higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATION
NQF LEVEL 3

(3011033)

2 March 2020 (X-paper)
09:00–12:00

This question paper consists of 10 pages and 2 addenda.

177Q1S2002

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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 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 correct 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 ... authority means a power or right delegated or given to somebody.

A Lower
B Middle
C Last
D Higher

1.1.2 The business … means something that is very important and must be dealt with before other things.

A objectives
B goals
C priorities
D plan

1.1.3 The business activity that is the main source of a company's profits and sources is called …

A support function.
B core business.
C secondary source.
D tertiary business.

1.1.4 An amount imposed to encourage learning and development in South Africa, and being used to develop and improve skills of employees:

A Skills Development Levy
B National Student Financial Aid Scheme
C Business Process Services
D National Empowerment Fund

1.1.5 The ... stakeholders are entities within the business.

A internal
B external
C outside
D competitors

(5 × 1) (5)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Staff from one department is not allowed to help another department to function effectively.

1.2.2 New employees must go through a retrenchment process.

1.2.3 Teamwork is the combined action of a group, especially when effective and efficient.

1.2.4 The business relationships will make the business to grow and be successful.

1.2.5 The legal issues refer to a point on which the evidence is undisputed, the outcome of which depends on the court's interpretation of the law.

(5 × 1) (5)

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

COLUMN A		COLUMN B	
1.3.1	A bank, supplier or person that has provided credit to a company	A	job description
1.3.2	Entities not within a business itself but who care about or are affected by its performance	B	creditors
1.3.3	The department that completes a deposit slip when money has been received and need to be deposited in the bank	C	external stakeholders
1.3.4	A recognised group of people who jointly oversee the activities of an organisation	D	investor
1.3.5	This department focuses on the personnel issues within the business, including skills development	E	board of directors
1.3.6	The process of picking or choosing the right candidate, who is most suitable for a vacant job position in an organisation	F	human relations department
1.3.7	It mediates the relationship between workers, employing entities, trade unions and government	G	finance department
1.3.8	A safe and useful place to keep all your money	H	selection plan
1.3.9	Type of stakeholders who expect you to operate a business honestly and fairly while also offering a value-oriented solution	I	labour relations legislation
1.3.10	A broad, general, and written statement of a specific job based on the findings of a job analysis	J	bank
		K	recruiting
		L	customers

(10 × 1) (10)

1.4 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 … are individuals or groups of people in an organisation having an interest in the success of the business; they can be within or outside the organisation.

1.4.2 … refers to standard enterprise-wide collection of business process used in many diversified industrial companies.

1.4.3 The process of enlisting new people in a job is called …

1.4.4 … is a person or group of high level executives that actively participate in the daily supervision, planning and administrative process required by a business to help meet its objectives.

1.4.5 Business relations between stakeholders in a business are called …

(5 × 1) (5)

1.5 Choose the correct word(s) in brackets. Write only the word(s) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

1.5.1 (Investors/Communities) support the shops by buying on a daily basis.

1.5.2 The (sales/procurement) department is responsible for promotions so that customers can buy more.

1.5.3 A (grievance/disciplinary procedure) is implemented when there is unacceptable behaviour from an employee.

1.5.4 A (savings/current) account is the normal account that any person can open at a bank with little or no bank charges.

1.5.5 The filing and other reporting duties are performed by the (administration/front-line) office.

(5 × 1) (5)
[30]

TOTAL SECTION A: 30

SECTION B

Refer to the case study and answer ALL the questions in this section.

QUESTION 2

BISIWE'S SAFE HOUSE



Bisiwe is a retired nurse and is still energetic. She approached a friend to join her in a joint venture to give their skills back to the community. They started a Safe House for the helpless people from the community. Their other main focus is to uplift and educate the community on various issues. Bisiwe found a suitable location to lease in the area. They drew up a business plan and took it to FNB to source funding. They will operate as an NGO.

The Safe House represents transformation, which is an era of change and renewal. It refers to transformation both for the family and the individual. In essence, it speaks of a time of enlightenment, understanding, awareness, wisdom and open-mindedness. They employ a receptionist, a driver and two care-givers. The home operates as a registered business with all the business functions. All their operating systems are in place.

[Source: *www.google/images.co.za*]

2.1 The Safe House is a new business and must employ suitable people for the different positions in the business.

Name FIVE ways of external recruitment that will assist the manager to appoint a new financial clerk. (5)

2.2 Name the type of bank account that best suits the needs of Bisiwe's business. Motivate your answer. (1 + 2) (3)

2.3 The two owners know what type of employee they need in their business, so they need to draw up a basic skills survey for the business. Assist them by drawing up the basic skills survey for them. Choose any position in the business and complete the following skills survey layout:

NAME OF EMPLOYEE: _____

JOB TITLE: _____

No	Skills needed for job	Training needed	By when
1.			
2.			

(6 × 1) (6)

2.4 The events manager is very passionate about his work, how he can promote the business in order to make the public aware of it and to raise funds for the Safe House. The following employees report to him: the events clerk and the promotion supervisor.

Illustrate by means of a flow chart the reporting structure of his section. (6)

2.5 The success of the Safe House will depend on the departments working together and supporting each other.

State how the following departments can support each other:

2.5.1 House-keeping

2.5.2 Supply chain

(2 × 2) (4)

2.6 How will the business be affected if the Human Resources and Finance departments do not work together? (3 × 2) (6)

[30]

QUESTION 3

3.1 Explain TWO differences between *internal* and *external* stakeholders. (2 × 2) (4)

3.2 List FIVE internal stakeholders Bisiwe must consider in her business. (5)

3.3 Is Bisiwe's business LEASED or OWNED? Give a reason for your answer. (1 + 2) (3)

3.4 Explain TWO reasons why it is important to have safety regulations for the business. (2 × 2) (4)

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3.5 Study the case study and identify the following functions of the business. Also match the relevant support function to each main function.

3.5.1 TWO main functions

3.5.2 TWO support functions

(2 × 2) (4)

3.6 Illustrate the levels of management by means of a flow chart and indicate the objectives of each level. (6)

3.7 Write an outline of TWO kinds of work done by (a) the driver and (b) the caregivers in Bisiwe's business. (4)

[30]

QUESTION 4

4.1 Choose FOUR suitable types of insurance that Bisiwe can use in her business. (4)

4.2 Describe TWO points of importance and implications of interaction between sales assistants and the customer which can result in a negative experience.

(2 × 2) (4)

4.3. An employment contract binds both parties, who should each keep a copy of the contract. The aim of the contract of employment is to clarify duties and responsibilities of both the employer and employee. This contract must be in accordance with the South African labour legislation.

4.3.1 Define the term *employment contract.* (2)

4.3.2 Explain THREE items in the employment contract that Bisiwe should take into consideration. (3 × 2) (6)

4.3.3 Draw up an employment contract that Bisiwe's Safe House will need for their employees. Use ADDENDUM A to answer this question. Use a name as the caregiver.

Information for the contract:

POSITION	CARE GIVER
Salary	R10 000 per month
Job purpose	To take care of patients
Duties	Washing and cleaning patients Cleaning rooms and making beds of patients
Lunch breaks	13:00–14:00
Annual leave	27 days
Sick leave	36-day cycle in three years

(7)

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4.4 Draw up a job profile for interviewing purposes of a finance clerk the business wants to employ. Use ADDENDUM B to answer this question. Use a name and details to answer this question. (6)

4.5 How can the gardener add value to the business? (1)
[30]

QUESTION 5

5.1 List FOUR important ways in which the business can manage its bank account. (4)

5.2 Design an action plan for the manager of the business to ensure that he adheres to time frames. Use the following format to answer this question.

No	Tasks to be done	Who is responsible	Time frame
1.			
2.			

(6)

5.3. Businesses like the Safe House must have policies and procedures in place which will govern them. Read the following descriptions and identify the relevant act. Write only the Act next to the number in the ANSWER BOOK.

5.3.1 The act requires the employer to pay 1% of each employee's annual salary into this fund.

5.3.2 Employees are compensated for injuries and decreases that arise from the work place.

5.3.3 The act regulates minimum wages and working time for employees.

5.3.4 The act promotes equal opportunities and fair treatment to all.

(4 × 1) (4)

5.4 How many departments will have to operate effectively in the business of Bisiwe's Safe House?

Illustrate by means of a flow chart and indicate the objectives of each department. (6)

5.5 Draw an organogram of the accounts department in Bisiwe's Safe House (8)

5.6 Why is it important to have good working relations in a business? (2)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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ADDENDUM A

QUESTION 4.3.3

CONTRACT OF EMPLOYMENT

BETWEEN

_____

AND

_____

Position: _____

Salary: _____

Job purpose: _____

Duties:

Conditions of employment: _____

Hours of work: _____

Lunch hours: _____

Tea breaks: _____

Annual leave: _____

Sick leave: _____

Termination of employment: _____

Signed …….. on the …….. day of 20 ..

_____ _____

EMPLOYER **EMPLOYEE**

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ADDENDUM B

QUESTION 4.4

JOB PROFILE	
PERSONAL DETAILS	
QUALIFICATIONS	
SPECIAL INTEREST	

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