higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

(3061002)

10 November 2022 (Y-paper)
13:00–16:00

This question paper consists of 9 pages and 1 answer sheet.

203Q1N2210

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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. Start each question on a new page.
5 Use only a blue or black pen.
6. 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 Which ONE of the following is not a function of the finance department?

A Controlling income and expenditure
B Raising funds
C To ensure that debtors meet their obligations
D Recruitment of experienced staff

1.1.2 To … is to act in such a way that other people respect you, both as a person and as a worker.

A behave appropriately
B imitate someone
C be proactive
D be arrogant

1.1.3 … could be regarded as unwanted touching or actual molestation.

A A code of conduct
B Verbal harassment
C A code of ethics
D Physical harassment

1.1.4 One of the functions in the management process is …

A purchasing.
B organising.
C selling.
D financing.

1.1.5 A type of fire extinguisher:

A Electronic equipment
B Magnesium
C Oxygen
D CO_2

1.1.6 Which ONE of the following calculations of a product's selling price is correct?

A Cost price + selling price
B Markup + cost price
C Markup + selling price
D Selling price – markup

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1.1.7 One of the aspects that an individual needs to consider when assessing his/her work is …

A performance incentives.
B performance bonus.
C performance standards.
D None of the abovementioned

1.1.8 In an emergency, where blood or bodily fluids are present, it is important for you to remember to use your …

A hands.
B handkerchief.
C plastic gloves.
D hand towel.

1.1.9 The Occupational Health and Safety Act prescribes that employers make provision for …

A adequate remuneration of employees.
B staff transport.
C staff refreshments.
D a non-smoking zone in the workplace.

1.1.10 Your manager's diary does not include the following entries:

A A record of all appointments and meetings
B Updating and rescheduling
C Urgent activities
D Personal activities

(10 × 2) (20)

1.2 Choose a word or phrase from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Taking responsibility for your actions	A	hard hat, overalls and gloves
1.2.2	A type of personal diary	B	performance monitor
1.2.3	A document that describes the responsibilities and duties that an individual must perform	C	good work practice
		D	personal assistant
1.2.4	The kind of protective clothes worn when performing construction duties	E	calendar
		F	vice-chairperson
1.2.5	Coordinates meetings and makes arrangements for such meetings	G	Filofax
		H	personal job description

(5 × 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 Project scheduling is widely used in both large and small business organisations.

1.3.2 A procedure that you could use when dealing with an unexpected guest is to tell him/her that the manager is unavailable.

1.3.3 Passive smoking occurs when a smoker is exposed to smoke from a smoking zone.

1.3.4 Your professional image can be projected by your personal hygiene, dress code and ethics.

1.3.5 Bookkeeping is a function of the administration department.

1.3.6 According to the emergency policies and procedures in the workplace, management's priority must be to safeguard the health and safety of all.

1.3.7 To concentrate and ignore distractions during a conversation is not a good listening habit.

1.3.8 Job satisfaction is not an advantage of skills development.

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1.3.9 Prioritising tasks in the workplace refers to putting important things first.

1.3.10 A person who is HIV-positive may not be aware of it unless he/she takes a blood test.

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 State FOUR safety measures to be considered when maintaining fire equipment at your workplace. (4)

2.2 Fire extinguishers are not all the same. Match the correct type of fire extinguisher with the type of fire given below. Write only the letter (A–C) next to the question number (2.2.1– 2.2.3) in the ANSWER BOOK.

TYPE OF EXTINGUISHER		TYPE OF FIRE	
2.2.1	Water	A	Petrol and diesel
2.2.2	CO_2	B	Electronic equipment
2.2.3	Powder	C	Wood and paper

(3 × 2) (6)

2.3 Briefly explain FIVE universal precautions which you should take when assisting an injured person. (5)

2.4 A hazard refers to anything that could be harmful.

Name FIVE hazards which could cause injury at the workplace. (5)
[20]

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QUESTION 3

3.1 In September 2000, the Department of Health passed a law which regulates smoking in the workplace.

Briefly explain FIVE regulations regarding smoking in the workplace that must be adhered to. (5 × 2) (10)

3.2 State whether the following forms of behaviour are ETHICAL or UNETHICAL. Write only 'Ethical' or 'Unethical' next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

3.2.1 Taking unnecessary leaves

3.2.2 Dressing unprofessionally at work

3.2.3 Taking advantage of your boss's kindness and not submitting work on time

3.2.4 Leaving the workstation for a long lunch break

3.2.5 Refusing to carry out an illegal order of a supervisor

(5 × 1) (5)

3.3 Explain FIVE ways of improving listening skills. (5)

3.4 Due to Covid-19 restrictions in 2020–2021, many people had to work from home, while others worked shifts. Some employees abused these regulations by not appearing at their workstations on days that they were supposed to work, due to supposedly being ill.

Answer the following questions based on the scenario above:

3.4.1 Which document should a person provide when he/she is absent from work? (1)

3.4.2 Name FOUR types of leave each employee is entitled to. (4)

3.4.3 Compile a list of FIVE values that every employee should strive for. (5)

3.5 In terms of how people behave in the workplace, explain your responsibilities as a manager. (4)

[34]

QUESTION 4

Read the scenario below and answer the questions.

Miss Pat Khonja is the CEO of Lovedale Enterprise. She employed the following personnel:

- Personal assistant
- Administrative manager
- Procurement manager
- Wellness officer
- Marketing manager
- Two subordinates for each department

4.1 Use the information provided above and design an organogram for Lovedale Enterprise. (10)

4.2 Briefly explain the role of a personal assistant. (2 × 4) (8)

4.3 Name FOUR policy instruments used for marketing. (4)

4.4 Distinguish difference between *elastic* and *inelastic* in terms of price. (2 × 2) (4)

4.5 What are the THREE main functions of human resources? (3)

4.6 Can a CEO or manager survive without a PA? Answer 'Yes' or 'No'. (1)

[30]

QUESTION 5

Study the diary entries below and answer the questions.

Miss Leanne Klass is a PA for the Marketing department of Ekurhuleni Municipality. The Marketing manager requires her to diarise the following appointments and activities for 20 November 2022 on the ANSWER SHEET (attached).

- Reading e-mails @ 08:00
- Meeting with senior brand manager to discuss marketing policies @ 16:00
- Lunch with finance manager, Mr Verstel, to discuss budgets @ 12:00
- Ad agency meeting @ 14:00
- Leave promptly to get to ad agency meeting on time @ 13:30
- Executive management meeting @ 9:00
- Meeting with Khosi @ 10:30
- Other activities @ 10:00

#Quotes from printers
#Staff assessment
#Checking of products

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5.1 Assist Leanne to complete the diary using the information on the ANSWER SHEET (attached). (10)

5.2 Explain why it is important to have two diaries as a self-management tool. (2 × 2) (4)

5.3 List any TWO advantages of time management. (2)

[16]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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ANSWER SHEET EXAMINATION NUMBER:

SECTION B

QUESTION 5.1

	Diary	
	20 November 2022	**To-do list**
08:00		
08:30		
09:00		
09:30		
10:00		
10:30		
11:00		
11:30		
12:00		
12:30		
13:00		
13:30		
14:00		
14:30		
15:00		
15:30		
16:00		
16:30		

(10)

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