higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATION
NQF LEVEL 3

(3011033)

28 November 2024 (X-paper)
09:00–12:00

This question paper consists of 9 pages.

553Q1N2428

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
NEW VENTURE CREATION
NQF LEVEL 3
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.

Copyright reserved

SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 An action plan clearly states what needs to be done to achieve the goals of the business.

1.1.2 The Basic Conditions of Employment Act applies to all employers and employees in South Africa.

1.1.3 A grievance procedure guides employers on how to lodge grievances against their employees.

1.1.4 A performance review is aimed at managing an employee's performance on an ongoing basis.

1.1.5 An internal stakeholder has an interest in the organisation, but does not work for it.

1.1.6 Service providers and suppliers must pass laws and develop policies to ensure that organisations operate legally.

1.1.7 Extracting raw material from nature is a core business activity of the secondary sector.

1.1.8 The sales and marketing department is responsible for buying all the raw material and goods required for production in a business.

1.1.9 Expertise and experience are skills that are developed over time.

1.1.10 An employment contract is an agreement between an employer and an employee.

(10 × 1) (10)

1.2 Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Human resources capacity requirements involve knowing the …



A availability of suppliers to provide goods and services.
B number of staff to be employed.
C products required for the business success.
D production process of goods and services.

1.2.2 Employers must pay … of the salary bill towards a skills development levy.

A 1%
B 2,5%
C 10%
D 100%

1.2.3 An example of capital equipment

A Office stationery
B Photocopier machine
C Cleaning material
D First-aid kit

1.2.4 A code of conduct could include …

A expected work ethics and values.
B profiles of employees in the workplace.
C specifications on how to perform a job.
D a list of line managers.

1.2.5 Financial systems to control money in the business involves …

A allowing credit sales.
B screening debtors to eliminate bad debts.
C advertising on social media.
D borrowing capital from the bank.



(5 × 2) (10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Someone who invested money in a business	A	stakeholder
		B	shareholder
1.3.2	Buy goods and services from the organisation	C	government
1.3.3	Formulates internal policies	D	employer
1.3.4	Effect or influence that an event or situation has on someone or something	E	impact
		F	stocktaking
1.3.5	Method of minimising risk associated with losing inventory	G	customers

(5 × 1) (5)

1.4 Choose ONE term from the list below for each of the following descriptions and write it next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

premises; organogram; standard; tool; recruitment; retrenchment; assign

1.4.1 Giving someone a particular job.

1.4.2 Land and buildings that a company will use.

1.4.3 Should be included in a recruitment plan to show all jobs and reporting lines.

1.4.4 Job description against which an employee's performance can be measured.

1.4.5 Step-by-step process to follow when hiring staff.

(5 × 1) (5)

[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

SENIOR SUPERVISOR AND TANKER DRIVER ARRESTED FOR FRAUD AND THEFT OF HFO – ESKOM

Eskom Media Desk
24 July 2023

Eskom's Matla Power Station's senior shift supervisor and contracted heavy fuel oil (HFO) tanker driver arrested for fraud and theft of HFO

On 19 July 2023, an Eskom senior shift supervisor from the Matla Power Station and a heavy fuel oil (HFO) tanker driver were arrested for fraud and theft of HFO.

Eskom received information that HFO tanker drivers were involved in the theft of HFO at Matla Power Station. The drivers would offload the fuel oil at unknown locations before arriving at the power station. The tankers would then enter the power station empty. Weighbridge slips would be fraudulently registered and printed as if the ordered oil/fuel product was offloaded. Delivery notes are then signed off.

After a thorough internal investigation, that started in December 2022, was conducted, supported by the Bidvest Protea Coin Investigation Team, which is contracted by Eskom to investigate coal, diesel and fuel oil theft cases, evidence obtained led to the arrest of an Eskom senior shift supervisor from the Matla Power Station and an HFO tanker driver. The South African Police Service (SAPS) made the arrest.

The accused were charged and brought before the Kriel Magistrate's Court on 20 July 2023 as per Kriel CAS 56/07/2023. Theft is classified as an act of dishonesty that violates the conduct expected from Eskom's employees. All employees are at all times expected to behave honestly and in the interest of their employer as part of their contract. The theft of fuel oil is a highly organised criminal activity and the syndicates involved are being enriched through the proceeds derived from the illicit trade of the stolen products. Eskom continues to lose billions of rand due to the misappropriation and adulteration of these critical commodities, which directly affects production.

Eskom will provide the required support to the SAPS and the National Prosecuting Authority to ensure that the suspects are successfully prosecuted and that a stiff sanction is meted out, as a favourable outcome will serve to deter other would-be offenders. Eskom has also urged the public to report information regarding the theft of coal, fuel oil and diesel to the Eskom Crime Line: 0800 11 27 22.

2.1 2.1.1 Differentiate between *internal stakeholders* and *external stakeholders*. (2 + 2) (4)

2.1.2 From the case study, identify TWO examples of these stakeholders:

(a) Internal stakeholders (2 × 1) (2)

(b) External stakeholders (2 × 1) (2)

2.2 What is Eskom's core business? (2)

2.3 List THREE roles of a supervisor in the organisation. (3 × 2) (6)

2.4 What will the impact of an inefficient tanker driver offloading fuel at an unknown location be on each of the following departments:

2.4.1 Production department

2.4.2 Finance department

2.4.3 Marketing department

(3 × 2) (6)

2.5 Categorise each of the following duties as either skilled or unskilled work:

2.5.1 Manager

2.5.2 Cleaner

2.5.3 Receptionist

(3 × 1) (3)

2.6 Theft is classified as an act of dishonesty that violates the conduct expected from Eskom's employees.

2.6.1 Should the driver's actions lead to disciplinary procedure? (1)

2.6.2 Give ONE reason for the answer to QUESTION 2.6.1. (2)

2.7 How can the business minimise the risk of theft? (2)

[30]

QUESTION 3

3.1 List THREE core functions of a team working at Eskom. (3 × 2) (6)

3.2 The tanker driver wants to lodge a grievance because of the disciplinary steps taken against him.

3.2.1 Explain TWO steps to follow when handling a grievance procedure. (2 × 2) (4)

3.2.2 What role will the trade union play during the grievance process? (1)

3.3 Theft and dishonesty are offences against Eskom's code of conduct.

3.3.1 What is a *code of conduct*? (2)

3.3.2 Explain the term *ethical procedures* in relation to the code of conduct. (2)

Copyright reserved

3.3.3 Did the shift supervisor and driver behave in an ethical or unethical way? (1)

3.4 Explain the roles of each of the following Eskom staff members:

3.4.1 Senior shift supervisor

3.4.2 Driver

(2 × 2) (4)

3.5 Explain TWO principles that apply to maintaining a good relationship between internal and external stakeholders. (2 × 2) (4)

3.6 Explain the difference between *efficiently* and *effectively*. (4)

3.7 Explain the term *cohesiveness*. (2)

[30]

QUESTION 4

NEW TIMES LOGISTICS

Lebohang Masinga is an ambitious young woman from the small town Dundee in KwaZulu-Natal. She took over her late father's transport and logistics business after graduating with a Diploma in Logistics Management. New Times Logistics specialises in transporting coal from mines to power stations. She employs four managers. Johan Cloete is an operations manager in charge of the company's day-to-day operations. Alice Naidoo is an administration manager working with two women: Nozipho, an admin clerk, and Faith, the switchboard operator. Sibani Ndlovu is the finance manager. Caycee and Pamela works in the finance department as a bookkeeper and a creditor's clerk respectively. The manager in charge of maintenance is Mondli Zondi – he is working with Zuzile who is a motor mechanic. Lebohang's business is doing very well and she would like to expand her services to other provinces in the next three years.

4.1 Give Lebohang TWO strategies to improve her relationship with stakeholders. (4)

4.2 Use staff names and positions to draw an organogram/organisational structure for New Times Logistics. (10)

4.3 Explain the functions of each of the following departments in New Times Logistics:

4.3.1 Operations department

4.3.2 Administration department

4.3.3 Finance department

(3 × 2) (6)

4.4 Who is the most senior person in the maintenance department? (1)

4.5 Lebohang must employ an additional driver to assist with deliveries as the workload has increased.

4.5.1 Explain to Lebohang the importance of a job profile. (2)

4.5.2 Name ONE cost that Lebohang must consider when employing staff. (1)

4.6 It is important for the business to have proper and efficient financial systems.

4.6.1 Name TWO types of bank accounts that would be suitable for Lebohang's business. (2)

4.6.2 Name TWO screening procedures that can be applied to eliminate bad debts. (2 × 2) (4)

[30]

QUESTION 5

5.1 Name TWO benefits that New Times Logistics could achieve by working together as a team. (4)

5.2 Explain how an inefficient finance department will affect the maintenance department. (2 × 2) (4)

5.3 Explain how the admin clerk will add value to the administration department. (2 × 2) (4)

5.4 Explain the type of work done by each of the following people in New Times Logistics:

5.4.1 Nozipho

5.4.2 Faith

5.4.3 Caycee

5.4.4 Pamela

(4 × 2) (8)

5.5 What is Lebohang's function in the business? (2)

5.6 New Times Logistics owns the business premises.

5.6.1 Differentiate between *leasing* and *owning* premises. (2 + 2) (4)

5.6.2 Name TWO office supplies that New Times Logistics can use. (2)

5.6.3 Name TWO methods to inform new employees of their duties. (2)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

Copyright reserved