higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

(3061002)

21 November 2023 (Y-paper)
13:00–16:00

This question paper consists of 8 pages and 1 answer sheet.

185Q1N2321

Copyright reserved

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. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

Copyright reserved

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 … comes from within and is linked to your own desire to improve yourself.

A Sensibility
B Self-motivation
C Reliability
D Accountability

1.1.2 A task list enables an employee to …

A complete his or her task on time.
B evaluate his/her own skills.
C have a long lunch break.
D attend a meeting at any time.

1.1.3 Statutory law refers to the …

A code of conduct.
B Basic Conditions of Employment Act.
C Constitution.
D common law.

1.1.4 Additional functions that need to take place to help a company achieve its goals are referred to as ... functions.

A crucial
B valuable
C support
D core

1.1.5 Congestion refers to ...

A reliability.
B being functional.
C being valuable.
D being crowded or full.

1.1.6 A/An … code prescribes what you wear in a particular situation in the workplace.

A conduct
B uniform
C ethical
D dress

Copyright reserved

1.1.7 Which department is responsible for training employees in the workplace?

A Marketing department
B Administration department
C Procurement department
D Human resources department

1.1.8 A … refers to a list of activities that need to be completed within a specific time.

A task list
B roster
C plan
D timetable

1.1.9 … disease is passed from one person to another especially through the air they breathe.

A Stomach
B Parkinson's
C Alzheimer's
D Infectious

1.1.10 Unsafe conditions refer to the following:

A Cracks on the walls
B Broken windows
C Torn wiring
D All of the above.

(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 (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Skills development of staff members decreases productivity.

1.2.2 There is no difference between hearing and listening.

1.2.3 Some of a secretary's duties are typing documents, operating office equipment, making photocopies and filing.

1.2.4 The first step in the management process of drawing up a roster is control.

1.2.5 The administration department is not a support service department that interacts closely with other departments.

1.2.6 Employees maintain security by disclosing their passwords to their colleagues.

1.2.7 A person with good social skills has an extroverted personality.

1.2.8 Ranking of tasks in terms of importance is often referred to as prioritising tasks.

1.2.9 Personal cleanliness refers to fresh body odour, fresh breath and a neat hairstyle.

1.2.10 Breathing apparatus is essential when working with dangerous gases or powders.

(10 × 2) (20)

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

COLUMN A		COLUMN B	
1.3.1	Liaising	A	the extent to which you are neat and smart
1.3.2	Audit	B	to be in the open and vulnerable to external conditions
1.3.3	Grooming	C	to reassess the amount, value or quality
1.3.4	Exposure	D	an examination of the quality, state or efficiency
1.3.5	Re-evaluate	E	communicating with someone
1.3.6	Core	F	rules that indicate the type of social behaviour is correct
1.3.7	Roster	G	to deceive someone by joking
1.3.8	Etiquette	H	to present something to others in a way that creates a strong impression
1.3.9	Hoax	I	plan of duty or leave of individual
1.3.10	Project	J	the most important part of everything

(10 × 1) (10)

[50]

TOTAL SECTION A: **50**

SECTION B

QUESTION 2

Dress codes are used to communicate to employees what the organisation considers appropriate work attire. A dress code or appearance policy allows an employer to set expectations regarding the image it wants the company to convey. Dress codes can be formal or informal and might include the use of uniforms.

2.1 In your own words, explain what a *dress code is.* (2)

2.2 Discuss the factors that you have to keep in mind when drawing up a policy for the above.

(3 × 2) (6)

2.3 Name the FOUR types of leave. (4)

2.4 Briefly explain the requirements of smoking areas in the workplace. (8)

2.5 A business code of ethics should include certain aspects. Complete the code of ethics by giving relevant examples or explanations of the following aspects. Write your answers on the ANSWER SHEET (attached) and hand it in together with your ANSWER BOOK.

2.5.1 Basic honesty

2.5.2 Security and privacy

2.5.3 Health and safety

2.5.4 Financial reporting

2.5.5 Protecting the environment

2.5.6 Sales and marketing

2.5.7 Employment practice

(7 × 2) (14)

[34]

Copyright reserved

QUESTION 3

Organisations should have a guide on health and safety issues that would assist in preventing incidents that causes great danger to its employees. Signage also serve to alert people of possible hazards in some areas.

3.1 Briefly explain the responsibilities of an employer to ensure a safe working environment for its workers. (5 × 2) (10)

3.2 Mention FIVE components of a fire extinguisher. (5)

3.3 Name any FIVE unsafe acts that may be performed by employees. (5)
[20]

QUESTION 4

PERSONAL HYGIENE AND PERSONAL GROWTH

It is important to keep good personal hygiene in the workplace, especially if you in the forefront. Maintaning good personal hygiene and grooming creates a good image of the organisation.

4.1 Discuss ways in which you will project a professional image in the workplace. (5 × 2) (10)

4.2 Having a personal-growth plan forms part of personal development. Organisations should do annual skills audits as a form of support in developing its staff and increase their productivity.

4.2.1 Draw up a skills development cycle to assist in staff's personal development. (5)

4.2.2 Explain THREE advantages of skills development. (3)

4.3 The core business of an organisation is an idealised construct intended to express that organisation's "main" or "essential" activity.

Name the core activity of the following:

4.3.1 NESCAFÉ

4.3.2 Nando's

4.3.3 

(3 × 2) (6)
[24]

QUESTION5

5.1 Read the article below and then answer the questions.

Managing difficult diaries can be made a whole lot easier with a bit of creativity and common sense

Managing a busy diary is no simple task – as every assistant will know. Some executive's diaries are so complex they employ two assistants: one to work on the diary – the 'diary assistant' – and one to do everything else. In some industries, such as banking, the diary can constitute as much as 80 per cent of the assistant's work. I have worked with executives who have fairly free diaries, executives who are in back-to-back meetings from 8:00– 17:00 each day (without breaking for lunch), and with executives who work from several locations. So, I have done my fair share of diary management, and am still managing a diary today.

[Source: *www://executivesupportmagazine.com/managing-difficult-diaries-a-flexible-approach/*]

5.1.1 According to the article above, is diary management an easy task? Answer Yes or No and give reasons from the article above to support your answer. (1 + 1) (2)

5.1.2 Briefly explain how you would manage your daily diary. (5 × 2) (10)

5.2 The Purchasing Department plays a crucial role in supplying departments with material they may need to get their jobs done by checking documents and contacting suppliers.

Briefly discuss the steps in the purchasing cycle. (5 × 2) (10)
[22]

TOTAL SECTION B: 100
GRAND TOTAL: 150

Copyright reserved

ANSWER SHEET EXAMINATION NUMBER:

QUESTION 2

2.5	2.5.1	**Basic honesty**	
	2.5.2	**Security and privacy**	
	2.5.3	**Health and safety**	
	2.5.4	**Financial reporting**	
	2.5.5	**Protecting the environment**	
	2.5.6	**Sales and marketing**	
	2.5.7	**Employment practice**	

Copyright reserved