higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

(3061002)

15 November 2024 (Y-paper)
13:00–16:00

This question paper consists of 9 pages and 1 addendum.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
BUSINESS PRACTICE
NQF LEVEL 2
TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Use only a black or blue pen.
5. Write neatly and legibly.

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SECTION A

QUESTION 1

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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 … could be regarded as an unwanted advance.

A Verbal reprimanding
B Unethical practices
C Whistling
D A formal handshake

1.1.2 A type of fire extinguisher:

A Electronic equipment
B Magnesium
C Oxygen
D Carbon dioxide

1.1.3 Business activities that need to take place to ensure that a company achieves its goals are referred to as … functions.

A core
B crucial
C valuable
D support

1.1.4 ... is an Act which tries to prevent accidents and diseases at the workplace.

A NAPTOSA
B SADTU
C OHSA
D BCEA

1.1.5 … is passed from one person to another especially through the air that they breathe.

A HIV
B Parkinson's
C Alzheimer's
D Influenza

1.1.6 The … department is responsible for training employees in the workplace

A Marketing
B Administration
C Procurement
D Human resource

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1.1.7 A/An … is a document which allows you to organise and manage yourself in the work environment.

A personal diary
B roster
C organiser
D calendar

1.1.8 To ensure that personal protective equipment in the workplace is in a good condition, it should be inspected …

A regularly before each use.
B each week.
C every six months.
D once a year.

1.1.9 The purchasing department is informed of a need in the … phase of purchasing.

A order
B notification
C post-order
D financial

1.1.10 The first step in the management process of drawing up a roster in a business organisation is …

A delegating.
B control.
C planning.
D managing.

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Prioritising workplace objectives enhances productivity and minimises stress for team members.

1.2.2 Failure to report an unsafe issue at the workplace will not have a negative impact on business operations.

1.2.3 A job description indicates the qualification, experience and knowledge required by an employee to perform a task.

1.2.4 In a working environment you need a doctor's certificate if you are absent for more than two consecutive days.

1.2.5 A firm handshake with a client cannot be regarded as sexual harassment in the workplace.

(5 × 2) (10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Violent or hostile attack on a staff member	A	risk
1.3.2	Sells goods and services to the public	B	core
1.3.3	Used to extinguish small fires involving flammable liquids	C	prioritising
1.3.4	Not performing your tasks immediately and putting things off	D	timeous
1.3.5	One of the most effective and efficient ways of managing your manager's time in the workplace	E	supplier
1.3.6	Completion of your workplace tasks within the deadline	F	etiquette
1.3.7	The central or the most important activity in a business	G	chemical powder
1.3.8	Process of assigning order to tasks based on their urgency	H	procrastination
1.3.9	The chance of loss or danger	I	Filofax
1.3.10	Socially acceptable way of behaving in the workplace	J	assault
		K	retailer

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Read the passage below and then answer the questions.

WHY A CODE OF ETHICS?

A code of ethics lays down the ethical standards in a business. It is, however, important to emphasise right from the start that the fact that an organisation has adopted a code of ethics, provides no guarantee that all stakeholders will abide by these ethical standards. A code of ethics in any business organisation may include the following, amongst others:

- Honesty
- Health and safety
- Employment practice
- Supplier relationship

When compiling a code of ethics, ethical diversity has to be taken into account.

Whether employees will abide by these standards will be determined by factors such as:
- ensuring that contracted stakeholders are familiar with these standards and that they are motivated to follow the standards.
- the value and management of ethical diversity by organisations.

2.1 What is a code of ethics in a business organisation? (2)

2.2 Give ONE example for each of the following ethical values that employees should adhere to in the workplace:

2.2.1 Honesty

2.2.2 Health and safety

2.2.3 Employment practice

2.2.4 Supplier relationship

2.2.5 Product safety and quality

(5 × 2) (10)

2.3 2.3.1 Explain the term *ethical diversity*. (2)

2.3.2 How can you, as a manager, deal with ethical diversity in the workplace? (4)

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2.4 State whether the following behaviours in the workplace are ETHICAL or UNETHICAL. Write only 'Ethical' or 'Unethical' next to the question number (2.4.1–2.4.4) in the ANSWER BOOK.

2.4.1 Arriving early at work

2.4.2 Handing in your business report before the due date

2.4.3 Leaving work early without your manager's permission

2.4.4 Harassing females in your department

(4 × 1) (4)

2.5 Many males and females have fallen victims of sexual harassment in the workplace, which impacts negatively on productivity.

2.5.1 Name THREE forms of sexual harassment that you may encounter. (3)

2.5.2 List SIX ways in which you can try to prevent this from happening to you or a colleague. (6)

[31]

QUESTION 3

3.1 Read the passage below and then answer the questions.

HEALTH AND SAFETY IN THE WORKPLACE

Every employee at work has the responsibility to take reasonable care of the health and safety for him or herself as well as for others. The unsafe acts of the worker may impact them negatively or endanger others.

Both employer and employees have to adhere to the OHSA.

3.1.1 What does the abbreviation *OHSA* stand for? (2)

3.1.2 Name FOUR types of protective clothing that employees should be given in order to ensure their safety in certain workplaces, such as in the building industry. (4)

3.2 What advice would you give a new employee to keep in mind when lifting heavy objects? (4 × 1) (4)

3.3 List any THREE responsibilities of an employer regarding health and safety of employees in the workplace. (3)

3.4 List FOUR ways in which unsafe acts in the workplace can be reduced or removed. (4)

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3.5 It is stated that the unsafe acts of the worker may impact them negatively or endanger others. List any THREE possible stakeholders that can be influenced negatively or endangered by unsafe acts of the employee. (3)

[20]

QUESTION 4

4.1

Unforeseen events can happen in any workplace. To deal with this uncertainty, a business has to have a plan of action to deal with every possible event.

With regard to the above statement, answer the following question:

List any FOUR possible unforeseen events and indicate in each case a possible plan of action to deal with this. Present your answer as follows:

Unforeseen event	**Plan of action**

(4 × 2) (8)

4.2 Read the paragraph below and then answer the questions that follow.

Almost two-thirds of all respondents in a survey done on time wasters at work, reported that they are wasting time at work, but how much time? Thirty-nine percent of respondents said they spend a mere 1 hour a week or less on non-work related items. That's followed by 29 percent who spend up to 2 hours a week wasting time on the computer at work, and 21 percent who waste up to 5 hours a week. Only 3 percent of respondents spend 10 hours or more on personal tasks in a given week.

[Adapted from *https://www.salary.com/articles/why-how-your-employees-are-wasting-time-at-work/*]

4.2.1 List any THREE ways in which time can be mismanaged or waste by using your computer at work. (3)

4.2.2 Except wasting time on a computer, list any other FOUR ways in which time can be wasted at work. (4)

4.2.3 Discuss FOUR ways in which an employee can manage their time successfully at work. (4 × 2) (8)

[23]

QUESTION 5

Read the passage below and then answer the questions.

Kentucky Fried Chicken (KFC), established by Colonel Harland Sanders in 1952, is one of the world's most recognized fast-food chains, known for its signature fried chicken recipe. With a global presence, KFC has consistently adapted its strategies to meet the demands of diverse markets, which contributes to their success.

5.1 What are the core functions of Kentucky Fried Chicken? (2 × 1) (2)

5.2 Kentucky has definite support activities to ensure the success of their core function(s). These support activities are normally organised in departments in the case of a large business.

List any THREE functions of the following departments in Kentucky. Make use of ADDENDUM A (attached) to answer this question.

5.2.1 Marketing department

5.2.2 Human Resources department

5.2.3 Financial department

5.2.4 Purchasing department

5.2.5 Administrative department

(5 × 3) (15)

5.3 Suppose that Kentucky makes use of a functional organogram. Draw this organogram for Kentucky, assuming there is a CEO and all the various departments as stated in QUESTION 5.2. (7 × 1) (7)

5.4 What is the role of the client and customer care system in Kentucky? (2 × 1) (2)

[26]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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ADDENDUM A **EXAMINATION NUMBER:**

QUESTION 5.2

Number	Function/department	THREE activities of each
5.2.1	**Marketing**	
5.2.2	**Human Resources**	
5.2.3	**Finance**	
5.2.4	**Purchasing**	
5.2.5	**Administration**	

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