basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

CONSUMER STUDIES

FEBRUARY/MARCH 2015

MARKS: 200

TIME: 3 hours

This question paper consists of 14 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of SIX questions.

QUESTION	CONTENT	MARKS	TIME (minutes)
1	Short Questions (All topics)	40	20
2	The Consumer	20	20
3	Food and Nutrition	40	40
4	Clothing	20	20
5	Housing	40	40
6	Entrepreneurship	40	40
	TOTAL:	**200**	**180**

2. ALL the questions are COMPULSORY and must be answered in the ANSWER BOOK.

3. Number the answers correctly according to the numbering system used in this question paper.

4. Start EACH question on a NEW page.

5. You may use a calculator.

6. Write with black or blue ink only.

7. Pay attention to spelling and sentence construction.

8. Write neatly and legibly.

QUESTION 1: SHORT QUESTIONS

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.20) in the ANSWER BOOK, for example 1.1.21 C.

1.1.1 Dishonest schemes are called …

A scams.
B stokvels.
C tiered-level schemes.
D grey goods. (1)

1.1.2 The Consumer Protection Act allows consumers a cooling-off period in which they can cancel a contract when they have purchased goods through direct marketing. How many working days is this cooling-off period?

A Three
B Five
C Seven
D Ten (1)

1.1.3 Identify the bread that is exempted from VAT:

A Brown bread
B Rye bread
C Seed loaf
D White bread (1)

1.1.4 A consumer with gluten intolerance will not tolerate …

A beans.
B milk.
C peanut butter.
D wheat. (1)

1.1.5 Identify the food that would most likely be responsible for causing a food allergy:

A Margarine
B Peaches
C Peanut butter
D Syrup (1)

1.1.6 Select the food that will contribute to lower cholesterol levels:

A Coffee creamer
B Sausages
C Sardines
D Vanilla cake (1)

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1.1.7 The guideline that will assist with the management of obesity:

A Drink more fruit juice
B Eat fried chicken regularly
C Eat wholewheat cereals
D Increase the intake of nuts (1)

1.1.8 The statement that is TRUE regarding genetically modified food:

A Production cost is higher.
B Food products are healthier.
C Shelf life is shorter.
D Desired characteristics can be transplanted. (1)

Study the pictures of shirts below and answer QUESTIONS 1.1.9 and 1.1.10.

1	2	3	4

[Source: www.woolworths.co.za]

1.1.9 The shirt that will create the optical illusion that the consumer wearing the shirt appears to be wider/broader and shorter:

A 1
B 2
C 3
D 4 (1)

1.1.10 The best choice as a basic item for the working wardrobe of a prospective attorney:

A 1
B 2
C 3
D 4 (1)

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1.1.11 Identify the financial responsibility that the owner of a house has towards the municipality:

A Bond repayments
B Deposit
C Occupational rent
D Rates and taxes (1)

1.1.12 When buying a house a consumer should take out home-owner's insurance to provide for …

A credit to buy the property.
B payments against damage to the structure of the building.
C mortgage payments in case of death.
D payments for damage to household goods. (1)

1.1.13 A consumer who earns a low income is advised to select this housing option:

A Sectional title
B Timeshare
C Renting
D Freehold (1)

1.1.14 Identify the household appliance which will use less electricity at home:

A Dishwasher
B Microwave oven
C Refrigerator
D Tumble dryer (1)

1.1.15 A factor that will influence the final choice when a family with young children wants to buy a house:

A The house is within walking distance from the school
B One-bedroom cottage near a shopping centre
C Affordable and close to local airport
D Overpriced in a good locality but well maintained (1)

1.1.16 The registered builder must:

A Repair poor workmanship within 14 days of occupation
B Provide a ten-year warranty ensuring the structural integrity of the house
C Draw up a list of all problems and defects in the house
D Repair roof leaks occurring within 12 months of occupation (1)

1.1.17 An example of a fixed cost for a business:

A Electricity
B Fuel
C Rent
D Water (1)

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1.1.18 The process used to establish whether a business has the potential to succeed:

A Best-sale scenario
B Feasibility study
C Financial projections
D Market research (1)

1.1.19 Keeping good control of financial records in a business will …

A attract more clients who will buy more.
B ensure that there is enough money for raw materials.
C help increase money to spend on a holiday.
D provide evidence of workers' attendance. (1)

1.1.20 An important factor an entrepreneur has to consider when choosing a suitable product for small-scale production:

A Meet the needs of the target market
B Delivery strategy
C Process of quality control
D Packaging strategy (1)

1.2 Give the correct term for each of the following descriptions. Write only the answer next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 A written description of a product, including what it looks like, the materials used in its manufacturing and how it is made (1)

1.2.2 Everything an entrepreneur needs to spend money on before production can start (1)

1.2.3 The process of inspecting products to make sure they meet the required standards that have been set (1)

1.2.4 The production of products in such a way that the natural environment is protected (1)

1.2.5 All the expenses that a business will have to make products (1)

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1.3 Choose the person or institution from COLUMN B that matches the payment in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 H.

COLUMN A PAYMENT	COLUMN B PERSON OR INSTITUTION
1.3.1 Conveyance fee	A body corporate
1.3.2 Initiation fee	B attorney who oversees the transfer process
1.3.3 Levy	C bank
1.3.4 Occupational rent	D estate agent
1.3.5 Property tax	E South African Revenue Service
	F municipality
	G seller or buyer

(5 x 1) (5)

1.4 Choose the description from COLUMN B that matches the food-related health condition in COLUMN A. Choose the management of the condition from COLUMN C that matches the food-related health condition in COLUMN A. Write only the letter (A–F) and Roman numeral (i–vi) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK, for example 1.4.6 G (vii).

COLUMN A FOOD-RELATED HEALTH CONDITION	COLUMN B DESCRIPTION	COLUMN C MANAGEMENT OF THE CONDITION
1.4.1 Anaemia	A attacks the immune system	i drink lots of milk
1.4.2 Anorexia	B brittle bones	ii eat food rich in iron
1.4.3 Bulimia	C high blood-glucose levels	iii eat low GI food
1.4.4 Diabetes	D loss of some ability to carry oxygen	iv include anti-oxidants in the diet
1.4.5 HIV	E self-induced vomiting	v slowly increase energy intake
	F self-starvation	vi stop binge eating

(5 x 2) (10)
[40]

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QUESTION 2: THE CONSUMER

2.1 Explain the term *contract*. (2)

2.2 State FOUR ways in which a consumer can use electricity responsibly when he/she uses a geyser to heat water. (4)

2.3 National Treasury distributes money obtained from taxes to government departments to benefit citizens.

Give TWO examples of how the distribution of these funds will benefit municipal service delivery to citizens. (2 x 2) (4)

2.4 Read the extract below and answer the questions that follow.

RATE HIKE UNLIKELY EVEN AS INFLATION HITS FOUR-YEAR HIGH

Statistics South Africa reported yesterday that the consumer price index (CPI) rose 6,4 per cent from August 2012 to August 2013. This is the highest inflation rate since August 2009.

A weak rand, which pushed up the price of petrol by 32c a litre last month, was the major contributor to rising living costs. The petrol component in the CPI rose a massive 23 per cent in the last year. Petrol has a weighting of almost 6 per cent in the CPI basket.

[Adapted from *Business Report*, 19 September 2013]

2.4.1 Use the information in the extract to explain the link/relation between the consumer price index and inflation. (5)

2.4.2 Suggest ways in which consumers can reduce the effect of:

(a) The weak rand (1)
(b) The increased petrol price (4)
[20]

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QUESTION 3: FOOD AND NUTRITION

3.1 State THREE benefits that organically grown food may have for the natural environment. (3)

3.2 State FIVE dietary guidelines for the management of high blood pressure. (5)

3.3 Give reasons why the following additives are added to food:

3.3.1 Lecithin (2)

3.3.2 Vitamin C (2)

3.3.3 Sulphur dioxide (1)

3.4 Write a paragraph to explain how cholesterol leads to coronary heart disease. (4)

3.5 Discuss the implications of 'use by' on pre-packed food labels for the consumer. (5)

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3.6 Read the scenario below and answer the questions that follow.

Wendy and her three sisters live with their grandmother in a one-bedroom, low-cost (RDP) house. Her grandmother has osteoporosis. The grandmother's pension money is too little to provide them with balanced meals. Most of the time they eat porridge with milk. Her grandmother has a small vegetable garden. She grows spinach, onions, green peppers, tomatoes, carrots, strawberries and oranges for household use. When her grandmother can afford it, she serves canned fish or eggs with the porridge for supper. Occasionally they receive food parcels from the Government Feeding Scheme. Wendy's aunt, who coughs a lot and is generally not well, visited them two months ago. Wendy recently started coughing severely and has blood in her sputum. She also has chest pains and is losing a lot of weight.

3.6.1 Name ONE health-related condition Wendy could be suffering from and explain how the disease could have been transmitted. (2)

3.6.2 Name TWO ingredients, besides milk and eggs, that Wendy's grandmother can add to the breakfast porridge to fulfil increased protein and energy needs. (2)

3.6.3 Discuss how their diet contributes positively to the grandmother's management of osteoporosis. (6)

3.6.4 Evaluate the impact of the vegetables and fruit on Wendy's health. (8)
[40]

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QUESTION 4: CLOTHING

4.1 Give FOUR reasons for fashion changes. (4)

4.2 Distinguish between a *fashion fad, fashion* and *classic fashion* by completing the table below in the ANSWER BOOK.

TYPE OF FASHION	NUMBER OF PEOPLE ACCEPTING AND WEARING THE STYLE	LENGTH/DURATION OF THE FASHION
Fashion fad	(1)	(1)
Fashion	(1)	(1)
Classic fashion	(1)	(1)

(6)

4.3 Read the statement below and answer the questions that follow.

> Piracy of legally protected brand names has no influence on the economic environment.

4.3.1 Explain the term *piracy.* (3)

4.3.2 Evaluate the relevance/validity of the statement above. (7)
[20]

QUESTION 5: HOUSING

5.1 Study the advertisement below and answer the questions that follow.

> **NEW PROPERTY DEVELOPMENT**
>
> Buy from this reputable developer. You can live in the unit or rent it out.
>
> - 1-, 2- and 3-bedroom units available.
> - All units come with a parking bay and a 3 m² balcony.
> - Lift/Elevator from parking level to the units.
> - Easy access to transport routes.
> - Electric perimeter fencing with 24-hour security.
> - No transfer duty payable.
>
> Contact the developer on 075 431 6754.
>
> [Adapted from *Cape Times Property Guide*, 8 January 2014]

5.1.1 Refer to the advertisement above and identify the type of home ownership. (1)

5.1.2 Use the information in the advertisement and state THREE advantages of choosing one of these units. (3)

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5.1.3 A consumer is interested in buying a unit and wants to make sure that the builder is registered. Name the organisation that the builder must be registered with. (1)

5.1.4 Give reasons why the advertisement states: 'No transfer duty payable.' (4)

5.1.5 The owners of these units must pay a levy. Name THREE uses of levies for this type of home ownership. (3)

5.1.6 Discuss the advantages for the owner of renting out his/her unit. (6)

5.1.7 Two students decided to rent a two-bedroom unit as mentioned in the advertisement. Analyse the suitability of their decision. (8)

5.2 Explain the financial implications for a consumer when purchasing household appliances and using instalment sales transactions. (4)

5.3 Study the information on a hand vacuum cleaner below and answer the questions that follow.

AEG – RAPIDO HAND VACUUM CLEANER
R450,00

Overview
0,5 litres dust capacity
Extends to reach into awkward corners
Charging indicator
Rechargeable batteries
Operating time: 12 minutes
Main voltage: 7,2 V
Built-in front wheels are designed to prevent scratching of delicate surfaces.

[Adapted from www.dionwire.co.za]

5.3.1 Explain why this vacuum cleaner is considered to be environmentally friendly. (2)

5.3.2 Evaluate the suitability of this vacuum cleaner to clean a three-bedroom house. (8)
[40]

QUESTION 6: ENTREPRENEURSHIP

6.1 State TWO qualities that entrepreneurs require to successfully market their products. (2)

6.2 Discuss the importance of packaging as a strategy to increase product sales. (4)

6.3 Read the scenario below and answer the questions that follow.

> Lee is a hardworking and creative woman with a passion for food and needlework. She lives in a historical mining area. Lee makes food platters and milk tarts for the local school, mining companies and private functions. She also makes fabric souvenirs for tourist shops in the area.
>
> Word-of-mouth advertising has increased her sales. Cellphone photographs quickly spread the news about her products although she did not realise it. Orders for products came in faster than she could cope with. Lee employed two unskilled people to help with production. She trained them properly. She now has ten fixed orders with local mining companies for platters on Fridays.
>
> Most of the orders for food products are for Thursdays to Saturdays. The workers prepare the food products from Wednesdays to Saturdays and make the fabric souvenirs on Mondays and Tuesdays.
>
> During summer the orders for souvenirs increase but during winter the orders decrease. The platter orders increase from October as companies start having their year-end functions.

6.3.1 Name the target markets that support Lee's enterprise. (3)

6.3.2 State FOUR advantages of adhering to product specifications. (4)

6.3.3 Explain the benefits of training the two unskilled workers. (4)

6.3.4 Use the information below to calculate the selling price of ONE fabric souvenir. Round off the selling price to the nearest rand. Show ALL calculations.

> **Information:**
>
> Cost of materials to produce 200 fabric souvenirs: R2 810,00
> Wages paid: R1 300,00
> Other costs: R500,00
> Lee wants to make 70% profit.

(7)

6.3.5 Use the information in the scenario to identify SIX factors that contribute to the success of Lee's business. (6)

6.3.6 Describe how EACH of the following successfully markets Lee's business:

(a) Word-of-mouth advertising (2)

(b) Cellphone photographs (4)

6.3.7 Suggest, with reasons, the months during which Lee is likely to have the highest turnover. (4)
[40]

TOTAL: 200

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6.3.5 Gebruik die inligting in die scenario om SES faktore te identifiseer wat tot die sukses van Lee se besigheid bydra. (6)

6.3.6 Beskryf hoe ELK van die volgende Lee se besigheid suksesvol bemark:

(a) Mondelinge reklame ('word-of-mouth advertising') (2)

(b) Selfoonfoto's (4)

6.3.7 Stel voor, met redes, tydens watter maande Lee waarskynlik die hoogste omset sal te hê. (4)
[40]

TOTAAL: 200

Kopiereg voorbehou
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VRAAG 6: ENTREPRENEURSKAP

6.1 Noem TWEE eienskappe waaroor entrepreneurs moet beskik om hulle produkte suksesvol te bemark. (2)

6.2 Bespreek die belangrikheid van verpakking as 'n strategie om die produkverkope te verhoog. (4)

6.3 Lees die scenario hieronder en beantwoord die vrae wat volg.

> Lee is 'n hardwerkende en kreatiewe vrou met 'n passie vir kosmaak en naaldwerk. Sy woon in 'n historiese myngebied. Lee maak kos op platborde ('food platters') en melkterte vir die plaaslike skool, mynmaatskappye asook vir privaat funksies. Sy gebruik kleedstof om aandenkings vir toeristewinkels in die omgewing te maak.
>
> Mondelinge reklame ('word-of-mouth advertising') het haar verkope laat toeneem. Selfoonfoto's het die nuus van haar produkte vinnig versprei, alhoewel sy dit nie besef het nie. Bestellings vir haar produkte het vinniger ingestroom as wat sy self kon hanteer. Lee het twee ongeskoolde mense in diens geneem om haar met die produksie te help. Sy het hulle deeglik opgelei. Sy het nou op Vrydae tien vaste bestellings om platborde met kos ('food platters') aan plaaslike mynmaatskappye te verskaf.
>
> Die meeste bestellings vir voedselprodukte is vir Donderdae tot Saterdae. Die werkers berei die voedselprodukte vanaf Woensdag tot Saterdag en Maandae en Dinsdae maak hulle die aandenkings van kleedstof.
>
> Gedurende die somer styg die bestellings vir aandenkings, maar dit neem weer tydens die winter af. Bestellings vir platborde met kos ('food platters') styg vanaf Oktober soos wat maatskappye hulle jaareindfunksies hou.

6.3.1 Noem die teikenmarkte wat Lee se onderneming ondersteun. (3)

6.3.2 Noem VIER voordele daarvan om by produkspesifikasies te hou. (4)

6.3.3 Verduidelik die voordele daarvan om die ongeskoolde werkers op te lei. (4)

6.3.4 Gebruik die inligting hieronder om die verkoopprys van EEN kleedstofaandenking te bereken. Rond die verkoopprys af tot die naaste rand. Toon ALLE berekeninge.

> **Inligting:**
>
> Koste van materiaal vir 200 kleedstofaandenkings: R2 810,00
> Lone betaal: R1 300,00
> Ander koste: R500,00
> Lee wil 70% profyt/wins maak.

(7)

5.1.3 'n Verbruiker stel daarin belang om 'n eenheid te koop en wil seker maak dat die bouer geregistreer is. Noem die organisasie waarby die bouer geregistreer moet wees. (1)

5.1.4 Gee redes waarom die advertensie aandui: 'Geen oordragskoste betaalbaar nie.' (4)

5.1.5 Die eienaars van hierdie eenhede moet 'n heffing betaal. Noem DRIE gebruike van heffings vir hierdie tipe huiseienaarskap. (3)

5.1.6 Bespreek die voordele vir die eienaar as hy/sy die eenheid verhuur. (6)

5.1.7 Twee studente besluit om 'n tweeslaapkamer-eenheid, soos in die advertensie genoem, te huur. Analiseer die geskiktheid van hulle besluit. (8)

5.2 Verduidelik die finansiële implikasies vir 'n verbruiker wanneer huishoudelike toestelle gekoop word deur afbetalings-verkoopstransaksies te gebruik. (4)

5.3 Bestudeer die inligting oor 'n handstofsuier hieronder en beantwoord die vrae wat volg.

AEG – RAPIDO-HANDSTOFSUIER
R450,00

Oorsig
0,5 liter-stofkapasiteit
Verleng om moeilike hoeke te bereik
Herlaai-aanwyser
Herlaaibare batterye
Werktyd: 12 minute
Hoofstroomspanning: 7,2 V
Ingeboude voorwiele is ontwerp om krapmerke op delikate oppervlakke te voorkom.

[Aangepas uit www.dionwire.co.za]

5.3.1 Verduidelik waarom hierdie stofsuier as omgewingsvriendelik beskou word. (2)

5.3.2 Evalueer die geskiktheid van hierdie stofsuier om 'n drieslaapkamerhuis skoon te maak. (8)

[40]

VRAAG 4: KLEDING

4.1 Gee VIER redes vir modeveranderings. (4)

4.2 Onderskei tussen 'n *modegier*, *mode* en *klassieke mode* deur die tabel hieronder in die ANTWOORDEBOEK te voltooi.

TIPE MODE	AANTAL MENSE WAT DIE STYL AANVAAR EN DRA	TYDSDUUR VAN DIE MODE
Modegier	(1)	(1)
Mode	(1)	(1)
Klassieke mode	(1)	(1)

(6)

4.3 Lees die stelling hieronder en beantwoord die vrae wat volg.

> Die rowery van wetlik beskermde handelsmerke het geen invloed op die ekonomiese omgewing nie.

4.3.1 Verduidelik die term *rowery.* (3)

4.3.2 Evalueer die toepaslikheid/geldigheid van hierdie stelling. (7)
[20]

VRAAG 5: BEHUISING

5.1 Bestudeer die advertensie hieronder en beantwoord die vrae wat volg.

NUWE EIENDOMSONTWIKKELING

Koop by hierdie hoogs aangeskrewe ontwikkelaar. Woon self in die eenheid of verhuur dit.

- 1-, 2- en 3-slaapkamereenhede beskikbaar.
- Alle eenhede het 'n motorstaanplek en 'n 3 m^2-balkon.
- Hysbak vanaf parkeerarea tot by eenhede.
- Maklike toegang tot vervoerroetes.
- Elektriese omheining met 24-uur-sekuriteit.
- Geen oordragskoste betaalbaar nie.

Kontak die ontwikkelaar by 075 431 6754.

[Aangepas uit *Cape Times Property Guide*, 8 Januarie 2014]

5.1.1 Verwys na die advertensie hierbo en identifiseer die tipe huiseienaarskap. (1)

5.1.2 Gebruik die inligting in die advertensie en noem DRIE voordele om een van hierdie eenhede te kies. (3)

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3.6 Lees die scenario hieronder en beantwoord die vrae wat volg.

Wendy en haar drie susters woon saam met hulle ouma in 'n eenslaapkamer-, laekoste- (HOP-) huis. Haar ouma het osteoporose. Die ouma se pensioengeld is te min om hulle van gebalanseerde maaltye te voorsien. Hulle eet meestal pap met melk. Haar ouma het 'n klein groentetuintjie. Sy plant spinasie, uie, soetrissies, tamaties, wortels, aarbeie en lemoene vir huishoudelike gebruik. Wanneer haar ouma dit kan bekostig, bedien sy ingemaakte vis of eiers saam met die pap vir aandete. Somtyds kry hulle voedselpakkies by die Staatsvoedingskema. Wendy se tante, wat baie hoes en meestal nie gesond is nie, het hulle twee maande gelede besoek. Wendy het onlangs erg begin hoes en daar is bloed in haar speeksel. Sy het ook borspyne en sy verloor baie gewig.

3.6.1 Noem EEN gesondheidsverwante toestand waaraan Wendy moontlik ly en verduidelik hoe die siekte oorgedra is. (2)

3.6.2 Noem TWEE bestanddele, buiten melk en eiers, wat Wendy se ouma by die ontbytpap kan voeg om aan hulle verhoogde proteïen- en energiebehoeftes te voorsien. (2)

3.6.3 Bespreek hoe hulle dieet positief tot die bestuur van die ouma se osteoporose bydra. (6)

3.6.4 Evalueer die invloed van die groente en vrugte op Wendy se gesondheid. (8)

[40]

VRAAG 3: VOEDSEL EN VOEDING

3.1 Noem DRIE voordele wat organies verboude voedsel vir die natuurlike omgewing kan hê. (3)

3.2 Noem VYF dieetriglyne vir die bestuur van hoë bloeddruk. (5)

3.3 Gee redes waarom die volgende additiewe by voedsel gevoeg word:

3.3.1 Lesitien (2)

3.3.2 Vitamien C (2)

3.3.3 Swaeldioksied (1)

3.4 Skryf 'n paragraaf om te verduidelik hoe cholesterol tot koronêre hartsiektes lei. (4)

3.5 Bespreek die implikasies van 'gebruik teen' op die etikette van vooraf-verpakte voedsel vir die verbruiker. (5)

VRAAG 2: DIE VERBRUIKER

2.1 Verduidelik die term *kontrak*. (2)

2.2 Noem VIER maniere waarop 'n verbruiker elektrisiteit verantwoordelik kan gebruik as hy/sy 'n geiser gebruik om water te verhit. (4)

2.3 Die Nasionale Staatskas versprei die geld wat van belasting verkry is aan regeringsdepartemente om landsburgers te bevoordeel.

Noem TWEE voorbeelde waarop die verspreiding van hierdie fondse voordelig vir munisipale dienslewering aan burgers sal wees. (2 x 2) (4)

2.4 Lees die uittreksel hieronder en beantwoord die vrae wat volg.

VERHOGING IN EIENDOMSBELASTING ONWAARSKYNLIK SELFS AL HET INFLASIE SY HOOGSTE PUNT IN VIER JAAR BEREIK

Statistiek Suid-Afrika het gister aangedui dat die verbruikersprysindeks (VPI) 6,4 persent van Augustus 2012 tot Augustus 2013 gestyg het. Dit is die hoogste inflasiekoers sedert Augustus 2009.

Die swak rand wat die brandstofprys verlede maand met 32c per liter laat styg het, was die grootste bydraende faktor tot die stygende lewenskoste. Die brandstofkomponent in die VPI het in die laaste jaar 'n massiewe 23 persent gestyg. Brandstof het 'n gewigswaarde van bykans 6 persent in die VPI-mandjie.

[Aangepas uit *Business Report*, 19 September 2013]

2.4.1 Gebruik die inligting in die uittreksel om die verwantskap tussen die verbruikersprysindeks en inflasie te verduidelik. (5)

2.4.2 Stel maniere voor waarop verbruikers die effek van die volgende kan verminder:

(a) Die swak rand (1)
(b) Die verhoogde brandstofprys (4)

[20]

1.3 Kies die persoon of instelling uit KOLOM B wat by die betaling in KOLOM A pas. Skryf slegs die letter (A–G) langs die vraagnommer (1.3.1–1.3.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.3.6 H.

KOLOM A **BETALING**	**KOLOM B** **PERSOON OF INSTELLING**
1.3.1 Oordragfooie	A huiseienaarsvereniging
1.3.2 Aanvangsfooi	B prokureur wat oor die oordragproses toesig hou
1.3.3 Heffing	C bank
1.3.4 Okkupasiehuur	D eiendomsagent
1.3.5 Eiendomsbelasting	E Suid-Afrikaanse Inkomstediens
	F munisipaliteit
	G verkoper of koper

(5 x 1) (5)

1.4 Kies die beskrywing uit KOLOM B wat by die voedselverwante gesondheidstoestand in KOLOM A pas. Kies die bestuur van die toestand uit KOLOM C wat by die voedselverwante gesondheidstoestand in KOLOM A pas. Skryf slegs die letter (A–F) en die Romeinse syfer (i–vi) langs die vraagnommer (1.4.1–1.4.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.4.6 G (vii).

KOLOM A **VOEDSELVERWANTE GESONDHEIDS-TOESTAND**	**KOLOM B** **BESKRYWING**	**KOLOM C** **BESTUUR VAN DIE TOESTAND**
1.4.1 Anemie	A val die immuunstelsel aan	i drink baie melk
1.4.2 Anorexia	B bros bene	ii eet voedsel ryk aan yster
1.4.3 Bulimia	C hoë bloedglukose-vlakke	iii eet lae GI-voedsel
1.4.4 Diabetes	D verloor van die vermoë om suurstof te vervoer	iv sluit antioksidante in die dieet in
1.4.5 MIV	E selfgeïnduseerde braking	v verhoog die energie-inname stadig
	F selfverhongering	vi stop eetvergrypings

(5 x 2) (10)
[40]

1.1.18 Die proses wat gebruik word om te bepaal of 'n besigheid die potensiaal het om te slaag:

A Besteverkope-scenario
B Uitvoerbaarheidstudie
C Finansiële vooruitskattings
D Marknavorsing (1)

1.1.19 Noukeurige beheer oor 'n besigheid se finansiële rekords sal …

A meer kliënte lok wat meer sal koop.
B verseker dat daar genoeg geld vir grondstowwe is.
C help om geld om tydens 'n vakansie te spandeer, te vermeerder. (1)
D bewys van werknemers se aanwesigheid verskaf.

1.1.20 'n Belangrike faktor wat 'n entrepreneur moet oorweeg wanneer 'n geskikte produk vir 'n kleinskaalse onderneming gekies word:

A Voldoen aan die teikenmark se behoeftes
B Afleweringstrategie
C Proses van kwaliteitsbeheer
D Verpakkingstrategie (1)

1.2 Gee die korrekte term vir elk van die volgende beskrywings. Skryf slegs die antwoord langs die vraagnommer (1.2.1–1.2.5) in die ANTWOORDEBOEK neer.

1.2.1 'n Geskrewe beskrywing van 'n produk, insluitend hoe dit lyk, die stowwe wat in die vervaardiging daarvan gebruik word en hoe dit gemaak word (1)

1.2.2 Alles waarop 'n entrepreneur geld moet spandeer voordat produksie kan begin (1)

1.2.3 Die proses om produkte te inspekteer om te verseker dat dit voldoen aan die vereiste standaarde gestel (1)

1.2.4 Die produksie van produkte op so 'n manier dat die natuurlike omgewing beskerm word (1)

1.2.5 Al die uitgawes wat 'n onderneming sal hê om produkte te produseer/vervaardig (1)

EASTERN CAPE

1.1.11 Identifiseer die finansiële verantwoordelikheid wat die eienaar van 'n huis teenoor die munisipaliteit het:

A Terugbetaling op huislening
B Deposito
C Okkupasiehuur
D Eiendomsbelastings (1)

1.1.12 Wanneer 'n huis gekoop word, moet 'n verbruiker huiseienaars-versekering uitneem om te voorsien vir …

A krediet om die eiendom te koop.
B betalings teen skade aan die struktuur van die gebou.
C verbandleningspaaiemente in geval van dood.
D betalings vir skade aan huishoudelike goedere. (1)

1.1.13 'n Verbruiker wat 'n lae inkomste verdien, word aangeraai om hierdie behuisingsopsie te kies:

A Deeltitel
B Tyddeel
C Huur
D Eiendomsreg (1)

1.1.14 Identifiseer die huishoudelike toestel wat minder elektrisiteit tuis sal gebruik:

A Skottelgoedwasser
B Mikrogolfoond
C Koelkas
D Tuimeldroër (1)

1.1.15 'n Faktor wat die finale keuse sal beïnvloed wanneer 'n gesin met jong kinders 'n huis wil koop:

A Die huis is binne loopafstand van die skool af
B Eenslaapkamer-kothuis naby 'n winkelsentrum
C Bekostigbaar en naby die plaaslike lughawe
D Oormatig hoog geprys in 'n goeie omgewing, maar goed in stand gehou (1)

1.1.16 Die geregistreerde bouer moet:

A Swak vakmanskap binne 14 dae van okkupasie herstel
B 'n Tien-jaar-waarborg voorsien wat die strukturele integriteit van die huis verseker
C 'n Lys van al die probleme en foute in die huis opstel
D Daklekke herstel wat binne 12 maande van okkupasie voorkom (1)

1.1.17 'n Voorbeeld van 'n vaste koste vir 'n besigheid:

A Elektrisiteit
B Brandstof
C Huur
D Water (1)

1.1.7 Die riglyn wat met die bestuur van vetsug sal help:

A Drink meer vrugtesap
B Eet gereeld gebraaide hoender
C Eet volkoringgraankos
D Verhoog die inname van neute (1)

1.1.8 Die stelling wat WAAR is oor geneties gemodifiseerde voedsel:

A Produksiekoste is hoër.
B Voedselprodukte is gesonder.
C Rakleeftyd is korter.
D Gewenste eienskappe kan oorgeplant word. (1)

Bestudeer die prentjies van hemde hieronder en beantwoord VRAAG 1.1.9 en 1.1.10.

1	**2**	**3**	**4**

[Bron: www.woolworths.co.za]

1.1.9 Die hemp wat die optiese illusie sal skep dat die verbruiker wat die hemp dra, breër en korter lyk:

A 1
B 2
C 3
D 4 (1)

1.1.10 Die beste keuse vir 'n basiese item in die werksklerekas van 'n voornemende prokureur:

A 1
B 2
C 3
D 4 (1)

VRAAG 1: KORTVRAE

1.1 Verskeie opsies word as moontlike antwoorde op die volgende vrae gegee. Kies die antwoord en skryf slegs die letter (A–D) langs die vraagnommer (1.1.1–1.1.20) in die ANTWOORDEBOEK neer, byvoorbeeld 1.1.21 C.

1.1.1 Oneerlike skemas word … genoem.

A swendelarye
B stokvelle
C stapelvlakskemas
D grysgoedere (1)

1.1.2 Die Wet op Verbruikersbeskerming laat 'n afkoeltydperk toe waarin verbruikers 'n kontrak kan kanselleer as hulle goedere deur middel van direkte bemarking gekoop het. Hoeveel werksdae is hierdie afkoeltydperk?

A Drie
B Vyf
C Sewe
D Tien (1)

1.1.3 Identifiseer die brood wat van BTW vrygestel word:

A Bruinbrood
B Rogbrood
C Saadbrood
D Witbrood (1)

1.1.4 'n Verbruiker met glutenintoleransie is nie teen … bestand nie.

A boontjies
B melk
C grondboontjiebotter
D koring (1)

1.1.5 Identifiseer die voedsel wat mees waarskynlik 'n voedselallergie kan veroorsaak:

A Margarien
B Perskes
C Grondboontjiebotter
D Stroop (1)

1.1.6 Kies die voedsel wat tot laer cholesterolvlakke kan bydra:

A Koffieverromer
B Wors
C Sardyne
D Vanieljekoek (1)

INSTRUKSIES EN INLIGTING

1. Hierdie vraestel bestaan uit SES vrae.

VRAAG	INHOUD	PUNTE	TYD (minute)
1	Kortvrae (Alle onderwerpe)	40	20
2	Die Verbruiker	20	20
3	Voedsel en Voeding	40	40
4	Kleding	20	20
5	Behuising	40	40
6	Entrepreneurskap	40	40
	TOTAAL:	**200**	**180**

2. AL die vrae is VERPLIGTEND en moet in die ANTWOORDEBOEK beantwoord word.

3. Nommer die antwoorde korrek volgens die nommeringstelsel wat in hierdie vraestel gebruik word.

4. Begin ELKE vraag op 'n NUWE bladsy.

5. Jy mag 'n sakrekenaar gebruik.

6. Skryf slegs met swart of blou ink.

7. Gee aandag aan spelling en sinskonstruksie.

8. Skryf netjies en leesbaar.

basic education
Department:
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REPUBLIC OF SOUTH AFRICA

NASIONALE SENIOR SERTIFIKAAT

GRAAD 12

VERBRUIKERSTUDIES

FEBRUARIE/MAART 2015

PUNTE: 200

TYD: 3 uur

Hierdie vraestel bestaan uit 14 bladsye.

* C O N S D M *