higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 3

(3061003)

3 December 2024 (X-paper)
09:00–12:00

This question paper consists of 10 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
BUSINESS PRACTICE
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.

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SECTION A

QUESTION 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 (1.1–1.10) in the ANSWER BOOK.

1.1 The daily tasks that need to be performed at your workplace is referred to as …

A administration.
B work routines.
C work procedures.
D customer networking.

1.2 The finance that is required to start, operate or grow a business.

A Debt
B Capital
C Liabilities
D Assets

1.3 … is a formal agreement to replace a defective product, at no cost to the customer, within a certain period.

A Guarantee
B Service
C Warranty
D Replacement

1.4 When people refuse to buy, use or have anything to do with a product, it is referred to as a form of a …

A go slow.
B protest.
C boycott.
D blacklist.

1.5 The … department is responsible for the buying or acquiring of goods and services needed by the business.

A sales and marketing
B general management
C human resources
D procurement

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1.6 … is/are the total compensation paid to the employees for their services rendered.

A Wages
B Salaries
C Bonuses
D Remuneration

1.7 Files are simply placed on top of one another in this type of filing system.

A Tubular
B Rotary
C Horizontal
D Vertical

1.8 If a till point machine at your local retailer is not working normally or properly, this is referred to as being …

A functional.
B operational.
C productive.
D dysfunctional.

1.9 Management may realise that employees are unhappy in the workplace, when they experience a …

A high morale among employees.
B high productivity rate.
C high staff turnover rate.
D low staff turnover rate.

1.10 When many copies of a document are needed, it is best to use a …

A photocopier.
B camera.
C fax machine.
D scanner.

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–1.10) in the ANSWER BOOK.

2.1 A takeover is the joining together or combining of two companies or business organisations.

2.2 Being assertive means expressing ideas and opinions strongly and firmly.

2.3 There is a limit on the transfer of a public company's shares.

2.4 People who assess the amount, extent or value of something in the workplace are called evaluators.

2.5 Industrial relations aim to provide a harmonious relationship between employers and employees, thus ensuring continuous productivity.

2.6 The administration department in any organisation provides support to the other departments and includes activities such as typing, filing, etc.

2.7 A task list entails listing all new customer's contacts alphabetically.

2.8 Value added tax is a percentage of a person's salary or wage that is paid to SARS.

2.9 A market share is used to give one an idea of how large or powerful a business is within its particular sector.

2.10 Superiors are the people who report to others in the workplace.

(10 × 1) **[10]**

QUESTION 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 (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Small, medium and micro enterprise	A	emergency products
3.2	Goods that consumers buy without planning to	B	computerised filing
3.3	South African Bureau of Standards	C	BCEA
3.4	People to whom money is owed	D	PPP
3.5	Facts or information	E	impulse products
3.6	Partnership between private sector and the public sector to deliver a project	F	ombudsman
3.7	Documents are stored in folders and files	G	SMME
3.8	Goods that are bought to meet an immediate need	H	data
3.9	An official whose job it is to investigate complaints from the public	I	creditors
3.10	Basic Conditions of Employment Act	J	debtors
		K	SABS

(10 × 1) **[10]**

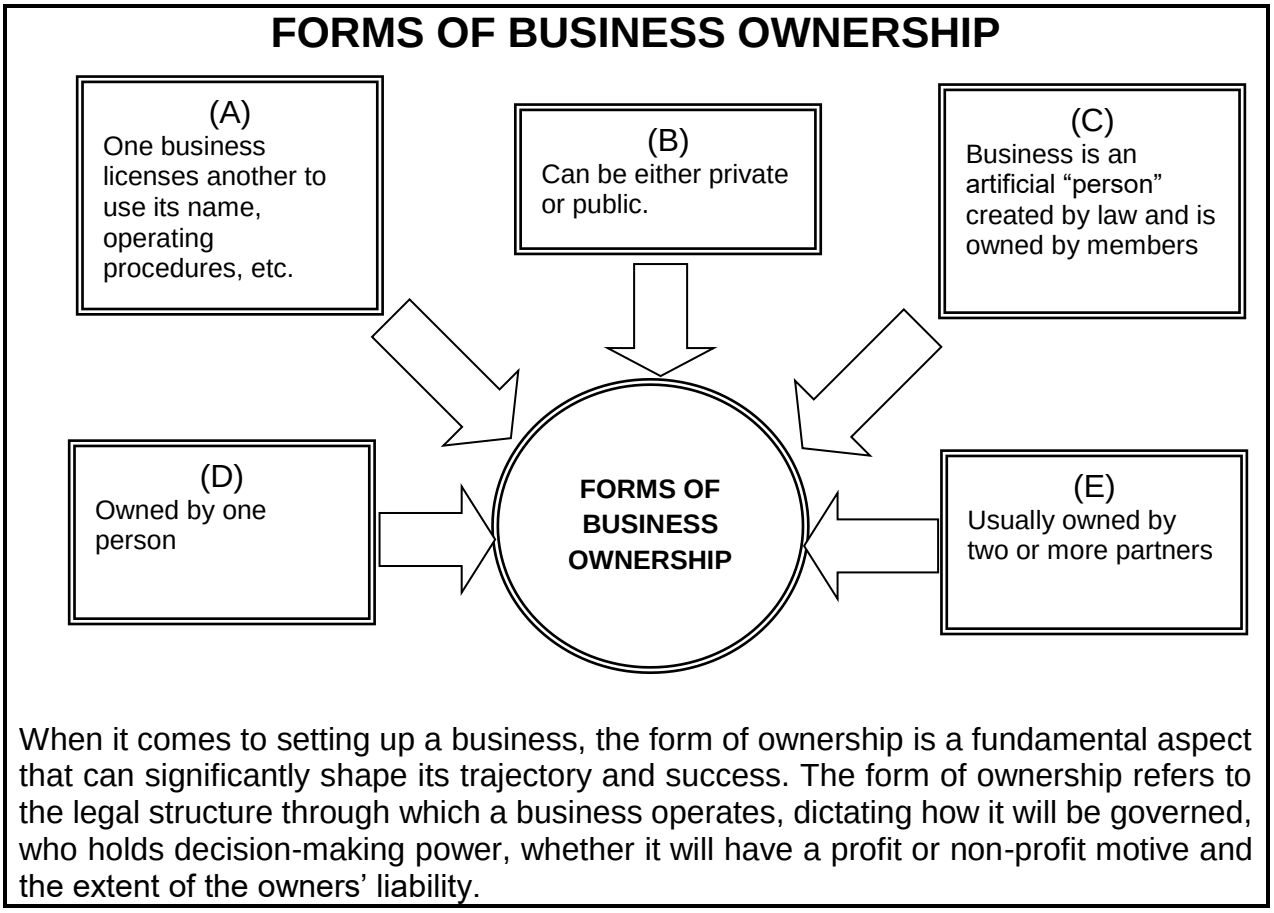
TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1 Refer to the table below and answer the questions that follow.



When it comes to setting up a business, the form of ownership is a fundamental aspect that can significantly shape its trajectory and success. The form of ownership refers to the legal structure through which a business operates, dictating how it will be governed, who holds decision-making power, whether it will have a profit or non-profit motive and the extent of the owners' liability.

4.1.1 Under what type of organisation does the above forms of business ownership fall? (2)

4.1.2 Name the individuals that run each of these businesses.
Write your answer next to the question number (A–E) in the ANSWER BOOK. (5)

4.1.3 Provide ONE advantage and ONE disadvantage of a sole proprietorship. (2 × 2) (4)

4.1.4 List THREE types of non-profit organisations. (3)

4.2 Connect the industries listed in the table to the different businesses stated below. Write only your answer next to the question number (4.2.1–4.2.8) in the ANSWER BOOK.

manufacturers; wholesalers; service business; retailers; financial business; real estate; transport; hospitality industry

4.2.1 The Peninsula Hotel

4.2.2 Pam Golding Estates

4.2.3 Capitec

4.2.4 Transnet

4.2.5 Shoprite

4.2.6 Gardening service

4.2.7 Shoe City

4.2.8 Car makers

(8 × 1) (8)

4.3 'There are many ways to trade goods and services, some of these include a variety of market types.'

List FOUR of these market types. (4)

4.4 Differentiate between *policies* and *procedures* in the workplace. (2 × 2) (4)

[30]

QUESTION 5

5.1 Read the following article and answer the questions that follow.

IMPORTANCE OF REPORTING HAZARDS

During a workday, a worker is in the best position to discover hazards on the job. Often a change in the work environment can introduce a hazard. Hazards can also be created by such things as:

- Malfunctioning, poorly designed, or missing equipment
- Faulty work procedure
- Electricity safety, etc.

Always follow the facility's procedures for reporting hazards so that the appropriate people can take action to correct them.

A reported hazard that places employees in imminent danger must be investigated immediately. Less serious hazards still need attention, but a full investigation may be scheduled for a later time.

5.1.1 Which South African Act addresses health and safety issues in the workplace? (1)

5.1.2 Explain FOUR safety rules that you think should be in place to ensure electrical safety in a business. (4 × 2) (8)

5.1.3 How would you assist a staff member that has been shocked?

List FOUR steps. (4)

5.2 The newly appointed admin clerk, Zanele, was asked to make copies of an accident report. After several attempts she struggled to make the copies.

How would you guide the admin clerk to make these copies? (6)

5.3 After successfully completing the copies, Zanele needed to file all the documents related to the accident.

Which tips would you provide her for efficiently filing these documents? (6)

[25]

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QUESTION 6

6.1 Read the following article and answer the questions that follow.

FACING EMPLOYEE RETRENCHMENTS

Economists have recently predicted that South Africa has a 45% risk of entering a recession. Such a recession would come at the worst time for the country's economic recovery. The many businesses that are in survival mode and the employees who have been under the constant threat of job losses occasioned by the COVID-19 pandemic and the adverse effects of load shedding will be the primary casualties.

Should a recession of this magnitude indeed be experienced, sadly, employers will most probably need to embark on huge retrenchment exercises in order to protect the job security of the majority of their workforce and the fiscal sustainability of their business operations.

The trade unions regard the LIFO principle as the fairest selection criteria. Exceptions are made for employees with specialised skills.

6.1.1 Describe what is meant by the term, *retrenchment.* (2)

6.1.2 List THREE ways in which a recession could have an impact on businesses. (3)

6.1.3 Write the abbreviation LIFO in full. (1)

6.1.4 How can businesses benefit from using the LIFO method for retrenchments? Explain any THREE benefits. (3 × 2) (6)

6.1.5 Provide THREE guidelines for a fair retrenchment process. (3 × 2) (6)

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

CONFLICT IN THE WORKPLACE

Buhle, Amelia, and Roxy came back from lunch speaking very loudly. Yamkela, the receptionist, is on the phone, speaking to a customer and she struggles to hear the customer's complaint. She turns to them and asks everybody: 'Please, keep it down; I cannot hear the customer speaking.' They all turn to face her and smile at her. Buhle says: 'Why are you always in a bad mood?'
Yamkela felt very hurt and approaches the human resource manager, Jody, and tells her what happened. Jody calls a meeting with all involved and wants to sort out the matter.

6.2.1 Describe what is meant by the term, *conflict*. (2)

6.2.2 State FOUR reasons why conflict occurs in the workplace. (4 × 2) (8)

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6.2.3 Name the role players in the above conflict situation. (5)

6.2.4 What type of conflict is involved in this scenario? (2)

[35]

QUESTION 7

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

INDUCTION IN THE WORKPLACE

Zintle and Theresa, two new staff members in the finance department were scheduled to start at TADZ and Co on Monday at 8:30. You, as the manager in the department, have been asked to induct them into the finance department. When Zintle and Theresa arrive, you introduce them to Porcia, the receptionist, and several other staff members in the department. John (a senior staff member), who will be working with them was asked to show them around to get familiar with the organisation. All staff will meet again at 12:00 to go for lunch.

7.1.1 List FOUR items that John should include in the induction programme to effectively induct Zintle and Theresa into the organisation. (4)

7.1.2 Explain any THREE reasons why it is important to introduce Zintle and Theresa to the staff members. (3 × 2) (6)

7.1.3 Name any SIX site facilities that Zintle and Theresa should be made aware of in the workplace. (6)

7.2 John (senior staff member) and Zintle were asked to work on a project together. They needed to collect information on different types of customers. They decide to use the qualitative research method.

7.2.1 State FIVE steps that John and Zintle can follow to ensure a successful research project. (5)

7.2.2 List FIVE ways in which they can collect qualitative data. (5)

7.2.3 Name FOUR methods of data analysis that will assist John and Zintle in the interpretation of the results. (4)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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