higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATIONS
NQF LEVEL 3

(3011033)

23 November 2022 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

565Q1N2223

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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 section on a new page.
5. Use only a black or blue 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 People within the business who purchase the products or services of the business are called …

A external service suppliers.
B internal service suppliers.
C internal clients.
D external clients.

1.1.2 The department responsible for advertising and spreading information about the business's products or services, is the …

A marketing department.
B procurement department.
C finance department.
D administration department.

1.1.3 Actions done in order to achieve a particular result are …

A job descriptions.
B policies.
C work units.
D work processes.

1.1.4 The purpose of this Act is to ensure that all employees are treated fairly and to rid the workplace of any discrimination:

A Basic Conditions of Employment Act
B Labour Relations Act
C Employment Equity Act
D Skills Development Act

1.1.5 A … account is what a business will apply to a bank for when they do not have sufficient finance for long-term financing:

A cheque
B current
C loan
D savings

(5 × 1) (5)

1.2 Choose ONE term from the list below for each of the following descriptions and write only the term next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

performance review; authority, human resource; bank overdraft; team; organisational structure; security risk; department; credit procedure, responsibility

1.2.1 The right to give instructions or commands

1.2.2 A formal arrangement of jobs which indicates how different positions relate to one another and who is responsible for certain tasks.

1.2.3 An amount owed to the bank when more money is drawn from the bank account than what has been deposited

1.2.4 A method of assessing an employee's performance through managing it on an ongoing basis

1.2.5 A group of people from the same organisation who work together to achieve a common goal

(5 × 1) (5)

1.3 Give ONE term for each of the following descriptions by writing it next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 Step-by-step processes and procedures employers follow when disciplining employees

1.3.2 People or businesses that owe the business money for goods/services sold to them on credit

1.3.3 An account used by a business to save money for future expansion as the interest rates are much higher than that of a current bank account.

1.3.4 The process of making decisions about the future by deciding how, when and where to use resources in order to achieve the business's objectives

1.3.5 Functions or activities that must be done in order to ensure that the core business is successful

(5 × 1) (5)

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1.4 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	The main or essential activity of a business	A	policy
1.4.2	Responsible for purchasing materials and services used by core and supporting business activities	B	forty-five (45)
1.4.3	The broad guidelines of a business, which guides the managers and workers in making decisions	C	business ethics
1.4.4	The maximum ordinary weekly hours for all employees at work	D	core business
1.4.5	Refers to views or convictions about what is right/wrong and good/bad	E	procedure
		F	procurement
		G	finance
		H	forty (40)

(5 × 1) (5)
[20]

TOTAL SECTION A: 20

SECTION B

Read the scenario below and answer all the questions.

Anne Petersen is the owner of Millennium Office Machines, a business located in Polokwane. The business sells, services and repairs office machines. Their customer base includes local businesses as well as government departments.

As owner, Anne is accountable for the overall success and shortcomings of Millennium Office Machines. As part of her management team, Anne has three managers who head up departments: an administration manager, who has a receptionist and bookkeeper reporting to her; the sales manager, who has two sales persons who report to him; while the service and repairs manager has two technicians who report to him.

The employees of Millennium Office Machines view Anne as an autocratic manager. She denied Elizabeth, the receptionist, four months maternity leave, giving her only two months. Also, without discussing the issue with management, she instructed all staff to report to work on 16 June, which is a public holiday, and threatened to terminate their employment contracts if they failed to report to work that day.

[Adapted from: Dow Jones Newswires, Published on: 4 April 1992]

QUESTION 2

2.1 There are two types of stakeholders in a business, namely internal and external stakeholders.

Discuss the characteristics of both while giving examples from the scenario above. (3 × 2) (6)

2.2 Identify THREE ways Anne could uplift staff morale and improve the working environment, thereby creating a better working relationship with the staff. (3 × 2) (6)

2.3 Give THREE examples of possible negative actions by external stakeholders which could have a direct impact on a business. (3 × 2) (6)

2.4 Managers in businesses are responsible for FOUR main functions.

List TWO of these functions. (2 × 2) (4)

[22]

QUESTION 3

3.1 Identify TWO core business activities of Millennium Office Machines. (2 × 1) (2)

3.2 Draw the organisational structure of Millennium Office Machines using information in the scenario. (10 × 1) (10)

3.3 Organisational structures aim to distribute responsibility – from the board of directors to junior management.

Briefly explain the roles of the following individuals in any organisation:

3.3.1 Managing director (3 × 2) (6)

3.3.2 Senior management (3 × 2) (6)

3.3.3 Junior management (3 × 2) (6)

3.4 State THREE occasions when it is appropriate for an employee to refer a matter to a higher authority. (3 × 2) (6)

3.5 Millennium Office Machines has a sales manager with two salespersons under their supervision.

Outline FOUR support functions performed by a sales manager in a business. (4 × 2) (8)

3.6 Explain FOUR effects that the inefficient functioning of a department can have on a business. (4 × 2) (8)

3.7 List FOUR of the eight business or management functions of any business. (4 × 2) (8)

[60]

QUESTION 4

4.1 Define the following terms:

4.1.1 Contract of employment

4.1.2 Retrenchment

4.1.3 Communication

(3 × 2) (6)

4.2 State THREE reasons for employment contracts to be in place in any business. (3 × 2) (6)

4.3 According to labour legislation, certain items need to be included in an employment contract. List THREE. (3 × 2) (6)

4.4 Under the Basic Conditions of Employment Act, name THREE aspects that need to be considered by both the employer and employee when requiring staff to work on a public holiday. (3 × 2) (6)

[24]

QUESTION 5

5.1 Define the term *insurance.* (4)

5.2 The receptionist is going on maternity leave. Rather than employing a temporary person, the bookkeeper will be handling the reception work as well as her own. In order to do this, her actions need to be prioritised.

List THREE headings which she can use to prioritise her actions. **HINT:** (important and urgent). (3 × 2) (6)

5.3 The way in which an employee greets and interacts with clients is part of the professional image of a business.

List FOUR points a receptionist must keep in mind while fulfilling her duties, thereby ensuring clients are treated professionally. (4 × 2) (8)

5.4 Due to the nature of the business, most customers will be buying on credit.

List THREE items that should be included in the credit policy of Millennium Office Machines when customers apply for credit. (3 × 2) (6)

[24]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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