higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

BUSINESS PRACTICE
NQF LEVEL 2

(3061002)

30 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 11 pages.

NCV

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.

NCV

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 … functions are additional functions that help a company achieve its goal.

A crucial
B support
C valuable
D core

1.1.2 ... refers to your individual characteristics that make you who you are.

A Code of conduct
B Personality
C A leave form
D Support

1.1.3 A/An ... refers to a list of activities that need to be completed within a specific time.

A desertion
B affidavit
C roster
D year plan

1.1.4 If you want other people to respect you both as a person and as a worker, you have to …

A be arrogant.
B behave appropriately.
C imitate people.
D be pro-active.

1.1.5 The following classification of activities can be used as a guideline to prioritise your tasks:

A Personal
B Crises
C Important and urgent
D Appropriate

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1.1.6 A/An … code prescribes what you have to wear in the workplace.

A uniform
B ethical
C conduct
D dress

1.1.7 … refers to the relationship between workers and their environment.

A Counselling
B Ergonomics
C Desertion
D Absenteeism

1.1.8 The following is a characteristic of a person with a positive attitude:

A Always complaining
B An optimistic attitude
C A low self-esteem
D A pessimistic attitude

1.1.9 A receptionist should deal with a rude visitor by…

A being equally ill-mannered.
B totally ignoring him/her.
C maintaining a pleasant and courteous manner.
D being arrogant.

1.1.10 The final responsibility for career development rests with the …

A employee's manager and supervisor.
B training department.
C human resource department.
D employee.

(10 × 2) (20)

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

COLUMN A		COLUMN B	
1.2.1	Involves keeping one's body clean and healthy	A	amendment
1.2.2	A set of rules used to determine behaviour in a given setting	B	hard hat, overalls and gloves
1.2.3	A minor change or addition to a document	C	code of conduct
1.2.4	A situation in which someone must choose between two courses of action	D	integrity
1.2.5	Examination of the quality, state or efficiency of something or someone	E	Audit
1.2.6	The quality of being honest and having strong moral principles	F	code of ethics
1.2.7	A plan of action to ensure that all tasks are completed timeously	G	good work practice
1.2.8	Can be equated with taking responsibility for your action	H	schedule
1.2.9	Shape and guide behaviour in the workplace	I	personal hygiene
1.2.10	The kind of protective clothes worn when performing construction duties	J	crises

(10 × 2) (20)

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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 Listening is one of the most important communication skills in business.

1.3.2 One of the functions of the administration department is to manage the system used for bookkeeping.

1.3.3 It is important to assess your work performance regularly, as this will help you and your employees to identify areas for development.

1.3.4 A code of ethics shapes and guides employees' behaviour in the workplace.

1.3.5 Hearing is mainly active because it needs concentration and attention.

1.3.6 It is clearly stipulated in South African government that every company must have designated smoking areas in the workplace.

1.3.7 A job description indicates the type of qualification and skills required to perform specific duties and responsibilities.

1.3.8 The company dress code often sends a message about the staff to internal and external stakeholders.

1.3.9 The core business of Shell garage is to provide petrol and oil.

1.3.10 Personal hygiene is very important in the workplace because no employee can be isolated due to his/her health.

(10 × 1) (10)

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

Read the following passage and answer the questions.

As an employer, Nestlé must provide a safe working environment for employees all the time, and it should adhere to the Occupational Health and Safety Act. Employees have been complaining about unhealthy conditions at work due to a lack of maintenance by the employer. These conditions have created hazards in the workplace.

2.1 Define the term *hazard.* (2)

2.2 Explain FOUR responsibilities of the employer with regards to the health and safety of the employees of Nestlé. (4)

2.3 Explain FOUR responsibilities of an employee regarding health and safety. (4)

2.4 Name any FIVE unsafe acts you may find in the workplace at Nestlé. (5)

2.5 Study the fire extinguisher in FIGURE 1 below and identify the different parts. Write only the answer next to the question number (2.5.1–2.5.5) in the ANSWER BOOK.

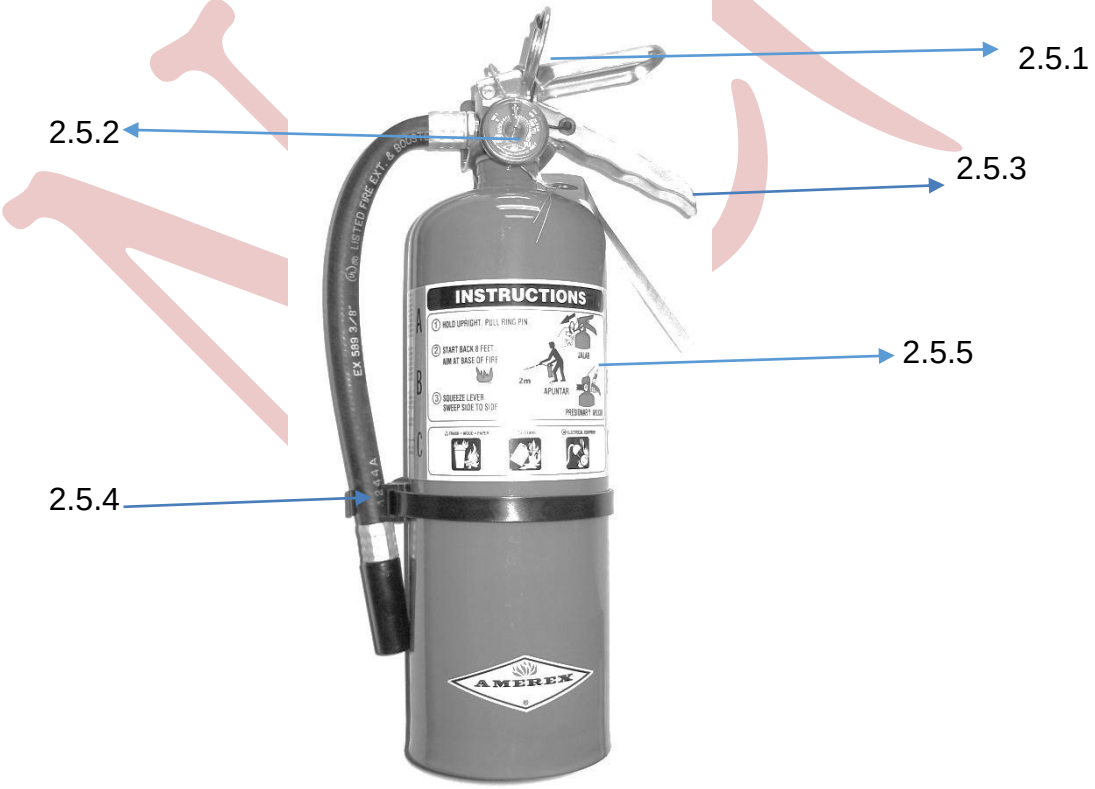

FIGURE 1

(5 × 1) (5)

[20]

QUESTION 3

Read the following scenario and answer the questions.

Misusing company time

Whether it is covering for someone who shows up late or altering a time sheet, misusing company time tops the list. This category includes knowing that one of your co-workers is conducting personal business on company time. Under 'personal business', a difference is recognised between making cold calls to advance your freelance business and calling your spouse to find out how your sick child is doing.

3.1 State whether the following forms of behaviour are ETHICAL or UNETHICAL. Choose the answer and write only 'Ethical' or 'Unethical' next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

3.1.1 Whistle-blowing to disclose corruption

3.1.2 Leaving the workstation for a smoke break not during official intervals

3.1.3 Taking advantage of your position in an enterprise to make money

3.1.4 Over-evaluating the assets of a company in published financial statements

3.1.5 Refusing to carry out an illegal order of a supervisor

(5 × 1) (5)

3.2 You are Ms Cecelia Harriet, the Human Resource representative of Tshwane South TVET College on the Centurion Campus. You received the SMS below from Ms Linda Masha on13 February 2018 at 7:25.

> Hi mam, I am unable to attend work today since I am not feeling well. I've contracted a contagious illness. Dr Snyman booked me off from 13/02/2018 until 15/02/2017. I will be back at work on 16/02/2018.
> Regards
> Linda Masha

3.2.1 Why should Ms Linda Masha remain at home? (2)

3.2.2 How long should she stay away from work? (1)

3.2.3 Does she need to submit a medical certificate on 16 February 2018? (1)

3.2.4 Justify a reason for your answer in QUESTION 3.2.3. (3)

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Read the following scenario and answer the questions.

Tshwane South TVET college is trying to hire someone a human resource clerk. The position has been vacant for a long time, leading to Ms Cecelia Harriet doing more than she could handle. Hiring a human resource clerk will take a workload off Ms Harriet's hands. However, Ms Harriet is concerned because the candidate they recommended is pregnant. Ms Harriet believes that the person will go on maternity leave soon after she got the job and leave her with extra duties and responsibilities again.

3.3 Distinguish between a code of conduct and a code of ethics. (4)

3.4 The code of conduct of a business should include certain aspects.

Complete the following business code of ethics by giving relevant examples of each aspect.

3.4.1 Financial reporting

3.4.2 Protecting the environment

3.4.3 Employment practice

3.4.4 Selling and market practice

3.4.5 Security and privacy

3.4.6 Basic honesty

3.4.7 Health and safety in the workplace

(7 × 2) (14)

3.5 It is very important that each organisation draw up a business code of conduct to guide employees on how to present themselves. Also, certain laws should be taken into consideration in the workplace.

Compose a set of FOUR laws to regulate the working environment. (4)

3.6 List SIX stakeholders in your college or institution. (6)

[40]

QUESTION 4

You are Ms Cecelia Harriet, working as a Human Resource representative at Tshwane South TVET College. Your college council tasked you to draw up an organogram for some departments on your campus. The following information is available:

- Mr Tumelo – CEO
- Ms Bradley – Personal assistant
- Mr Thato Mudau – Finance manager
- Mr Mthethwa Mfana – IT manager
- Ms Trollop – Purchasing
- Ms Dlamini – Marketing manager
- 3 subordinates for each department

4.1 Use the information above and draw up an organogram. (10)

4.2 Briefly explain the role played by each department mentioned in QUESTION 4.1. (10)
[20]

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QUESTION 5

5.1 Read the scenario below and answer the questions.

> Michael is a website designer in the marketing department of a local sporting goods manufacturer. He has been given the task to design the annual product catalogue that will be sent to 10 000 customers. His deadline to go for printing is one week from today. He started this project two months ago but isn't as far along as he should be. He needs to get final pricing from the product manager, but the product manager hasn't provided him with it yet.
>
> Michael recently purchased a new iPhone and enjoys trying new apps on it at work. Michael also has a new girlfriend and they enjoy meeting for lunch at least twice a week. Sometimes his lunch hours get extended because they are having so much fun. Michael's sales manager needs to review the catalogue at least twice before it can go for printing. Michael has still not given him the first draft to edit and identify any needed changes. Michael really enjoys taking the product photos and working with his photo editing software. In fact, he enjoys this task so much that he spends far more time than he should to get the photos for the catalogue to look 'just right.'

Adopted: host.msgapp.com

5.1.1 Identify THREE time wasters experienced by Michael from the scenario above. (6)

5.1.2 Give Michael TWO suggestions on how to manage his time to complete the task given to him. (2)

5.1.3 Name TWO management tools Michael can use to manage his time effectively and efficiently. (2)

5.2 Briefly explain the following terms:

5.2.1 Work roster

5.2.2 Work schedule

5.2.3 Deadline

5.2.4 Task list

5.2.5 Priority

(5 × 2) (10)
[20]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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