be made✓⁹ and when it will be a specific member's turn to benefit from the money.✓¹⁰

(Any 3)

(3)

*Understanding, moderate (Focus, p.161-162; Successful, p.178)***2.7 Advise the community on how to use the following effectively to save water:****2.7.1 Taps**

- Make sure that there are no dripping taps/ fix dripping taps/ leaks.✓¹
- Fit tap aerators as these reduce the water flow by 50 –70%.✓²
- Turn off the water while brushing your teeth/ rinsing clothes/ washing dishes/ washing hands.✓³
- Put a bucket under a leaking tap and use the water for other purposes.✓⁴
- Use a cup or a glass when drinking water, do not drink from a running tap.✓⁵
- Use sensor taps.✓⁶

(Any 3)

(3)

Understanding, easy (Focus, p.180; Successful, p.199)

2.7.2 Toilets

- Place a plastic bottle filled with water/ a brick into the cistern to reduce the amount of water per flush.✓¹
- Make sure that the toilet/ cistern/ pipes does/ do not leak.✓²
- Lift the handle after flushing the liquids to reduce the amount of water flushed.✓³
- Use water from the bath/ shower/ washing machines/ swimming pools to flush the toilet.✓⁴
- Install a dual flush system.✓⁵
- Flush only when necessary.✓⁶

(Any 3) (3)

*Understanding, easy (Focus, p.180; Successful, p.199)***2.8 2.8.1 Define the term scam.**

A scam is a false and fraudulent business deal✓¹ that is often linked to organised crime.✓²

OR

A scam is a dishonest scheme✓³ that usually involves an unsuspecting consumer who is cheated into paying an excessive price/ amount for goods or services.✓⁴

(2)

*Remembering, easy (Focus, p.159; Successful, p.176-177)***2.8.2 Identify and explain THREE warning signs that indicate this is a scam.**

- It is an online designer clothing store/ has no name/ address/ website✓¹ that may not exist/ cannot be researched.✓²
- A certified ID copy✓³ which could be used for identity theft.✓⁴
- WhatsApp is used as a communication method✓⁵ it is an unofficial communication platform for job applications.✓⁶
- Deposit of R250 through instant money/ cash send/ e-wallet✓⁷ there will not be a trace of the money trail if this given contact number is discarded.✓⁸
- The first 30 potential models to respond receive a full cash back✓⁹ there may not be a cash back given to anyone/ fraudster(s) may disappear with the money.✓¹⁰
- Banking details✓¹¹ may be used to steal money✓¹² from applicants.

(Any 3 x 2) (6)

Applying, moderate (Focus, p.159; Successful, p.176-177; Newspaper article)

2.9 Discuss how the lack of refuse removal will have a negative impact on a community.

- If refuse is not removed/collected regularly, it will contribute to the creation of an unhealthy environment/ causing diseases✓¹ more pests/ flies/ rodents/ micro-organisms/ unsightly/ bad smell.✓²
- It creates an unsafe✓³ living environment because people/ animals can scratch through the rubbish.✓⁴
- It can be a physical danger to children.✓⁵
- Poor refuse removal services will make it difficult to attract business/ industry/ tourists to an area✓⁶ and will limit job opportunities✓⁷ for residents and impact negatively on the economy.✓⁸
- It may have a negative effect on the morale of the community.✓⁹
- It can cause water/ soil pollution. ✓¹⁰
- Plastic lying around may be dangerous to animals.✓¹¹
- The property in the area will lose value✓¹² due to the lack of service delivery.
- Lack of service delivery may lead to protest action.✓¹³
- Uncollected refuse might end up in storm water drains causing flooding.✓¹⁴

(Any 3) (3)

Applying, moderate (Focus, p.182-183; Successful, p.203)

2.10 Write a paragraph to justify the increase in food prices from 2019 to 2020.

Inflation✓¹ caused the prices of goods and services to increase. As wages go up the cost of labour increases/ and the salary bill will increase.✓² Production costs and the price of raw material increase✓³ and these increases are passed on to the consumer. The cost of petrol/ diesel has increased✓⁴ thus increasing the transport cost of the items.✓⁵ Electricity prices increased over the years,✓⁶ which resulted in increases in production costs✓⁷ of food which led to an increase in basic retail prices.✓⁸ Certain retail outlets inflated their food prices during the hard-national lockdown.✓⁹ Limited stock of certain food items led to price increases.✓¹⁰ Reduced production of food items led to price increase.✓¹¹ Drought✓¹² in certain parts of the country lead to an increase in food prices.

(Any 8) (8)

Analysing, difficult (Focus, p.166-168; Successful, p.184-185)

NOTE: Deduct ONE mark if the answer is not written in paragraph format.

[40]

QUESTION 3: FOOD AND NUTRITION**3.1 Define the term *food additives*.**

Food additives are natural/ chemical substances/ ingredients✓¹ intentionally added to food products during processing/ production process to perform specific functions.✓²

OR

Food additives are substances/ ingredients✓³ added to food to preserve/ improve their flavour/ texture/ appearance.✓⁴

(2)

Remembering, easy (Focus, p.92; Successful, p.110)

3.2 State the cause of Type 1 diabetes.

- The pancreas cells are damaged/ unable✓¹ to produce insulin.✓²
- There is genetic/ hereditary✓³ component.

(Any 2)

(2)

Remembering, easy (Focus, p.72; Successful, p.80)

3.3 Name THREE ways in which *E. coli* is transmitted in the food environment.

- Eating/ drinking contaminated food.✓¹
- Eating undercooked meat.✓²
- Using unpasteurised (raw) milk.✓³
- Eating vegetables contaminated through animal faeces.✓⁴
- Drinking contaminated water.✓⁵
- Rinsing food with contaminated water.✓⁶
- Not washing hands properly after going to the toilet/ before handling food.✓⁷
- Cross-contamination/ apparatus not washed properly.✓⁸

(Any 3)

(3)

Remembering, easy (Focus, p.90; Successful, p.106)

3.4 Discuss the benefits on the natural environment when producing organically grown foods.

- Soil quality is improved.✓¹
- Water supply is improved as it remains cleaner because there is no runoff of poisonous chemicals/ ground water is kept free of chemicals.✓²
- There is no/ less environmental pollution/ reduced carbon footprint.✓³
- Environmentally friendly practices such as crop rotation/ not using chemical fertilizers/ only using natural fertilizers/ manure are used in order to sustain the environment.✓⁴
- Less fuel✓⁵ is used as little/ no fuel is used to manufacture organic fertilizers.✓⁶

(Any 4)

(4)

Understanding, difficult (Focus, p.104; Successful, p.125)

3.5 Explain how the THREE nutrients in the foods listed below will assist in preventing osteoporosis.

- Calcium^{✓1} in milk/ bones of the fish will strengthen the bones/ increase bone density.^{✓2}
- Phosphorus^{✓3} in the milk will strengthen the bones/ assist with the absorption of calcium.^{✓4}
- The vitamin D^{✓5} in the milk/ canned fish will assist with the absorption of calcium.^{✓6}
- Protein^{✓7} in fish/ milk assist with connective tissue/ collagen synthesis.^{✓8}

(Any 3x2) (6)

Understanding, moderate (Focus, p.76; Successful, p.90)

NOTE: Strengthen the bones can only be awarded a mark once.

3.6 Use the table to compare the dietary related conditions hypoglycaemia and hyperglycaemia with reference to the following aspects.

	ASPECT	HYPOGLYCAEMIA	HYPERGLYCAEMIA
3.6.1	Blood glucose levels	Low [✓] (1)	High [✓] (1)
3.6.2	Causes	<ul style="list-style-type: none"> • Skipping meals/ irregular eating^{✓1} • Over exercising^{✓2} • Eating high GI foods on their own^{✓3} • Pancreas produces too much insulin^{✓4} (Any 2) (2)	<ul style="list-style-type: none"> • Diabetes/ sugar builds up in the blood instead of being converted into energy^{✓1} • Eating a large amount of high GI food in one meal^{✓2} (2)

(6)

Remembering, moderate (Focus, p.71; Successful, p.78-79)

NOTE: A mark must be deducted if the answer is not written in a table format.

3.7 State FOUR ways in which food irradiation increases the shelf life of food.

- It delays the ripening of fruit.^{✓1}
- Controls the sprouting of onions/ garlic/ potatoes.^{✓2}
- Delays the greening of potatoes.^{✓3}
- It destroys insects infecting cereals.^{✓4}
- Processed meat needs fewer preservatives when processed.^{✓5}
- It destroys/ deactivate Salmonella/ pathogenic bacteria/ harmful organisms.^{✓6}
- Destroys insects in or on tropical fruit that is imported or exported.^{✓7}

(Any 4) (4)

Understanding, moderate (Focus, p.105; Successful, p.127)

3.8 Explain how food security was ensured by the government and communities during the 2020 national lockdown.

- The shops remained opened✓¹ so that people could have access to buy food every day.✓²
- People who were unemployed were given social grant relief/ R350.00✓³ to purchase food✓⁴ and other social grants were increased and expanded✓⁵ so that people could purchase basic foods.
- People who were retrenched or not earning a salary received UIF/TERS✓⁶ so that they could continue to purchase food.
- Food parcels/ donations✓⁷ were issued by the government/ schools/ NGOs/ churches/ communities.
- School feeding schemes/ nutritional programmes continued during the closure of schools.✓⁸
- Neighbours/ communities started supporting one another with food.✓⁹
- Community members started their own vegetable gardens.✓¹⁰
- Farmers continued farming even during the national lockdown.✓¹¹

(Any 5) (5)

*Applying, moderate (Focus, p.106-107; Successful, p.128-129)***3.9 Analyse the suitability of the food items in the meal plan for a diabetic.**

- Plain low fat yoghurt contains very little sugar/ carbohydrates/ fat✓¹ which will not increase blood glucose levels.✓²
- Green leafy vegetables are very low in carbohydrates✓³ which help to assist with the regulation of blood glucose levels.✓⁴
- Brown rice has a low GI✓⁵ and is rich in fibre✓⁶ which improves carbohydrate metabolism✓⁷ because glucose is released slowly into the blood.✓⁸ This provides a steady supply of glucose instead of a sudden energy rush.✓⁹
- Diabetes is a risk factor for coronary heart disease.✓¹⁰ Red meat is high in saturated fat/ LDL (low density lipoproteins)✓¹¹ which increases the risk of heart disease/ stroke.✓¹²
- Ice cream is high in sugar/ high GI,✓¹³ which will rapidly increase/ spike the blood glucose levels.✓¹⁴

(Any 7)

Conclusion: The meal plan is suitable✓¹⁵ as most food items are low GI/ rich in fibre and helps to regulate blood glucose levels. (1) (8)

*Analysing, difficult (Focus, p.72-73; Successful, p.82-83)***[40]**

QUESTION 4: CLOTHING

4.1 Explain the term *fashion fad*.

- A style that catches on amongst a (large) group of people^{✓1} with great enthusiasm and then disappears very quickly.^{✓2}

OR

- Something that has high demand^{✓3} but lasts for a very short time/ has a very short lifespan/ one season.^{✓4}

(2)

Remembering, easy (Focus, p.49; Successful, p.51)

4.2 Give THREE guidelines to consider when buying shoes for the world of work.

- Buy good quality (leather/ suede)/ long lasting shoes.^{✓1}
- Choose classic style shoes/ shoes with clean, simple lines.^{✓2}
- Choose comfortable shoes/ well fitting.^{✓3}
- Buy shoes that can match with garments in your wardrobe/ neutral colours are more versatile.^{✓4}
- Shoes should be the same colour/ darker than trousers/ hemline of skirts/ dresses and should blend with the colour of the belt.^{✓5}
- Suitable for the working environment/ type of work.^{✓6}

(Any 3)

(3)

Remembering, easy (Focus, p.55; Successful, p.62)

4.3 4.3.1 Name TWO stages in the fashion cycle that cloth/fabric masks have been through since March 2020.

- The beginning/ launch/ introduction^{✓1}
- The rise^{✓2}
- The peak^{✓3}

(Any 2)

(2)

Understanding, easy (Focus, p.49-50; Successful, p.50)

**4.3.2 Explain each of the stages mentioned in QUESTION 4.3.1
The beginning/ launch/ introduction**

- Face masks were introduced.✓¹
- Few people/ celebrities/ leaders (Ministers/ President) started wearing face masks.✓²
- Expensive.✓³
- Limited stock is available.✓⁴ (Any 2)

The rise

- Face masks gained popularity/ necessity.✓⁵
- More and more people accepted wearing face masks.✓⁶
- Masks became more available to consumers.✓⁷ (Any 2)

The peak

- Face masks were produced in growing numbers/ mass produced.✓⁸
- Face masks reached the height in popularity/ all people wore them as it is compulsory/ mandatory.✓⁹
- Face masks became available in shops/ from street vendors.✓¹⁰
- Price decreased/ cheaper/ more affordable.✓¹¹
- Huge variety is available.✓¹² (Any 2) (4)

NOTE: Learners can write on any two stages
Applying, moderate (Focus, p.49-50; Successful, p.50)

4.4 Discuss the versatility of the blazer as an item of clothing to wear to work.

- It can be mixed and matched✓¹ with different colour shirts/ pants/ skirts/ dresses/ tie.✓²
- It can be worn in all seasons.✓³
- It can be worn with casual/ formal pants/ skirts/ dresses/ shirts/ blouses.✓⁴
- It can be worn with black/ brown/ navy blue shoes.✓⁵
- The simplicity of the blazer makes it suitable to be worn professionally or casually.✓⁶
- It is a classic✓⁷ item that could be worn for many years/ with different fashions.✓⁸ (Any 5) (5)

Applying, moderate (Focus, p.57-59; Successful, p.64-65)

4.5 Discuss how reusing clothing items contributes to a sustainable environment.

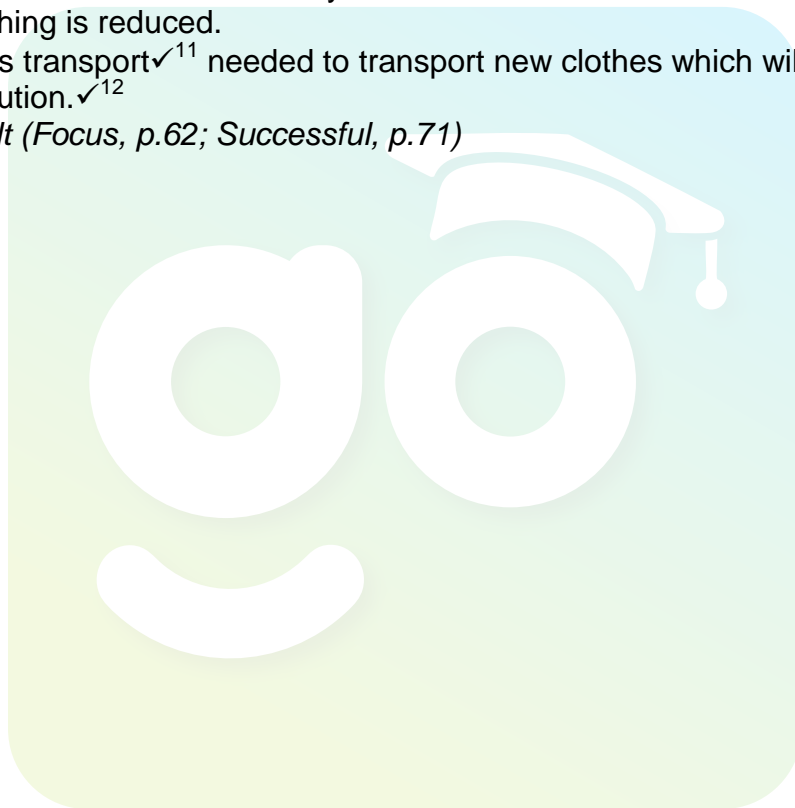
- Reusing clothes means new clothing/ fabrics/ textiles do not have to be produced✓¹ as fewer new garments will be made.✓² This ensures that less natural resources need to be used✓³ as fabrics/ garments are reused.
- There is less harm to the environment/ it is environmentally friendly✓⁴ as fewer discarded textiles end up in landfills✓⁵ and this reduces the carbon footprint.
- Less chemicals/ dyes/ bleaches are used as less new clothes will be manufactured.✓⁶ This will decrease soil pollution✓⁷ and water pollution.✓⁸
- Less water✓⁹ and electricity✓¹⁰ are used as the manufacturing of new clothing is reduced.
- Less transport✓¹¹ needed to transport new clothes which will reduce air pollution.✓¹²

(Any 4)

(4)

Analysing, difficult (Focus, p.62; Successful, p.71)

[20]



QUESTION 5: HOUSING AND INTERIOR**5.1 Name THREE expenses that are paid using the levy.**

- Pay wages and salaries of staff that work for the complex.✓¹
- Maintain the buildings/ common areas.✓²
- Paying water for the common areas.✓³
- Paying electricity for the common areas.✓⁴
- Pay rates and taxes (for the complex).✓⁵
- Pay insurance (for the complex).✓⁶
- Accidents or damages to the property/ complex.✓⁷
- Safety and security✓⁸ (of the complex).

(Any 3) (3)

*Remembering, easy (Focus, p.122; Successful, p.140)***5.2 Redraw the table below and explain the advantages of buying and renting a property under the following headings:**

	5.2.1 OWNERSHIP	5.2.2 INVESTMENTS
Buying	Become the owner of the property.✓ ¹ (1)	Sound investment/ accumulate wealth/ value of property increases/ can be left to the children.✓ ³ (1)
Renting	Not the owner of the property therefore there is less responsibility/ maintenance/ fewer monthly expenses/ easier to move.✓ ² (1)	It is cheaper to rent as there are fewer monthly expenses and the money saved can be invested.✓ ⁴ (1)

(4)

*Remembering, easy (Focus, p.118, 122; Successful, p.137, 140)***NOTE:** A mark must be deducted if the answer is not written in a table format.**5.3 5.3.1 Identify the stove that uses the most non-human energy.**

Stove A✓

(1)

*Understanding, easy (Focus, p.139; Successful, p.160)***5.3.2 Give a reason for the answer in 5.3.1**

Stove A uses both gas and electricity,✓ while stove B only uses gas.

(1)

Understanding, easy (Focus, p.139; Successful, p.160)

5.3.3 Explain why stove B will be most suitable choice.

- Gas cooks fast/ provides instant heat and will save time.✓¹
- It can be used during load shedding.✓²
- The whole stove use gas and this will save electricity✓³ and cost as gas is cheaper✓⁴ than electricity. (Any 3) (3)

Understanding, moderate (Focus, p.134,136; Successful, p.160)

5.3.4 Calculate the total price of the stove B if it is bought on an instalment sale transaction. Show ALL calculations

$$\begin{aligned} R\ 400,00 \times 24 \checkmark^1 &= R9600 + R395 \checkmark^2 \text{ (deposit)} \\ &= R9\ 995,00 \checkmark^3 \end{aligned}$$

OR

$$\begin{aligned} R395 \checkmark^4 + (R400,00 \times 24) \checkmark^5 \\ R395 + R9\ 600,00 \\ = R9\ 995,00 \checkmark^6 \end{aligned} \quad (3)$$

Applying, moderate (Focus, p.148; Successful, p.162)

5.4 Explain the possible financial impact of the 2020 national lockdown on property landlords.**Landlords:**

- Tenants could not have been evicted if they could not pay the rental.✓¹
- Lost income from the rental properties✓² if tenants could not pay the rent.
- It could have been difficult to get new tenants✓³ if tenants moved out.
- Some tenants could have left to live with family members and properties could have been left without supervision.✓⁴ This could have resulted in vandalism,✓⁵ leading to unforeseen expenditure to fix damages.✓⁶
- Landlords could have been forced to reduce the rental amount✓⁷ to attract new tenants.✓⁸
- Landlords might not have been able to pay rates and taxes/ maintenance.✓⁹
- Landlords may not have been able to afford property bonds/home loans✓¹⁰ and asked for payment deferral/ holidays resulting in more debt /interest on bond payments.✓¹¹
- They may have to sell the property at reduced/ below market value prices✓¹² and suffer a loss on the original property purchase/ market value price.✓¹³
- Interest rates were lowered which resulted in lower bond repayments✓¹⁴ which could lead to paying off the bond quicker.✓¹⁵ (Any 5) (5)

Analysing, difficult (Statement)

[20]

QUESTION 6: ENTREPRENEURSHIP**6.1 Define the term *mark-up*.**

The amount/ percentage^{✓1} added to the cost price of goods to cover overhead expenses/ running costs^{✓2} and still leave money for profit.^{✓3}

(Any 2) (2)

Remembering, moderate (Focus, p.37; Successful, p.39)

6.2 Explain why the hygiene of workers is very important in a work environment.

- Regular washing of hands prevents the spread of possible diseases.^{✓1}
- Hygiene is very important so that workers are safe and healthy whilst working.^{✓2}
- Healthy workers reduce absenteeism/ ensures continuous productivity.^{✓3}
- Hygiene ensures cleanliness in the workplace which prevents contamination by micro-organisms in a food environment/ keeps thread and fabric clean.^{✓4}
- To ensure that the products being manufactured are safe and healthy for consumers.^{✓5}
- Hygiene of an individual is also important so that other colleagues are not affected by poor hygiene.^{✓6}

(Any 3) (3)

Understanding, moderate (Focus, p.18; Successful, p.22)

6.3 Explain how regular/ routine maintenance of equipment would benefit any business.

- Prevent unexpected breakdowns during production.^{✓1}
- Ensure the continuous production flow.^{✓2}
- Reduces repairs and unscheduled maintenance.^{✓3}
- Regular maintenance is cheaper than corrective maintenance.^{✓4}
- Will prevent a loss of income.^{✓5}
- The lifespan of the equipment will be much longer.^{✓6}
- Can prevent accidents in the work place.^{✓7}

(Any 3) (3)

Applying, moderate (Focus, p.25; Successful, p.25)

Understanding, moderate (Focus, p.19; Successful, p.23)

6.4 Explain the purpose of stock control in a business.

- To ensure that the business does not overstock✓¹ as more storage space might be needed✓² and stock might get damaged/ spoiled.✓³
- To prevent cash flow problems due to money tied up in stock.✓⁴
- To prevent theft or stealing of stock.✓⁵
- Production will not stop because of a shortage of raw materials/ no shortage of raw materials.✓⁶
- To ensure that the right quantity/ quality of raw materials are purchased.✓⁷
- To reduce waste/ loss of income.✓⁸
- To minimize the cost of storing final/ end products.✓⁹ (Any 3) (3)

6.5 6.5.1 Explain how his business came into existence.

- He saved a bit of money to buy fresh flowers.✓¹
- Khanye admired beautiful flowers.✓²
- He started making flower arrangements for his place of worship.✓³ (Any 2) (2)

Remembering, easy (Focus, p.7-8; Successful, p.10-11; Scenario)

6.5.2 Identify Khanye's target market.

- Congregants✓¹
- People organising weddings/ parties/ event planners✓²
- Gift shops✓³ (Any 2) (2)

Remembering, easy (Focus, p.34; Successful, p.11; Scenario)

6.5.3 Discuss the following factors that contributed to the success of Khanye's business:**(a) Financial resources**

He used his savings (finance)✓¹ to buy flowers when he started the business and he does not have to pay rent.✓² (2)

(b) Available workspace

He used his mother's dining room✓³ for arranging the flowers and the garden to grow greenery.✓⁴ (2)

Applying, easy (Focus, p.35-36; Successful, p.18, Scenario)

6.5.4 Give the benefits of training the unemployed neighbour.

- It created a job opportunity/ income for the neighbour.✓¹
- It is cheaper to train the neighbour than to hire a professional florist.✓²
- It improved the quality of work/ flower arrangements.✓³
- It created increased productivity.✓⁴
- The neighbour can work independently/ improved the skills.✓⁵
- It helped to reduce waste of flowers/ packaging materials.✓⁶
- It improved worker /neighbour's morale/ job satisfaction/ motivated the neighbour.✓⁷ (feel better about himself)

(Any 3) (3)

*Remembering, easy (Focus, p.25; Successful, p.26)***6.5.5 Explain why his business is appealing to his customers.**

- Khanye always keeps up to date with flower arrangement trends✓¹ thus remain relevant/ fashionable/ trendy.✓²
- He arranges the flowers exactly as his customers wants them✓³ thus creating customer satisfaction/ meet customers' needs.✓⁴
- The flowers were always fresh✓⁵ as he sourced them from a local farmer.✓⁶
- The flowers are delivered early on weekends✓⁷ thus customers do not have to spend money/ transport costs on collection/ convenient for customers.✓⁸
- He uses a variety of attractive packaging.✓⁹
- Biodegradable packaging is eco-friendly✓¹⁰

(Any 6) (6)

*Applying, moderate (Focus, p.13; Successful, p.20; Scenario)***6.5.6 Give reasons for each of the following:****(a) Consistent profitability throughout the year.**

- Places of worship/ congregants buy flowers throughout the year.✓¹
- Weddings/ parties happen throughout the year.✓²
- Gift shops operate throughout the year.✓³

(Any 2) (2)

(b) Drastic increase in profitability at certain times of the year.

- On Mother's Day/ Valentine's day people normally buys more flowers for their loved ones.✓¹
- He had a contract with gift shops to provide flowers.✓²
- There are more weddings/ parties at the end of the year.✓³

(Any 2) (2)

Applying, moderate (Focus, p.35; Successful, p.34; Scenario)

6.5.7 Justify the following statement

Khanye is a responsible consumer.

- Khanye uses/ reuses leaves from the flowers as compost✓¹ thus reducing waste.✓²
- He buys flowers from an organic farm✓³ thus contributing to sustainable consumption/ protecting the environment.✓⁴
- He uses bamboo strings✓⁵ that are eco-friendly/ do not require pesticides/ herbicides/ do not pollute the soil.✓⁶
- He plants his own greenery✓⁷ and buys flowers locally✓⁸ reducing the need for transportation that causes pollution/ contribute to the carbon footprint.✓⁹
- Khanye uses biodegradable packaging✓¹⁰ that does not harm the environment.✓¹¹

(Any 8)

(8)

Analysing, difficult (Focus, p.28; Successful, p.26; Scenario)

[40]

TOTAL SECTION B:
GRAND TOTAL:

160
200