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# 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✓<sup>1</sup>
- Electricity✓<sup>2</sup>
- Sewerage/ sanitation✓<sup>3</sup>
- Refuse removal✓<sup>4</sup>

(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.✓<sup>1</sup>
- Wash full loads of washing.✓<sup>2</sup>
- Clean the washing machine filter regularly.✓<sup>3</sup>
- Use high efficiency washing machines.✓<sup>4</sup>
- Use front loaders instead of top loader washing machines.✓<sup>5</sup>
- Use an economical/ correct program possible.✓<sup>6</sup>
- Check for leaks at hose connections.✓<sup>7</sup>
- 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.✓<sup>8</sup>

(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.✓<sup>1</sup>
- Avoid cooking at peak times/ 17:00-20:00✓<sup>2</sup> 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.✓<sup>3</sup>
- Match the size of the saucepan with the size of the stove plate.✓<sup>4</sup>
- Switch stove plates/ oven off before cooking is completed, allowing cooking to complete at a lower heat.✓<sup>5</sup>
- Once the food has boiled, reduce the heat and it will continue to cook.✓<sup>6</sup>
- Keep oven door closed until cooking is complete.✓<sup>7</sup>
- Use a hot box/ wonderbag to complete the cooking process.✓<sup>8</sup>
- Make one pot meals/ cook more than one dish in the oven when hot.✓<sup>9</sup>
- 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.✓<sup>10</sup>
- Cut food into smaller pieces as they will cook quicker.✓<sup>11</sup>
- 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.✓<sup>12</sup>

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

(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.✓<sup>1</sup>
- Do not purchase/ pay for something before you can start working for an apparent company.✓<sup>2</sup>
- Ensure that the websites you are buying goods from are legitimate/ safe/ have security locks/ software.✓<sup>3</sup>
- Do not respond to an e-mail or SMS saying that you won a prize/ lottery.✓<sup>4</sup>
- Do not help anyone financially if you have to provide banking details.✓<sup>5</sup>
- 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.✓<sup>6</sup>
- Delete suspicious/ unfamiliar/ fake e-mails/ spam without opening them.✓<sup>7</sup>
- Do not provide banking details/ personal information/ pin/ passwords/ OTP/ CCV number online.✓<sup>8</sup> Check your bank/ credit card account statements regularly.✓<sup>9</sup>
- Change/ choose strong passwords regularly to prevent being hacked.✓<sup>10</sup>
- If you think that you have provided financial information/ credit card numbers to a scammer, contact your financial institution/ credit card company immediately.✓<sup>11</sup>

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

(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✓<sup>1</sup> and it is also added to interest accumulated/ interest to date.✓<sup>2</sup>
- In simple interest, interest is only charged on the principle amount.✓<sup>3</sup>

(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.✓<sup>1</sup>
- Fix any electrical problems that might have occurred during flooding.✓<sup>2</sup>
- Provide shelter for people who lost their homes in community halls/ centres.✓<sup>3</sup>
- Repair infrastructure such as potholes and sinkholes in their area that might have developed.✓<sup>4</sup>
- Ensure that there is proper sanitation.✓<sup>5</sup>
- Clean storm water drains to prevent more flooding of the streets and yards.✓<sup>6</sup>
- Clear/ clean debris/ litter/ rubbish/ garbage after the floods.✓<sup>7</sup>
- Establish fire and disaster management services to protect and rescue life.✓<sup>8</sup>
- Provide health service where needed.✓<sup>9</sup> (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✓<sup>1</sup> is based on the CPI.
- The higher the inflation rate✓<sup>2</sup> the less a consumer can purchase with the same amount of money/ less disposable income.✓<sup>3</sup>
- All household items will increase in price✓<sup>4</sup> and make them more unaffordable.✓<sup>5</sup>
- Some consumers may not be able to pay for their basic needs.✓<sup>6</sup>
- The reserve bank uses the CPI to set the interest rates✓<sup>7</sup> therefore households will be paying more interest on their debt as the interest rates would be higher.✓<sup>8</sup>
- Some South Africans might be blacklisted✓<sup>9</sup> because they cannot afford to pay their debts.✓<sup>10</sup> (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. ✓<sup>1</sup> Contributes to global warming. ✓<sup>2</sup>

**OR**

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

**Positive impact**

**Gas**

- Gas is the cleanest fossil fuel. ✓<sup>5</sup>

**Inverters**

- No noise pollution when it is being used. ✓<sup>6</sup>

**Solar energy**

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

**Negative impact**

**Gas**

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

**Inverters/ coal/ firewood/ paraffin**

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

**Generators (diesel/ petrol)**

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

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

**[40]**

**QUESTION 3: FOOD AND NUTRITION**

3.1 3.1.1 **Explain the following terms:**

**Food additives**

Natural or chemical substances<sup>✓1</sup> intentionally added<sup>✓2</sup> to a food product during processing or production<sup>✓3</sup> to perform a specific function.<sup>✓4</sup>

**OR**

Substances<sup>✓5</sup> added to foods<sup>✓6</sup> to preserve/ improve their flavour/ texture/ taste/ colour.<sup>✓7</sup> (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<sup>✓1</sup> wrongfully thinks that the protein in the food is harmful<sup>✓2</sup> and acts against it by building antibodies<sup>✓3</sup> against the protein.<sup>✓4</sup>

**OR**

A food allergy occurs when the body has a reaction<sup>✓5</sup> caused by an allergen/ harmless substance.<sup>✓6</sup> (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.<sup>✓1</sup>
- To maintain a uniform dispersion of two or more immiscible substances.<sup>✓2</sup> (Any 1) (1)

*Remembering, easy (Focus, p.93; Successful, p.113)*

3.2.2 **Anti-oxidants**

Prevents the oxidation<sup>✓1</sup> of foods that can lead to rancidity,<sup>✓2</sup> discolouration<sup>✓3</sup> and lengthens the shelf life.<sup>✓4</sup> (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.✓<sup>1</sup>
- It prevents food-borne diseases from harming food/ make food safer to eat.✓<sup>2</sup>
- It destroys/ deactivates organisms that cause food spoilage.✓<sup>3</sup>
- It extends the shelf-life of fruit and vegetables/ meat/ poultry can be stored for longer.✓<sup>4</sup>
- Irradiation delays/ controls the sprouting of onion/ garlic/ potatoes/ ripening of fruit.✓<sup>5</sup>
- It delays the ripening of fruit, thus reduces losses from damage during transportation/ storage.✓<sup>6</sup>
- It destroys insects in or on cereals/ tropical fruit that is imported/ exported.✓<sup>7</sup>

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

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

(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.<sup>✓1</sup>  
 Fresh vegetables not washed/ rinsed thoroughly.<sup>✓2</sup> It could have been contaminated when contaminated/ infected people handled the freshly picked vegetables.<sup>✓3</sup> It could have been contaminated if the vegetables have been watered/ sprayed with contaminated water.<sup>✓4</sup> Contaminated surfaces/ utensils/ apparatus may have been used during picking/ handling.<sup>✓5</sup>  
 Contaminated pests sitting on freshly picked vegetables.<sup>✓6</sup> When a person picking the vegetables did not wash their hands after using the toilet,<sup>✓7</sup> 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<sup>✓1</sup> (enzyme) to break lactose<sup>✓2</sup> in milk, down to glucose and galactose.<sup>✓3</sup>
- Lactose remains undigested<sup>✓4</sup> and is carried to the small intestines where it is fermented by bacteria.<sup>✓5</sup> (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<sup>✓1</sup> and accessible<sup>✓2</sup> to many people.<sup>✓3</sup> This may result to more consumers having access to enough/ sufficient<sup>✓4</sup> nutritious food<sup>✓5</sup> on a daily basis.<sup>✓6</sup> (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<sup>✓1</sup>
- Wholewheat sandwich<sup>✓2</sup>
- Croutons<sup>✓3</sup> (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✓<sup>1</sup> for the management of obesity. (1)

- The meal plan contains THREE meals which means meals are not skipped.✓<sup>2</sup>
- It contains a good healthy breakfast that provides energy✓<sup>3</sup> and prevents over-eating/ snacking later in the day.✓<sup>4</sup>
- The lunch is healthy and balanced.✓<sup>5</sup>
- Dinner is a light meal where less kilojoules are needed.✓<sup>6</sup>
- Fruit/ orange juice/ vegetables/ salad form part of a healthy diet and are rich in fibre✓<sup>7</sup> which will keep one fuller for longer and reduces overeating.✓<sup>8</sup>
- The breakfast and lunch consist of whole-wheat bread/ oats which are rich in fibre✓<sup>9</sup> and assist with weight loss✓<sup>10</sup> by delaying hunger.✓<sup>11</sup>
- Whole-wheat bread/ oats is low GI✓<sup>12</sup> and is suitable for someone who wants to lose weight because it will keep one fuller for longer.✓<sup>13</sup>
- Chicken/ eggs/ feta cheese/ fish are low in fat which assist with weight loss.✓<sup>14</sup> They contain proteins which can be converted to energy which helps in losing weight.✓<sup>15</sup>
- The chicken mayonnaise contains fat, therefore contributes to a high kilojoule/ energy intake/ obesity.✓<sup>16</sup>
- Healthy cooking methods/ boiling/ grilling will not contribute to obesity.✓<sup>17</sup>
- The meal plan is low in sugar.✓<sup>18</sup> (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<sup>✓1</sup> and design garments that resemble the clothing from an earlier period.<sup>✓2</sup>

**OR**

Clothes that imitate<sup>✓3</sup> the style from a previous era.<sup>✓4</sup> (2)  
*Remembering, easy (Focus, p.51; Successful, p.53)*

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

- Beginning/ launch/ introduction<sup>✓1</sup>
- Decline<sup>✓2</sup>
- Obsolescence/ end<sup>✓3</sup> (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.<sup>✓1</sup>
- Often outrageous/ does not suit everyone.<sup>✓2</sup>
- Often seen in accessories such as jewellery/ belts/ bags.<sup>✓3</sup>

**Classic fashion**

- Classic fashion is timeless/ stays in fashion for many seasons.<sup>✓4</sup>
- Simple lines/ suits most people.<sup>✓5</sup>
- Seen in tailored suits/ jeans/ t-shirts.<sup>✓6</sup> (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<sup>✓1</sup> and it can be rolled up for warm days.<sup>✓2</sup>
- It can be dressed up adding scarves/ jewellery for work<sup>✓3</sup> or dressed down for leisure.<sup>✓4</sup>
- Cotton can be worn in summer and winter.<sup>✓5</sup>
- It can fit all body shapes<sup>✓6</sup> because it is loose fitting.
- Different shoes/ boots/ sandals<sup>✓7</sup> can be worn with the dress.
- Can be worn with buttons opened as a light jacket.<sup>✓8</sup>
- Can be worn with a jacket/ coat/ jersey/ waist coat.<sup>✓9</sup>
- Pants/ leggings/ tights can be worn underneath.<sup>✓10</sup>
- A belt<sup>✓11</sup> could be added to change the shape.
- The orange shirt dress can be worn with many different colours.<sup>✓12</sup>

(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.✓<sup>1</sup>
- People can sell their clothes✓<sup>2</sup> and earn an income.✓<sup>3</sup>
- A person can remain in fashion✓<sup>4</sup> with limited financial resources.✓<sup>5</sup>
- It will save on travelling costs because one does not have to go to the shops.✓<sup>6</sup>

**Environmental**

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

(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<sup>✓1</sup>
- Hire purchase/ instalment (sale)<sup>✓2</sup> (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<sup>✓1</sup>
- Safety of the appliance<sup>✓2</sup>
- Budget/ price<sup>✓3</sup>
- Space available/ size<sup>✓4</sup>
- Energy efficiency/ wattage/ power usage<sup>✓5</sup>
- His/ her cooking/ warming needs<sup>✓6</sup>
- Safety certification/ SABS<sup>✓7</sup>
- Guarantee/ warranty<sup>✓8</sup> (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,<sup>✓1</sup> the land and all the structures on it.<sup>✓2</sup>
- In sectional-title homeownership, units/ sections of a building are individually owned by individual buyers<sup>✓3</sup> and they share ownership of the common areas.<sup>✓4</sup> (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:**

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

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

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

(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✓<sup>1</sup>
- Adhering to specifications✓<sup>2</sup>
- Quality control✓<sup>3</sup>
- Tidy workplace✓<sup>4</sup>
- Hygiene of workers✓<sup>5</sup>
- Careful control of finances✓<sup>6</sup>
- Stock control✓<sup>7</sup>

(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✓<sup>1</sup> and weaknesses✓<sup>2</sup> of an existing business/a new business idea.
- To find out whether a business will be a success✓<sup>3</sup> after taking into consideration its total costs and probable revenues/ profit.✓<sup>4</sup>
- Will help the entrepreneur to decide objectively whether to proceed with his/ her idea of a business.✓<sup>5</sup>
- Will help to identify how the business idea could be changed/ adapted to ensure profitability.✓<sup>6</sup>
- To calculate how much start-up capital is needed✓<sup>7</sup> where it can be obtained and the type of return/ profit on investment.✓<sup>8</sup>
- To calculate the cost price✓<sup>9</sup> and determine the selling price✓<sup>10</sup> 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✓<sup>1</sup>
- Reusable✓<sup>2</sup>
- Recyclable✓<sup>3</sup>
- Manufactured in an energy efficient way✓<sup>4</sup>
- Low carbon foot print/ greenhouse effect/ less harm to the environment✓<sup>5</sup>

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

(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.✓<sup>1</sup>
- It is essential for the business to ensure that the needs of its customers are met.✓<sup>2</sup> Happy customers encourage sales by word-of-mouth/ unhappy customers mean possibly no sale and no profit.✓<sup>3</sup>
- Receiving complaints from customers and attending to it quickly can improve the business/ products/ service.✓<sup>4</sup> As a result of customers' queries a business can adapt to make it grow.✓<sup>5</sup>

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

(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✓<sup>1</sup>
- Technological skills (internet)✓<sup>2</sup>
- Marketing skills✓<sup>3</sup>
- Management skills✓<sup>4</sup>

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

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

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

[40]

**TOTAL SECTION B: 160**  
**GRAND TOTAL: 200**