



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

DAY CARE MANAGEMENT N6

18 JUNE 2018

This marking guideline consists of 10 pages.

SECTION A**QUESTION 1**

- 1.1 H
- 1.2 E
- 1.3 G
- 1.4 B
- 1.5 F
- 1.6 I
- 1.7 J
- 1.8 C
- 1.9 D
- 1.10 A

(10 × 1) [10]

QUESTION 2

- 2.1 False
- 2.2 True
- 2.3 True
- 2.4 False
- 2.5 True
- 2.6 False
- 2.7 False
- 2.8 False
- 2.9 False
- 2.10 True

(10 × 1) [10]

QUESTION 3

- 3.1 Spike filing
- 3.2 Gravy
- 3.3 Receipt
- 3.4 Indemnity form
- 3.5 Food allergy/Allergic reaction (Any one)
- 3.6 External training
- 3.7 Appointed
- 3.8 Implementing
- 3.9 Unemployment Insurance Fund/UIF (Any one)
- 3.10 Diarrhoea

(10 × 2) [20]

QUESTION 4

- 4.1 Preservatives
- 4.2 Price control of food
- 4.3 Balance sheet
- 4.4 Fees that parents pay
- 4.5 Leading
- 4.6 Outdoor play area
- 4.7 Closed fracture
- 4.8 Fax
- 4.9 Subsidy
- 4.10 Horizontal

(10 × 1) [10]

TOTAL SECTION A: 50

SECTION B**QUESTION 5**

- 5.1
- Wash dishes, crockery, cutlery and pots immediately after use.
 - Do not allow pets or pet food dishes in the kitchen.
 - Do not wash clothing in the same sink that is used for cutlery and crockery.
 - Wipe up all food spills immediately.
 - Keep the kitchen free from insects and rodent pests, e.g. rats, mice, flies and cockroaches.
 - Empty dustbins regularly. They should be washed and disinfected daily and should always be covered so that they do not attract flies.
 - Wash and sterilize tea towels/dishcloths daily.
 - Pack away cutlery/crockery once it has been washed to avoid contamination by flies.
 - Wash the working surfaces after each meal.
 - Clean and disinfect all kitchen surfaces, appliances and equipment regularly.
 - Wash floors daily.

(Any 6 × 1) (6)

- 5.2
- Do not overcook food. Eat as soon as possible after food has been cooked.
 - Cook food in very little water, so that only few vitamins and minerals are lost.
 - Remaining water after vegetables were cooked can be used in soups and gravy.
 - Use brown rice, brown bread, unrefined wheat and grains as they are more nutritious.
 - Green leaves of pumpkins, sweet potatoes and cabbage can be dried in the sun and then pounded into powder. This can be used in soups/stews for extra nourishment.
 - The liver, heart and kidney are high in protein, iron and vitamins and are good for children with anemia.
 - Some products are good meat substitutes made from soya beans.
 - Children should drink enough water to ensure that they do not get constipated.
 - Whole-wheat bread, bran and other roughage are good to eat. Give children fresh fruit with peels instead of laxatives.
 - Encourage them to eat raw vegetables, e.g. lettuce, carrots and green beans.
 - Provide healthy snacks. (Any 5 × 1) (5)
- 5.3
- All transactions must be recorded.
 - There must be sufficient internal control measures.
 - It must be accurate.
 - It must be consistent.
 - It must be a meaningful reflection of the course of the financial activities of the organisation. (Any 3 × 1) (3)
- 5.4
- It eliminates the tedious task of manual recording, calculating and reporting, making the financial task easier and faster.
 - It substantially decreases the chance of human errors. (2)
- 5.5
- Ordinary unemployment benefits
 - Maternity benefits
 - Medical allowances (3)
- 5.6
- The manager/owner decides who is responsible for taking stock in each Department. It is sound policy to have an outsider in each team.
 - Stocktaking occurs at regular intervals. Annual stocktaking takes place a few days before the end of the financial year end and all goods must be taken into account.
 - Separate stock sheets are drawn up for each type of article.
 - Stock sheets contain details such as quantities, sizes, weight and specifications.
 - The assistants start at one end of the store/school and work systematically to the other end. They work in pairs, one calling out the information and the other writing it down/recording it.
 - Once stock sheets are complete, they are taken to the office. (5 × 2) (10)

- 5.7
- Receipt book
 - Deposit book
 - Cheque counterfoil
 - Paid accounts and cheques
 - Petty cash book and vouchers
 - Salary register
 - Fees register
 - Cash book
 - Income statement
 - Bank statement
 - Proof (receipts) of investments
- (Any 6 × 1) (6)
- 5.8
- Rent
 - Salary
 - Wages
 - Food
 - Educational resources for the children
- (5)
- 5.9
- **To ignore or withdraw from conflict**
This is a deliberate way to avoid dealing with conflict. Conflict is not resolved, it is only postponed.
 - **Accommodation**
Both parties have the opportunity to vent their feeling. Conflict is not resolved, it is merely diminished and delayed and not properly investigated.
 - **Subordinates**
Conflict is delayed because something more important came up. The matter is then subordinate to another more important matter.
 - **Agreement/Compromise**
Through agreement the parties involved are satisfied by partly satisfying the requirements of both parties.
 - **Arbitration**
A third person/party is called in to try to solve the conflict which is generally done when negotiations fail. This third party must be acceptable by both parties.
 - **Mediation**
A mediator is called in to handle the conflict between the parties. He/she must be accepted by both parties. A mediator will be objective and is called in to give perspective to the problem and to find a solution.
 - **Solving of conflict through cooperation**
Both parties vent their feelings and all aspects are considered. There is participation and involvement of both parties and they normally have a common goal as a starting point.
(Terminology of how to handle conflict = 1 mark) (Explanation = 1 mark)
- (Any 5 × 2) (10)
[50]

QUESTION 6

- 6.1
- They should be of a washable type – plastic or rubber.
 - They should not contain rough/uneven edges. These are both dangerous and difficult to clean.
 - Avoid toys that come apart, i.e. that break into smaller parts.
 - Doll's clothes should be washed whenever necessary.
 - Fantasy clothes should also be washed when necessary.
 - Containers where crayons/scissors are kept should be kept clean.
 - Blocks should be wiped daily to prevent them from becoming dirty and sticky.
 - Other equipment e.g. outdoor water play and sand play toys and bicycles should be cleaned weekly.
 - All toys should be packed away when not in use. This will help to keep them clean and prevent damage. (Any 5 × 1) (5)
- 6.2
- The playground should be free from litter, animal droppings, and any objects that can injure children.
 - Grass should be short and wet, marshy areas should be out of reach for the children.
 - No puddles of stagnant water should be allowed to remain on the grounds for some time as this is an excellent breeding ground for mosquitoes.
 - Rubbish control and removal: All rubbish is a potential danger to health – if not covered, it is a breeding ground for flies. There should be sufficient rubbish containers with well-fitting lids. They should be lined with plastic bags and washed regularly, both inside and outside. Empty regularly according to local authority regulations.
 - Compost heap: It should be turned regularly and covered with a layer of sand after biodegradable refuse has been added to it. Ensure that rodents do not use the compost heap as a breeding ground. It must be out of reach of the children.
 - If any outdoor animals are kept at centre, e.g. rabbits or birds, you must ensure that their cages are kept very clean and dry.
 - Ensure that all gates and fences are in good order. (Any 5 × 1) (5)

- 6.3
- Children are not allowed in the kitchen without supervision.
 - Burns often occur in the kitchen. Handles of pots and pans must be turned to the inside of the stove
 - Electrical cords must not hang from the cupboards.
 - Glassware and crockery must be put in a safe place.
 - All household cleaners and chemicals must be stored out of reach of children and under lock and key.
 - Table cloths are dangerous, because they can be pulled down.
 - Be careful of spilling boiling water/oil near children.
 - There must be at least one fire extinguisher at hand.
 - All knives/dangerous utensils must be out of reach of children.
 - Keep electrical appliances away from water and unplug them when not in use.
 - Do not place a chair near the stove or around busy areas.
 - Keep the washing machine door closed at all times.
 - Take note of spills which will make the floor slippery and dangerous.
 - Avoid clutter on the floor and work surfaces to minimize the risk of accidents.
 - Keep all electrical equipment out of reach of children.
 - Keep all chemicals away from heat sources.
 - Carefully label all containers.
 - Nobody should smoke in the kitchen.
 - Use a safety guard on the stove.
 - It is best to keep children out of the kitchen and when there never leave them unattended.
- (Any 10 × 1) (10)
- 6.4
- Long ribbons/bows on children's clothing are dangerous as they could Strangle the baby
 - Buttons on clothing can be swallowed
 - Pillows are dangerous as they can smother the baby
 - Do not 'prop feed' babies. Hold them during feeding times until they are able to hold the bottle themselves.
 - Ensure that babies cannot push their heads through play-pen and cot bars
 - Do not use loose plastic sheets, however the mattress may be covered with plastic
 - Beware of small, dangerous objects that can be pulled off cot mobiles
 - Toys with small, removable sections must be stored out of reach
 - Keep all plastic bags out of reach
 - Supervise eating (especially when eating finger food). Babies can bite off pieces but cannot chew yet and may choke
 - Don't allow older children to eat peanuts or play with marbles or other small objects in the presence of babies
- (Any 5 × 1) (5)

- 6.5
- Do not give first aid to an adult who refuses help, unless in a life threatening situation.
 - Give first aid to an unconscious person or child who is alone.
 - Do not move the casualty except for reasons of safety.
 - Give only the first aid treatment that is necessary.
 - Protect the casualty's belongings and clothing.
 - Take detailed notes.
 - Do not leave the casualty alone until medical assistance arrives. (7)
- 6.6
- Contact with heat
 - Contact with corrosive chemicals
 - Contact with electricity
 - Exposure to radiation (Any 3 × 1) (3)
- 6.7
- Reassure the child.
 - Do not transport the child.
 - Be ready to apply cardiac massage and mouth to mouth resuscitation if required.
 - Never leave the child alone.
 - Keep him/her comfortable and warm (not too hot).
 - Treat any obvious problems (e.g. stop bleeding).
 - Lie the child down with his/her legs slightly raised.
 - Reassure the child and comfort him/her.
 - Do not give fluid to drink. Only moisten the lips if the child complains of thirst.
 - Immediately call for an ambulance. (10)
- 6.8
- EFT online payment
 - Debit orders
 - Stop orders
 - Cheques
 - Debit cards
 - Credit cards
 - Cash (Any 5 × 1) (5)
- [50]**

QUESTION 7

- 7.1
- Isolate the sick child. Infectious diseases are passed quickly from one child to another.
 - Contact the parents.
 - Console the child and make him/her feel comfortable.
 - If the child's condition worsens rapidly, take him/her to a doctor/clinic/hospital or call an ambulance.
 - Always write down your observations. It helps parents to give the doctor a correct report so that he/she can make a correct diagnosis.
 - Before giving medication to children, the parents' written permission is required.
 - This is essential, otherwise you may be held responsible if there is a problem or allergic reaction.
 - If the parents request that you give the child medication, be sure that ...
 1. it is supplied in a bottle with details given by the pharmacy on it.
 2. the child's own name appears on the bottle's label.
 3. the dosage and time to be taken are specified.
 - Keep medication out of reach of children.
 - Check if medication needs refrigeration. (Any 8 × 1) (8)
- 7.2
- Suggest that the child holds his/her nose between the thumb and forefinger while taking the medicine, for the taste of the medicine to be less intense.
 - Don't forcibly hold the child's nose as he/she may inhale some of the medicine.
 - Only take medicine with water and do not mix with food or other drinks. (3)
- 7.3
- Working hours
 - Salary
 - Leave
 - Termination of service
 - Employee compensation
 - Pension
 - Medical aid scheme
 - Unemployment insurance
 - Educarer's manual (Any 6 × 1) (6)
- 7.4
- Sterile eye pads
 - Cotton wool and gauze pads
 - Box of earbuds
 - Adhesive tape
 - Sling (triangular) bandage
 - Crepe bandage
 - Safety pins
 - Scissors
 - Disinfecting lotion and soap
 - Antihistamine syrup and cream
 - 5 ml medicine measure spoons (Any 8 × 1) (8)

- 7.5
- The person who notices the fire should sound the alarm.
 - Call the fire brigade.
 - Switch off the main switch.
 - Try to extinguish the fire without endangering lives.
 - Evacuate the building.
 - Try to contain the fire in one room.
 - Use fire extinguishers and hoses.
 - Close all doors and windows.
 - Do not panic.
 - Use only emergency exits, not lifts.
 - Crawl if smoke is overwhelming.
 - Wrap people in wet blankets if necessary.
 - Cover nose and mouth with a wet cloth.
 - If people are on fire, try to put out by covering the person in blankets or let them roll on the ground.
 - If trapped, call for assistance and do not panic. (Any 10 × 1) (10)
- 7.6
- They should find a safe place to cross a road, e.g. at a zebra crossing and traffic lights.
 - Look right, left and right again before crossing a road.
 - Listen for traffic.
 - If the road is clear, walk, don't run across the road.
 - Keep looking and listening for traffic as you cross the road. (5)
- 7.7
- Large organisations use computers for different purposes e.g. to draw up paysheets, calculate tax and other deductions, and to issue salary cheques.
 - Many stores process their accounts on a computer.
 - Reservations for cinemas and train and air tickets are done by computer.
 - Financial projections and forecasts can be made by computer. (Any 3 × 1) (3)
- 7.8
- Reception is not always possible in remote areas.
 - It is easily stolen.
 - If a driver of a car uses a cellphone while driving without a hands-free system, the person may cause an accident.
 - The more up-to-date models are expensive.
 - External influences (noise) can cause bad reception. (Any 4 × 1) (4)
- 7.9
- Filing cabinets
 - Spike files
 - Concertina files
 - Wall fills/clipboards
 - Manila folders (Any 3 × 1) (3)
- [50]**

TOTAL SECTION B: 150
GRAND TOTAL: 200