



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

CONSUMER STUDIES

NOVEMBER 2023

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 21 pages.

SECTION A: SHORT QUESTIONS**QUESTION 1**

| | | | | |
|-----|--------|----|--|-----|
| 1.1 | 1.1.1 | B✓ | <i>Remembering, easy (Focus, p.167; Successful, p.185)</i> | (1) |
| | 1.1.2 | A✓ | <i>Remembering, easy (Focus, p.163; Successful, p.181)</i> | (1) |
| | 1.1.3 | C✓ | <i>Remembering, easy (Focus, p.169; Successful, p.190)</i> | (1) |
| | 1.1.4 | D✓ | <i>Understanding, moderate (Focus, p.162; Successful, p.179)</i> | (1) |
| | 1.1.5 | A✓ | <i>Remembering, easy (Focus, p.164-165; Successful, p.181)</i> | (1) |
| | 1.1.6 | D✓ | <i>Remembering, easy (Focus, p.89; Successful, p.103)</i> | (1) |
| | 1.1.7 | D✓ | <i>Understanding, easy (Focus, p.97; Successful, p.117)</i> | (1) |
| | 1.1.8 | C✓ | <i>Remembering, easy (Focus, p.95; Successful, p.113)</i> | (1) |
| | 1.1.9 | A✓ | <i>Remembering, easy (Focus, p.80; Successful, p.93)</i> | (1) |
| | 1.1.10 | B✓ | <i>Remembering, easy (Focus, p.105; Successful, p.127)</i> | (1) |
| | 1.1.11 | A✓ | <i>Applying, moderate (Grade 11)</i> | (1) |
| | 1.1.12 | C✓ | <i>Understanding, moderate (Focus, p.64; Successful, p.72)</i> | (1) |
| | 1.1.13 | B✓ | <i>Understanding, moderate (Focus, p.51; Successful, p.54)</i> | (1) |
| | 1.1.14 | A✓ | <i>Remembering, easy (Focus, p.148; Successful, p.162)</i> | (1) |
| | 1.1.15 | D✓ | <i>Understanding, easy (Focus, p.122; Successful, p.140)</i> | (1) |
| | 1.1.16 | C✓ | <i>Understanding, easy (Focus, p.19; Successful, p.23)</i> | (1) |
| | 1.1.17 | A✓ | <i>Remembering, easy (Focus, p.31; Successful, p.30)</i> | (1) |
| | 1.1.18 | B✓ | <i>Understanding, moderate (Focus, p.13; Successful, p.20)</i> | (1) |
| | 1.1.19 | D✓ | <i>Applying, easy (Focus, p.35; Successful, p.34)</i> | (1) |
| | 1.1.20 | C✓ | <i>Applying, moderate (Focus, p.27; Successful, p.26)</i> | (1) |

| | | | | |
|-----|----------------------------------|--|---|-----------------|
| 1.2 | 1.2.1 | Stokvel✓ | <i>Understanding, moderate (Focus, p.161- 162; Successful, p.177-178)</i> | |
| | 1.2.2 | Unfair business practice✓ | <i>Understanding, moderate (Focus,p.157; Successful, p.174)</i> | |
| | 1.2.3 | Exemption clause✓ | <i>Understanding, moderate (Focus, p.156; Successful, p.173)</i> | |
| | 1.2.4 | Cooling-off (period)✓ | <i>Understanding, moderate (Focus, p.157; Successful, p.173)</i> | |
| | 1.2.5 | Multi-level marketing/ Tiered level/ Legal pyramid scheme✓ | <i>Understanding, moderate (Focus, p.162; Successful, p.179)</i> | |
| | 1.2.6 | Grey goods/ parallel imports✓ | <i>Understanding, moderate (Focus,p.158; Successful, p.176)</i> | (6) |
| 1.3 | 1.3.1 | C✓ | <i>Remembering, moderate (Focus, p.125; Successful, p.142)</i> | (1) |
| | 1.3.2 | F✓ | <i>Remembering, moderate (Focus, p118; Successful, p.137)</i> | (1) |
| | 1.3.3 | A✓ | <i>Remembering, moderate (Focus, p.125; Successful, p.142)</i> | (1) |
| 1.4 | A✓ D✓ E✓ G✓ I ✓ | | | (Any order) (5) |
| | | | <i>Understanding, moderate (Focus, p.29-34; Successful, p.28-33)</i> | |
| 1.5 | A✓ C✓ D✓ G✓ I✓ K✓ | | | (Any order) (6) |
| | | | <i>Applying, moderate (Focus, p.106-107; Successful, p.128-131)</i> | |

[40]

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

2.1 **Name the document that promises to repair, replace or refund appliances by the seller or the manufacturer after being bought.**

Warranty/ guarantee✓

Remembering, easy (Focus, p.158; Successful, p.175)

(1)

2.2 **List the municipal services that a homeowner or household must pay for.**

- Water✓¹
- Electricity✓²
- Sewerage/ sanitation✓³
- Refuse removal✓⁴

(Any 3)

(3)

Remembering, easy (Focus, p.183; Successful, p.203-205)

2.3 **Name THREE ways of saving water when using a washing machine.**

- Use the appropriate water level/ use just enough water for the amount of washing.✓¹
- Wash full loads of washing.✓²
- Clean the washing machine filter regularly.✓³
- Use high efficiency washing machines.✓⁴
- Use front loaders instead of top loader washing machines.✓⁵
- Use an economical/ correct program possible.✓⁶
- Check for leaks at hose connections.✓⁷
- Grey water from the washing machine can be reused to water the garden/ flush the toilet/ water from a twin tub can be reused to wash another load of washing.✓⁸

(Any 3)

(3)

Remembering, easy (Focus, p.181; Successful, p.158, 199)

2.4 State FOUR ways of saving electricity when cooking.

- Plan meals beforehand/ cook more than one meal at a time to make best use of the stove.✓¹
 - Avoid cooking at peak times/ 17:00-20:00✓² to avoid power surges.
 - Use a microwave oven/ convection oven/ induction plate/ pressure cooker/ air fryer/ instant pot as they use less electricity than a stove/ has a shorter cooking time/ use a gas/ paraffin/ primus stove.✓³
 - Match the size of the saucepan with the size of the stove plate.✓⁴
 - Switch stove plates/ oven off before cooking is completed, allowing cooking to complete at a lower heat.✓⁵
 - Once the food has boiled, reduce the heat and it will continue to cook.✓⁶
 - Keep oven door closed until cooking is complete.✓⁷
 - Use a hot box/ wonderbag to complete the cooking process.✓⁸
 - Make one pot meals/ cook more than one dish in the oven when hot.✓⁹
 - Use a kettle to boil water as this uses 50% less electricity than heating in a pot on the stove/ only boil the amount needed.✓¹⁰
 - Cut food into smaller pieces as they will cook quicker.✓¹¹
 - Check if the rubber seal on the oven door is intact/ not to lose heat during the cooking process/ keep appliances well maintained and clean to ensure they run efficiently.✓¹²
- (Any 4) (4)

Understanding, easy (Focus, p.174; Successful, p.193)

2.5 2.5.1 Name TWO practices that most scams have in common.

- Stealing✓¹ money/ no goods or services received.
 - (Stealing) of personal information/ banking details✓² from an unsuspecting consumers.
 - Pressurising consumers to act immediately.✓³
 - Impersonating/ acting as genuine businesses.✓⁴
 - Use of technology.✓⁵
- (Any 2) (2)

Understanding, easy (Focus, p.159; Successful, p.176-177)

2.5.2 Explain how consumers can protect themselves from online scams.

- Guard against 'work from home' scams that promises a lot of money.✓¹
- Do not purchase/ pay for something before you can start working for an apparent company.✓²
- Ensure that the websites you are buying goods from are legitimate/ safe/ have security locks/ software.✓³
- Do not respond to an e-mail or SMS saying that you won a prize/ lottery.✓⁴
- Do not help anyone financially if you have to provide banking details.✓⁵
- Do not download software to clear a virus from an unreliable source/ instal/ keep anti-spam/ anti-virus software up to date on your computer.✓⁶
- Delete suspicious/ unfamiliar/ fake e-mails/ spam without opening them.✓⁷
- Do not provide banking details/ personal information/ pin/ passwords/ OTP/ CCV number online.✓⁸ Check your bank/ credit card account statements regularly.✓⁹
- Change/ choose strong passwords regularly to prevent being hacked.✓¹⁰
- If you think that you have provided financial information/ credit card numbers to a scammer, contact your financial institution/ credit card company immediately.✓¹¹

(Any 4) (4)

Remembering, moderate (Focus, p.159; Successful, p.177)

2.6 Give TWO reasons why some people pay provisional tax.

- People who pay provisional tax receive an irregular income.✓¹
- So that they will not be required to pay a large amount of tax at once.✓²
- Their income cannot be taxed on a month-to-month basis because it varies✓³ and is not guaranteed.✓⁴
- People who receive an income from more than one source.✓⁵

(Any 2) (2)

Understanding, easy (Focus, p.163; Successful, p.181)

2.7 Explain why compound interest is more expensive than simple interest.

- Compound interest is more expensive because interest is added on the principal amount/ original amount✓¹ and it is also added to interest accumulated/ interest to date.✓²
- In simple interest, interest is only charged on the principle amount.✓³

(3)

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

2.8 Describe the role that municipalities should play in helping their communities to recover from flood damage.

- Provide clean, safe, and fresh water.✓¹
- Fix any electrical problems that might have occurred during flooding.✓²
- Provide shelter for people who lost their homes in community halls/ centres.✓³
- Repair infrastructure such as potholes and sinkholes in their area that might have developed.✓⁴
- Ensure that there is proper sanitation.✓⁵
- Clean storm water drains to prevent more flooding of the streets and yards.✓⁶
- Clear/ clean debris/ litter/ rubbish/ garbage after the floods.✓⁷
- Establish fire and disaster management services to protect and rescue life.✓⁸
- Provide health service where needed.✓⁹

(Any 5) (5)

Applying, moderate (Focus, p.183; Successful, p.202)

2.9 Explain how a high consumer price index (CPI) may affect South African consumers.

- The inflation rate✓¹ is based on the CPI.
- The higher the inflation rate✓² the less a consumer can purchase with the same amount of money/ less disposable income.✓³
- All household items will increase in price✓⁴ and make them more unaffordable.✓⁵
- Some consumers may not be able to pay for their basic needs.✓⁶
- The reserve bank uses the CPI to set the interest rates✓⁷ therefore households will be paying more interest on their debt as the interest rates would be higher.✓⁸
- Some South Africans might be blacklisted✓⁹ because they cannot afford to pay their debts.✓¹⁰

(Any 5) (5)

Applying, difficult (Focus, p.167-168; Successful, p.185)

2.10 **Evaluate the impact that alternative sources of energy used by households during loadshedding may have on the environment.**

Most of the alternative sources of energy have a negative impact on the environment.✓¹ Contributes to global warming.✓²

OR

Households using solar/ renewable sources of energy do not have a negative impact on the environment.✓³ Reduces global warming.✓⁴ (Any 1)

Positive impact

Gas

- Gas is the cleanest fossil fuel.✓⁵

Inverters

- No noise pollution when it is being used.✓⁶

Solar energy

- It uses the sun,✓⁷ which is a renewable✓⁸ source of energy that is not harmful to the environment.✓⁹
- There is no noise/ air pollution✓¹⁰ while it is being generated.

Negative impact

Gas

- Households may use gas as a form of an alternative source, gas causes air pollution✓¹¹ which is harmful✓¹² to the environment.
- Gas can cause unpleasant odours✓¹³ while being used.
- Gas is a non-renewable✓¹⁴ source of energy.

Inverters/ coal/ firewood/ paraffin

- Inverters use electricity to recharge which has a large carbon footprint.✓¹⁵
- More coals need to be burnt to produce electricity.✓¹⁶
- Burning coal/ firewood/ paraffin causes air pollution✓¹⁷ as they give off carbon dioxide/ chemicals when they are being burnt.✓¹⁸
- It also gives off sulphur dioxide✓¹⁹ which is a gas that creates acid rain.✓²⁰
- They are all non-renewable✓²¹ sources of energy.
- Chopping down of trees for firewood has a negative effect on the environment.✓²²

Generators (diesel/ petrol)

- Use petrol or diesel (crude oil) which are fossil fuels that are non-renewable,✓²³ causing air pollution✓²⁴ when burnt.
- They create noise pollution✓²⁵ when generating energy. (Any 7) (8)

Analysing, difficult (Focus, p.169-170; Successful, p.190-192)

[40]

QUESTION 3: FOOD AND NUTRITION3.1 3.1.1 **Explain the following terms:****Food additives**

Natural or chemical substances^{✓1} intentionally added^{✓2} to a food product during processing or production^{✓3} to perform a specific function.^{✓4}

OR

Substances^{✓5} added to foods^{✓6} to preserve/ improve their flavour/ texture/ taste/ colour.^{✓7}

(Any 3) (3)

*Remembering, easy (Focus, p.92; Successful, p.110)*3.1.2 **Food Allergy**

A food allergy occurs when the body's immune system^{✓1} wrongfully thinks that the protein in the food is harmful^{✓2} and acts against it by building antibodies^{✓3} against the protein.^{✓4}

OR

A food allergy occurs when the body has a reaction^{✓5} caused by an allergen/ harmless substance.^{✓6}

(Any 2) (2)

*Remembering, easy (Focus, p.79; Successful, p.92)*3.2 3.2.1 **Name the functions of the following food additives:****Stabilisers**

- To improve the texture/ consistency/ body/ smoothness of food.^{✓1}
- To maintain a uniform dispersion of two or more immiscible substances.^{✓2}

(Any 1) (1)

*Remembering, easy (Focus, p.93; Successful, p.113)*3.2.2 **Anti-oxidants**

Prevents the oxidation^{✓1} of foods that can lead to rancidity,^{✓2} discolouration^{✓3} and lengthens the shelf life.^{✓4}

(Any 2) (2)

Remembering, easy (Focus, p.94; Successful, p.114)

3.3 Explain the advantages of food irradiation.

- Food irradiation destroys micro-organisms/ pathogenic bacteria/ other harmful organisms.✓¹
- It prevents food-borne diseases from harming food/ make food safer to eat.✓²
- It destroys/ deactivates organisms that cause food spoilage.✓³
- It extends the shelf-life of fruit and vegetables/ meat/ poultry can be stored for longer.✓⁴
- Irradiation delays/ controls the sprouting of onion/ garlic/ potatoes/ ripening of fruit.✓⁵
- It delays the ripening of fruit, thus reduces losses from damage during transportation/ storage.✓⁶
- It destroys insects in or on cereals/ tropical fruit that is imported/ exported.✓⁷

(Any 4) (4)

*Remembering, moderate (Focus, p. 105; Successful, p. 127)***3.4 Explain the possible negative impact of organically grown foods on the natural environment.**

- Imported organic foods that are transported by aeroplane✓¹ may contribute to pollution/ air pollution✓² and global warming.✓³
- The permitted pesticide/ copper sulphate is toxic✓⁴ to earthworms/ fish/ insects/ birds/ soil✓⁵ and causes water pollution.✓⁶
- More land is needed to grow organic food✓⁷ than the same amount of non-organic food.✓⁸
- Mechanical methods of weed control/ flaming/ ploughing/ tilling can lead to greater energy use✓⁹ thus contributing to a higher carbon footprint.✓¹⁰

(Any 4) (4)

*Understanding, moderate (Focus, p.104; Successful, p.126)***3.5 Describe the characteristics of bulimia nervosa.**

- Repeated episodes of binge-eating (eating larger amounts of food at a time).✓¹
- Eating larger amounts of food than most people will eat within a certain period, usually 2 hours.✓²
- The person feels that he/ she lacks control✓³ and cannot stop eating during the binge-eating episodes.✓⁴
- Binge-eating is followed by purging or (self-induced vomiting/ misuse of laxatives/ drugs/ diuretics/ enemas)✓⁵ non-purging methods (fasting/ excessive exercising)✓⁶ to prevent weight gain/ lose weight.✓⁷
- Severe dental issues/ sore throat/ kidney problems/ oedema/ constipation/ headaches.✓⁸
- Dissatisfaction with body shape/ distorted body image and/ or body weight.✓⁹
- Secretive about eating habits and purging behaviours.✓¹⁰

(Any 4) (4)

Remembering, moderate (Focus, p.82; Successful, p.94)

3.6 Write a paragraph to explain how food-borne diseases can be transmitted to freshly picked vegetables.

The soil could have been contaminated by animal faeces.^{✓1}
 Fresh vegetables not washed/ rinsed thoroughly.^{✓2} It could have been contaminated when contaminated/ infected people handled the freshly picked vegetables.^{✓3} It could have been contaminated if the vegetables have been watered/ sprayed with contaminated water.^{✓4} Contaminated surfaces/ utensils/ apparatus may have been used during picking/ handling.^{✓5}
 Contaminated pests sitting on freshly picked vegetables.^{✓6} When a person picking the vegetables did not wash their hands after using the toilet,^{✓7} the food borne disease could have been transmitted. (Any 4) (4)

Understanding, moderate (Focus, p.86-88; Successful, p.103,106,108)

3.7 Describe the cause of lactose intolerance.

- When the body produces too little/ no lactase^{✓1} (enzyme) to break lactose^{✓2} in milk, down to glucose and galactose.^{✓3}
- Lactose remains undigested^{✓4} and is carried to the small intestines where it is fermented by bacteria.^{✓5} (Any 4) (4)

Understanding, moderate (Focus, p.79; Successful, p.93)

3.8 Explain how the statement above may contribute to food security.

- Because they are cheap they may be affordable^{✓1} and accessible^{✓2} to many people.^{✓3} This may result to more consumers having access to enough/ sufficient^{✓4} nutritious food^{✓5} on a daily basis.^{✓6} (Any 2) (2)

Applying, moderate (Focus, p.106; Successful, p. 128-129)

NOTE: The word cheap cannot be awarded a mark because it is already in the statement.

3.9 3.9.1 Identify TWO food items from the meal plan that are not suitable for people who are gluten intolerant.

- Oats^{✓1}
- Wholewheat sandwich^{✓2}
- Croutons^{✓3} (Any 2) (2)

Applying, easy (Focus, p.80; Successful, p.93)

3.9.2 **Evaluate the suitability of the meal plan above for the management of obesity:**

All meals are suitable✓¹ for the management of obesity. (1)

- The meal plan contains THREE meals which means meals are not skipped.✓²
- It contains a good healthy breakfast that provides energy✓³ and prevents over-eating/ snacking later in the day.✓⁴
- The lunch is healthy and balanced.✓⁵
- Dinner is a light meal where less kilojoules are needed.✓⁶
- Fruit/ orange juice/ vegetables/ salad form part of a healthy diet and are rich in fibre✓⁷ which will keep one fuller for longer and reduces overeating.✓⁸
- The breakfast and lunch consist of whole-wheat bread/ oats which are rich in fibre✓⁹ and assist with weight loss✓¹⁰ by delaying hunger.✓¹¹
- Whole-wheat bread/ oats is low GI✓¹² and is suitable for someone who wants to lose weight because it will keep one fuller for longer.✓¹³
- Chicken/ eggs/ feta cheese/ fish are low in fat which assist with weight loss.✓¹⁴ They contain proteins which can be converted to energy which helps in losing weight.✓¹⁵
- The chicken mayonnaise contains fat, therefore contributes to a high kilojoule/ energy intake/ obesity.✓¹⁶
- Healthy cooking methods/ boiling/ grilling will not contribute to obesity.✓¹⁷
- The meal plan is low in sugar.✓¹⁸ (Any 7) (8)

Evaluating, difficult (Focus, p.82-83; Successful, p. 96-98)

[40]

QUESTION 4: CLOTHING**4.1 Explain the term *retrospective fashion*.**

Designers turn to history for inspiration^{✓1} and design garments that resemble the clothing from an earlier period.^{✓2}

OR

Clothes that imitate^{✓3} the style from a previous era.^{✓4}
Remembering, easy (Focus, p.51; Successful, p.53)

(2)**4.2 Name TWO stages in the fashion cycle where sales are low.**

- Beginning/ launch/ introduction^{✓1}
- Decline^{✓2}
- Obsolescence/ end^{✓3}

(Any 2) (2)

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

4.3 Explain the differences between a *classic fashion* and *fashion fad*.**Fashion fad**

- A fad has a high demand for a short period/ has a short life-cycle.^{✓1}
- Often outrageous/ does not suit everyone.^{✓2}
- Often seen in accessories such as jewellery/ belts/ bags.^{✓3}

Classic fashion

- Classic fashion is timeless/ stays in fashion for many seasons.^{✓4}
- Simple lines/ suits most people.^{✓5}
- Seen in tailored suits/ jeans/ t-shirts.^{✓6}

(Any 4) (4)

Understanding, moderate (Focus, p.49; Successful, p.51)

4.4 Explain, with examples, why this shirt dress is versatile.

- The sleeves are long for cool days^{✓1} and it can be rolled up for warm days.^{✓2}
- It can be dressed up adding scarves/ jewellery for work^{✓3} or dressed down for leisure.^{✓4}
- Cotton can be worn in summer and winter.^{✓5}
- It can fit all body shapes^{✓6} because it is loose fitting.
- Different shoes/ boots/ sandals^{✓7} can be worn with the dress.
- Can be worn with buttons opened as a light jacket.^{✓8}
- Can be worn with a jacket/ coat/ jersey/ waist coat.^{✓9}
- Pants/ leggings/ tights can be worn underneath.^{✓10}
- A belt^{✓11} could be added to change the shape.
- The orange shirt dress can be worn with many different colours.^{✓12}

(Any 6) (6)

Applying, moderate (Focus, p.56-57; Successful, p.60-63)

4.5 **Discuss the economic and environmental advantages of using the “yaga” app to buy and sell clothing.**

Economic

- Items will be cheaper/ more affordable than if it is bought new, at full/ original retail price.✓¹
- People can sell their clothes✓² and earn an income.✓³
- A person can remain in fashion✓⁴ with limited financial resources.✓⁵
- It will save on travelling costs because one does not have to go to the shops.✓⁶

Environmental

- The need for the manufacturing of new textiles✓⁷ is reduced/ less natural resources/ water/ land✓⁸ will be used.
- The waste on landfill sites✓⁹ is reduced.
- Less electricity/ transport is used✓¹⁰which reduces carbon emissions/ carbon footprint/ air pollution.✓¹¹
- It reduces the need for chemicals/ dyes✓¹² which causes soil pollution.✓¹³

(6)

Analysing, moderate (Focus, p.61-63; Successful, p.67-69; Consumer Issue)

NOTE: Reference must be made to both economic and environment.

[20]

QUESTION 5: HOUSING AND INTERIOR

5.1 **Name ONE method of paying for household appliances where interest is charged.**

- Credit (card)/ store card/ store account✓¹
- Hire purchase/ instalment (sale)✓² (Any 1) (1)

Remembering, easy (Focus, p.148; Successful, p.162)

5.2 **List factors that a student needs to consider when shopping for a microwave oven for his/ her rented room.**

- Ease of operation✓¹
- Safety of the appliance✓²
- Budget/ price✓³
- Space available/ size✓⁴
- Energy efficiency/ wattage/ power usage✓⁵
- His/ her cooking/ warming needs✓⁶
- Safety certification/ SABS✓⁷
- Guarantee/ warranty✓⁸ (Any 3) (3)

Remembering, easy (Focus, p.133; Successful, p.152-153)

5.3 **State the main differences between *full-title homeownership* and *sectional-title homeownership*.**

- In full-title homeownership the buyer of the property becomes the legal owner of the entire property,✓¹ the land and all the structures on it.✓²
- In sectional-title homeownership, units/ sections of a building are individually owned by individual buyers✓³ and they share ownership of the common areas.✓⁴ (4)

Understanding, easy (Focus, p.121-122; Successful, p.139-140)

5.4 **Compare the financial advantages of renting a property with the financial disadvantages of buying a property with a mortgage bond.**

Tabulate the answer as follows:

| FINANCIAL ADVANTAGES OF RENTING A PROPERTY. | FINANCIAL DISADVANTAGES OF BUYING A WITH A MORTGAGE BOND. |
|---|---|
| <ul style="list-style-type: none"> • The tenant pays a fixed amount over a year/ specific period^{✓1} and can thus budget in advance. • The tenant does not pay land/ property rates/ tax.^{✓2} • The tenant is not responsible for paying for the maintenance of the property/unit/building.^{✓3} • Fewer monthly expenses as the tenant does not pay homeowners' insurance.^{✓4} • Monthly rental is less than a bond repayment/ cheaper in the short term.^{✓5} • The tenant can move out if it becomes unaffordable^{✓6} after giving due notice. (Any 3) | <ul style="list-style-type: none"> • Bond/ repayment costs may increase in a year/ specific period if interest rates increase.^{✓7} • The owner pays land/ property rates/ tax.^{✓8} • The owner is responsible for paying for the maintenance of the property/ unit/ building.^{✓9} • The owner pays the homeowners' insurance.^{✓10} • More expensive in the short term.^{✓11} • The owner still has to pay the bond even if it becomes unaffordable.^{✓12} (Any 3) |

(6)

Understanding, moderate (Focus, p.118 and 123; Successful, p.137 and 141)

5.5 Analyse the suitability of this chest freezer for Mr Johannes.

- It will meet his needs because it uses both gas and electricity. His frozen foods will not be affected during load shedding because it also uses gas. ✓¹
- Using gas is much cheaper than electricity ✓² and he will save money on his electricity bill. ✓³
- It is white in colour which will make it easy for him to clean. ✓⁴
- The surface on top of the freezer could provide additional working/ storage space. ✓⁵
- The chest freezer is small enough to fit in his small flat ✓⁶ but will be big enough for buying in bulk. ✓⁷
- A refrigerator-freezer will suit him better than a chest freezer because of limited space. ✓⁸
- A chest freezer is NOT easy to manage/ clean/ manually defrost, ✓⁹ because an elderly person must bend and stretch/ use more human energy. ✓¹⁰
- A gas bottle will be heavy for Mr Johannes to carry. ✓¹¹
- If the chest freezer stands under the counter it is not easily accessible. ✓¹²

(Any 6)

(6)

*Analysing, difficult (Focus, p134; Successful, p.159)***[20]**

QUESTION 6: ENTREPRENEURSHIP

6.1 **Give THREE examples of start -up costs for a small business from home.**

- Electricity✓¹
- Water✓²
- Raw materials✓³
- Stationery✓⁴
- Fuel/ transport/ delivery costs✓⁵
- Rent✓⁶
- Administrative costs/ telephone/ cell phone/ internet✓⁷
- Licence/ registration costs ✓⁸
- Equipment✓⁹
- Cleaning costs/ cleaning materials/ maintenance✓¹⁰
- Labour/ wages/ salaries✓¹¹

(Any 3) (3)

Remembering, easy (Focus, p.36; Successful, p.35)

6.2 **State THREE factors that influence the efficient production of quality products.**

- Planning✓¹
- Adhering to specifications✓²
- Quality control✓³
- Tidy workplace✓⁴
- Hygiene of workers✓⁵
- Careful control of finances✓⁶
- Stock control✓⁷

(Any 3) (3)

Remembering, easy (Focus, p. 15-19; Successful, p.21-23) (CAPS)

6.3 **Give reasons for conducting a financial feasibility study.**

- To discover the strengths✓¹ and weaknesses✓² of an existing business/a new business idea.
- To find out whether a business will be a success✓³ after taking into consideration its total costs and probable revenues/ profit.✓⁴
- Will help the entrepreneur to decide objectively whether to proceed with his/ her idea of a business.✓⁵
- Will help to identify how the business idea could be changed/ adapted to ensure profitability.✓⁶
- To calculate how much start-up capital is needed✓⁷ where it can be obtained and the type of return/ profit on investment.✓⁸
- To calculate the cost price✓⁹ and determine the selling price✓¹⁰ of a product.

(Any 3) (3)

Remembering, moderate (Focus, p.35; Successful, p.35)

6.4 Give THREE characteristics of eco-friendly packaging materials.

- Biodegradable✓¹
- Reusable✓²
- Recyclable✓³
- Manufactured in an energy efficient way✓⁴
- Low carbon foot print/ greenhouse effect/ less harm to the environment✓⁵

(Any 3) (3)

*Understanding, moderate (Focus, p.27-28; Successful, p.26)***6.5 Explain the advantages of using local raw materials for a small-scale business.**

- It establishes a good relationship with the suppliers.✓¹
- Raw materials will be easily available.✓²
- It reduces transport costs.✓³
- May be cheaper.✓⁴
- Reduces delays in production.✓⁵
- It stimulates the local economy.✓⁶
- It's more environmentally friendly due to a lower carbon emission.✓⁷
- Local food produce are fresh/ better flavour/ taste.✓⁸

(Any 4) (4)

*Understanding, moderate (Focus, p.13; Successful, p.19-20)***6.6 Explain why it is important for a business to handle customer queries or complaints immediately.**

- Quick response to customers' queries and addressing customer complaints/ needs/ listening to customers will ensure their support and maintain their loyalty.✓¹
- It is essential for the business to ensure that the needs of its customers are met.✓² Happy customers encourage sales by word-of-mouth/ unhappy customers mean possibly no sale and no profit.✓³
- Receiving complaints from customers and attending to it quickly can improve the business/ products/ service.✓⁴ As a result of customers' queries a business can adapt to make it grow.✓⁵

(Any 3) (3)

Understanding, moderate (Focus, p.24-25; Successful, p.25)

6.7 6.7.1 **List the information that must be included on the package label of the baked products.**

- Name of the product✓¹
- Name of manufacturer✓²
- Trade name/ mark/ logo/ emblems✓³
- Address/ details of manufacturer✓⁴
- Country of origin✓⁵
- Ingredients✓⁶
- Storage instructions✓⁷
- Nutritional information✓⁸
- Weight/ mass/ volume/ quantity/ size✓⁹
- Price/ barcode✓¹⁰
- Allergens✓¹¹
- Date stamps✓¹²

(Any 4) (4)

Remembering, easy (Focus, p.24; Successful, p.29)

6.7.2 **Name TWO human skills that helped Njabulo to start his business.**

- Baking skills✓¹
- Technological skills (internet)✓²
- Marketing skills✓³
- Management skills✓⁴

(Any 2) (2)

Applying, moderate (Focus, p.10; Successful, p.17)

6.7.3 **Explain why it is important for Bakers Creationz to conduct regular maintenance of its second-hand equipment.**

- It will prevent breakdowns during production✓¹ and saves time.✓²
- It ensures a continuous production flow.✓³
- It reduces repairs,✓⁴ unscheduled maintenance✓⁵ and increases the lifespan of the equipment.✓⁶
- Its saves money for the business as production does not stop/ is uninterrupted.✓⁷
- It prevents accidents in the workplace/ for the safety of workers.✓⁸

(Any 3) (3)

Understanding, easy (Focus, p.25; Successful, p.25)

6.7.4 (a) Calculate the profit that Pick n Pay will make on each pack of snowballs.

$$R\ 16.00 \times 70\% \checkmark^1 = R\ 11.20 \checkmark^2 \quad (2)$$

Applying, moderate (Focus, p.38; Successful, p.39)

(b) Calculate Pick n Pay's selling price for each pack of snowballs. Show ALL calculations.

$$R\ 16.00 + R\ 11.20 \checkmark^1 = R\ 27.20 \checkmark^2 / R\ 27.20 \checkmark^3 \checkmark^4 \quad (2)$$

Applying, moderate (Focus, p.38; Successful, p.39)

6.7.5 Analyse the validity of the statement above.

- He bought used equipment from bakeries that were closing down^{✓1} at a cheaper price^{✓2} instead of buying brand new equipment at a more expensive price.^{✓3} He thus had extra cash available to pay for other needs.^{✓4}
- He started the business from his own kitchen^{✓5} and did not have to pay rent.^{✓6}
- He made his own deliveries^{✓7} which saves him money by not employing delivery staff.^{✓8}
- On school days his products sold well^{✓9} because he supplied local schools with cakes, muffins and cupcakes and had children selling for the business.^{✓10}
- Orders poured in^{✓11} which increased his cash flow.
- Saving the profit,^{✓12} increased the cash flow.
- Using taxis for delivery^{✓13} kept operational costs low^{✓14} which also increased the cash flow.
- The business supplies 191 retail giant/ Pick n Pay outlets^{✓15} in two different provinces with 12 000 various baked products^{✓16} which increases the cash flow drastically.^{✓17} (Any 8) (8)

Analysing, difficult (Focus, p.40; Successful, p.42)

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TOTAL SECTION B: 160
GRAND TOTAL: 200