higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

(3061002)

12 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 9 pages and 3 addenda.

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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. 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 In an emergency, where blood or bodily fluids are present, it is important to use your …

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

1.1.2 … shows training, skill and great competence in an environment where you are earning a living.

A Morale
B Image
C Professional
D Dress code

1.1.3 Statutory law refers to the …

A common law.
B basic conditions of Employment act.
C code of conduct.
D constitution.

1.1.4 ONE of the functions in the management process is …

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

1.1.5 … is when an employee is allowed time away from work for holiday or rest.

A Communication
B Lazyness
C Leave
D Work

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1.1.6 …. prescribes what you wear in a particular situation in the workplace.

A A uniform code
B An ethical code
C A code of conduct
D A dress code

1.1.7 … is an association which tries to prevent accident and diseases at the workplace.

A NOSA
B NAPTOSA
C SADTU
D OHSA

1.1.8 When dealing with an arrogant visitor to the business, be …

A curious.
B non-assertive.
C unfriendly.
D firm.

1.1.9 … is a type of fire extinguisher.

A Oxygen
B CO_2
C Electronic equipment
D Magnesium

1.1.10 Time wasters in the work environment exclude …

A a lack of planning.
B unnecessary meetings.
C unclear tasks and priorities.
D maintaining a dairy.

(10 × 2) (20)

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1.2 Choose an/a item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Involve keeping one's body clean and healthy	A	extinguishers, hoses and alarms
1.2.2	A document that describes the responsibilities and duties that an individual has to perform	B	potential hazards
1.2.3	Something that might expose the employees to some level of security threat	C	filo fax
1.2.4	Items which must be available in the work environment in case of fire emergency	D	personal hygiene
1.2.5	A type of personal dairy	E	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 As a manager you may have to deal with staff members with poor personal hygiene.

1.3.2 A threat is not an indication of possible danger, harm or pain.

1.3.3 Sexual harassment refers only to unwelcome physical act.

1.3.4 A task list helps a person to focus on what needs to be done to achieve results.

1.3.5 Job satisfaction is not an advantage of skills development.

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

1.3.7 Don’t jump to conclusions, is one of the good listening habits.

1.3.8 Skills development is a continuous process of staff members which decreases productivity.

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1.3.9 Protective clothing is NOT needed when working with dangerous machinery or substances.

1.3.10 It is always important that internal clients are informed of the aspects of the work schedule that affect them.

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Read the following case study carefully and answer the questions.

Ms Violet Rolomane is a senior Office Administrator at Tshwane South TVET College, Centurion campus. She works with dedicated NCV academic staff like Ms Sheppard and Ms Nawrattel. The most fundamental thing that Violet Rolomane hates about herself is to look at herself in the mirror, due to the fact that she is very chubby and short. Ms Sheppard lends Ms Violet Rolomane a Business Practice level 2 textbook to go through the positive/good qualities, and she enjoyed a lot.

2.1.1 List FIVE of Ms Violet Rolomane good qualities. (5)

2.1.2 Name FIVE examples of negative attitudes. (5)

2.1.3 Explain the FIVE good listening habits that Ms Violet Rolomane should use as an Office Administrator. (5)

2.2 An ethical business is concerned about balancing the interest of all its stakeholders, taking into account moral values and principles.

2.2.1 Define the concept *business ethics.* (2)

2.2.2 Explain any FOUR values that you would consider as being ethical in the work place . (4 × 2) (8)

2.3 In most organisations your personal conduct and morals are important pertaining to different cultures. So It is useful to educate yourself and others about what sexual harassment signals in the workplace environment.

2.3.1 Name THREE forms of sexual harassment. (3)

2.3.2 State THREE ways in which an employee should behave in order to prevent or stop sexual harassment in the workplace. (3)

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2.4 Marcia Maselesa was given an instruction by her manager Bafedile Teffo to give a tender to a friend whose business is not qualifying to be awarded. She did not do as instructed as a result she was fired from her job a week later.

Distinguish the difference between *ethical* and *unethical* behaviour, and provide ONE practical example of each. (2 × 2) (4)

[35]

QUESTION 3

3.1 Read the following scenario and answer the questions.

SAFETY AND SECURITY AT WORK
SAFE WORKING PRACTICES

The college is legally obliged to provide a safe place for you to work. However, you are expected to take reasonable care of yourself and anyone else who may be affected by what you do (or do not do) at work. This includes co-operating with anyone having specific safety duties relating to safety management in your department, e.g. the Departmental Safety Officer (DSO). On induction into your department you should receive a copy of the Little Green Safety Book in which you will find the College Safety Policy Statement. This book is given to all members of staff, students and visitors; it contains a wealth of general safety information.

[Adapted from: *www.hr.admin.cam,ac.uk*]

3.1.1 Explain the FIVE responsibilities of employees regarding health and safety in the work place. (5)

3.1.2 State FIVE unsafe conditions that you may find in the work place. (5)

3.2 Identify and explain the FOUR types of fire extinguishers that should be found in your college. (4 × 2) (8)

3.3 Briefly explain the term OHSA. (2)

[20]

QUESTION 4

4.1 Mr Kyle Strauss has been appointed as the new Campus Manager at North Link College. He monitors the work of the following personnel:

- A personal assistant (Betty)
- HOD Business Studies (Ms Steyn)
- HOD NCV Academic (Ms Mathye)
- HOD Tourism (Ms Maleka)
- HOD Finance (Ms Bouwer)
- HOD Office administration (Ms Mamaleka)
- Each department consists of 6 lecturers respectively

Use the following information above to complete the organogram on the ANSWER SHEET, ADDENDUM A (attached). (10 × 1) (10)

4.2 Human resource department plays an important part in the growth of the business or organisation by making sure that they employ qualified employees to do their job.

State FOUR advantages of having human resource department. (4)

4.3 Name the core business activity/activities of the following business undertaking:

4.3.1 South African Airways

4.3.2 TELKOM

4.3.3 First National Bank

4.3.4 Metro rail

4.3.4 Multichoice

4.3.5 ENGINE garage

(5 × 1) (5)

4.4 Give ONE brief explanation of the roles played by each of the following department.

4.4.1 Adminisration department

4.4.2 Purchasing department

4.4.3 IT department

(3 × 2) (6)

[25]

QUESTION 5

5.1 Betty is a newly appointed personal assistant to Mr Thato Modau the director of Home Affairs. One of her duties is to maintain the daily activities and appointment. Help Linda on managing the dairy by completing the attached ANSWER SHEET, ADDENDUM B (attached).

- Read all e-mail and update 07:45 daily
- E-mail details of Tuesday meeting to Mr Dwangu at 8:30 17 September
- A meeting with Mr Van Rooney for 10h00 on 18 September
- A doctor's appointment at 10h00 on 17 September
- Morning briefing with the staff at 08h00 daily
- Visit Mpumalanga Home affairs on 16 September 9:30
- Attend a meeting on 20 September at the Parliament 15h00
- Meet with SASSA manager at 12h30 on the 19 September
- Lunch with the president at 13h00 on the 16 September
- Read financial reports at 9h00 on the 20 September (10 × 1) (10)

5.2 You are working at Human resource of Home affairs some of your employees has been complaining that the rooster is favouring others and they need this matter to be attended to it as soon as possible. Use ADDENDUM C (attached) to draft the roster.

Tasks/activities:

- Cleaning of kitchen
- Preparing file for a meeting
- Handling of leaves
- Make payment available for employees
- Repairs broken equipment
- Design pamphlets to promote home affairs

Employees:

Beatrice Matlala – General assistant
Thato Modau – HR manager
Sebongile Makua – Finance Officer
Kgothatso Mbuyane – IT manager
Thembi Mthimunye – Marketing manager
Thabang Sebotha – Administration assistant

5.2.1 Draw up a rooster using the information of the staff above. (6)

5.2.2 Name TWO types of diaries that you may use to record information. (2 × 2) (4)

[20]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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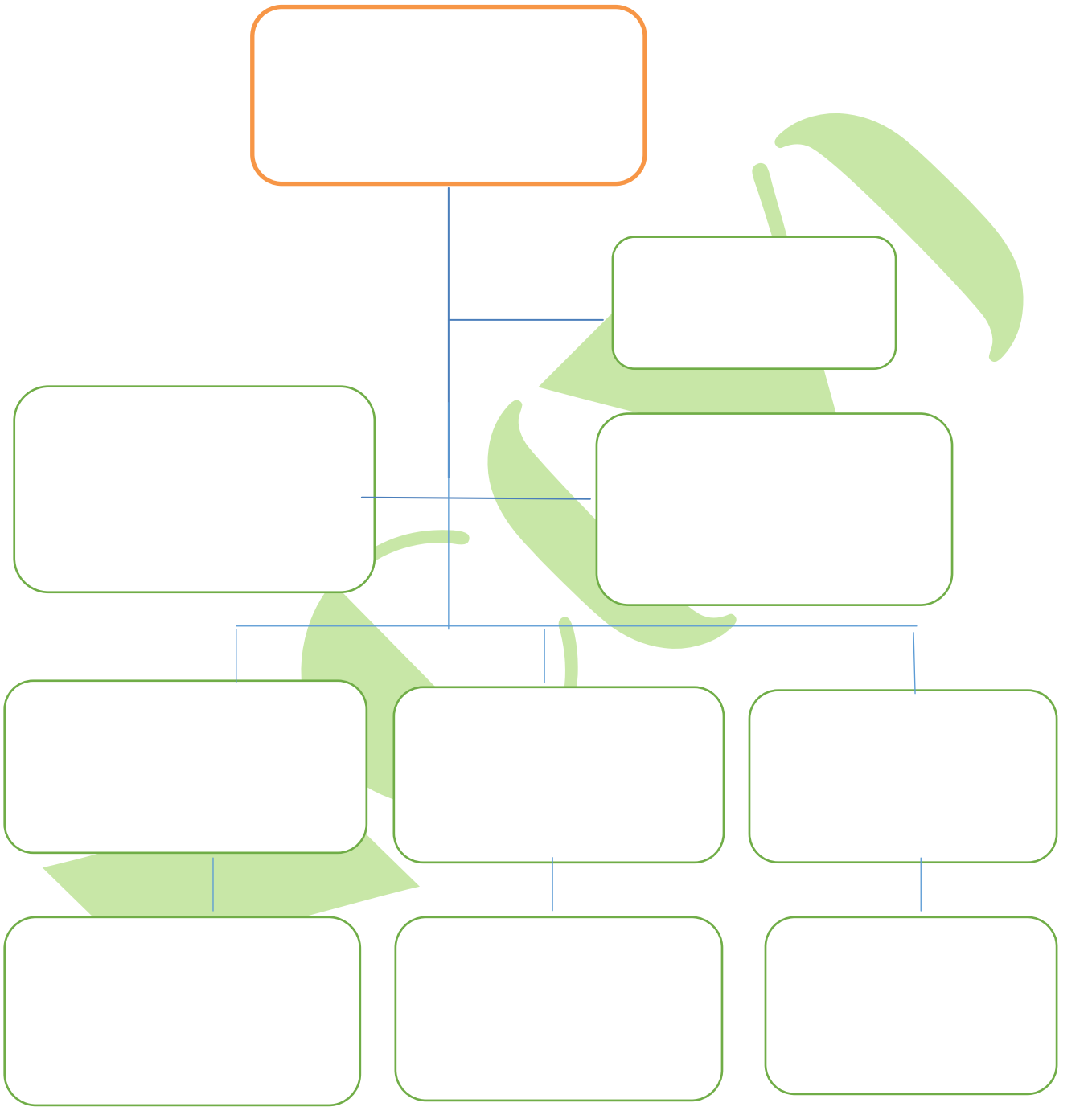
ADDENDUM A **EXAMINATION NUMBER:**

QUESTION 4.1



(10 × 1) (10)

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ADDENDUM B **EXAMINATION NUMBER:**

QUESTION 5.1

TIME	MONDAY 16	TUESDAY 17	WEDNESDAY 18	THURSDAY 19	FRIDAY 20
07H30					
08h00					
08h30					
09h00					
9h30					
10h00					
10h30					
11h00					
11h30					
12h00					
12h30					
13h00					
13h30					
14h00					
14h30					
15h00					

(10 × 1) (10)

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ADDENDUM C **EXAMINATION NUMBER:**

QUESTION 5.2

NAME OF EMPLOYEE	TASK/ACTIVITY

(6 x 1) (6)

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