higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATION
NQF LEVEL 3

(3011033)

9 March 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 … is the shedding of activities or functions which can be more efficiently provided by external contractors.

A Recruiting
B Managing
C Restructuring
D Outsourcing

1.1.2 Which ONE of the following is a step in the scheduling department?

A Draw up a budget
B Identify alternative plans
C Implement
D Estimate how long the activity is going to take

1.1.3 Agreements made with an external representative body such as a union are called …

A mutual agreements.
B collective agreements.
C business agreements.
D disciplinary agreements.

1.1.4 The following is a main function in a business:

A Delegation
B Induction
C Administration
D Recruitment

1.1.5 The … refers to the central activity of a business.

A professional image
B support function
C core business
D main function

Copyright reserved

1.1.6 Which ONE of the following is an example of a financing activity in a business?

A Promoting goods and services
B Employing enough staff to ensure that the business is effective
C Controlling the money coming in and out of the business
D Producing finished goods to consumers

1.1.7 The following is an example of a skill that a leader must have:

A Understanding
B Subjective
C Empathy
D Problem-solving

1.1.8 The … determines whether a firm's assets can cover its liabilities or short-term obligations.

A noncurrent assets
B noncurrent liabilities
C current ratio
D debtors control

1.1.9 … is ONE of the best ways of performance monitoring in a business.

A Feedback to employees
B Implementation
C Spot-check
D Delegation

1.1.10 Which ONE of the following is the best strategy to build good relationships in a business?

A Telephone calls
B Visitations
C Face-to-face communication
D Contact sessions

(10 × 1) (10)

Copyright reserved

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

COLUMN A		COLUMN B	
1.2.1	Mutual feeling amongst two people or parties	A	profit
1.2.2	Selling price minus cost of sales	B	relationships
1.2.3	Functions in businesses that are not necessarily required by a firm	C	budget
1.2.4	Fixed instalments to pay every month, for example an insurance policy	D	financial system
1.2.5	Projected income and expenditure that one has every month	E	stakeholder
1.2.6	A system used in banks to transfer money	F	solidarity
1.2.7	The cost of achieving a goal, and ultimately the profit that the enterprise makes	G	cash flow
1.2.8	Can be described as any person (or group of people) who has an interest in the business and its ability to achieve its objectives	H	support
1.2.9	The feeling of oneness in a group.	I	premium
1.2.10	The movement of funds or monies into and out of the business	J	efficiency
		K	liability
		L	cohesive

(10 × 1) (10)

1.3 Complete the following sentences by writing down the missing word or words next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 Logistics and … is one of the core business activities of DHL Couriers.

1.3.2 The main function of the … department is to ensure that goods are sold and profits increase.

1.3.3 A/An … has the obligation to carry out a task according to the instruction given.

1.3.4 A way to discover your stakeholders can be through …. .

1.3.5 An … plan is a list of actions that need to be described, be sorted in order of priority, have time spans for the completion thereof and which shows who should be doing what.

(5 × 1) (5)

1.4 Give ONE word or a term for each of the following descriptions by choosing a word or a term from the list below. Write only the word or term next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

management; ethically; grievance; teamwork; creditors; induction

1.4.1 The efficient and effective achievement of objectives using available resources

1.4.2 Suppliers from whom the business purchases goods and pay later

1.4.3 Acting with integrity and a high moral standard

1.4.4 The process that the human resources department in a business puts all new employees through

1.4.5 Interaction between employees that work in the same office/ unit

(5 × 1) (5)

[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

Answer ALL the questions in SECTION B.

Read the scenario below and answer the questions.

The Events Company everyone is talking about is a business that specialises in organising all sorts of parties and events such as weddings and social gatherings. The business renders a complete service from setting and decorating tables to catering and even cleaning up after every event. Mrs Valerie Zomdala is the owner of the business and she is very passionate about her business. She has a finance manager, a marketing manager and a human resources manager.



Competition in the events organising industry is tough and this is giving her more reason to deliver a greater service. She is currently not happy with one of her suppliers due to continuous delivery problems and is considering other options.

The owner was asked to tender to the catering of a series of events across the country. These events will take place over the next two years. The contract is worth R1 million and it has the potential to put The Events Company in a whole new league.

The business owner wants to employ extra staff members. A finance clerk is one of the positions that will be advertised soon.

2.1 Identify THREE external stakeholders from the scenario. (3)

2.2 This business just opened recently and they still do not have sufficient staff members to operate.

State TWO objectives of recruiting employees for the new business.

(2 × 2) (4)

2.3 The picture below reflects one of the events that must be planned by the events business.

Study the picture and answer the questions.



2.3.1 State TWO core business activities that you could find in the scenario with regard to planning weddings. (2)

2.3.2 How can the suppliers' delivery problems jeopardise the efficiency of 'The Events Company'. (4 × 2) (8)

2.4 When in business, one needs to realise that one will have to build up a good relationship with the community because communities have major roles in businesses.

Compile a plan of action of how the business could win over the community and build a good relationship with it. (6 × 1) (6)

2.5 The Events Company did not get the tender yet, but the owner is already spending a lot of money on advertising new jobs and taking out a loan from ABSA Bank.

2.5.1 Identify a major financial risk in The Events Company. (2)

2.5.2 In your opinion, what will happen if the tender is not awarded to the abovementioned company? (1 × 2) (2)

2.6 Name THREE types of interviews that the business can have with potential employees. (3)

[30]

QUESTION 3

3.1 The degree of power and authority that management has depends on the level of management. Two management levels are evident in 'The Events Company' case study:

3.1.1 Name the TWO levels of management found in 'The Events Company'. (2 × 1) (2)

3.1.2 State ONE responsibility on each level of management in 'The Events Company'. (2 × 2) (4)

3.1.3 Name ONE decision that 'The Events Company' managers need to make at each level. (2 × 2) (4)

3.2 What do each of the following abbreviations stand for?

3.2.1 OHSA

3.2.2 UIF

3.2.3 EEA

3.2.4 LRA

3.2.5 BEE

(5 × 1) (5)

3.3 Use the case study to draw up an organogram for 'The Events Company'. (9 × 1) (9)

Copyright reserved

3.4 Study the job advertisement in the local newspaper and answer the questions.

JOB ADVERTISEMENT

Position: Administrative Clerk
Salary: R100 000 per annum plus 37% benefits
Commencement of duty: As soon as possible

REQUIREMENTS
M+ Three-year Diploma in Business Management/Business Administration

DUTIES
Report to: Senior Administrative Clerk
Filing of documents
Faxing, e-mailing
Answering of phone

EXPERIENCE
One year in a similar environment

SKILLS
Good knowledge of ITS (Integrated Tertiary Software) will be an added advantage
Sound secretarial skills with ability to prioritise and co-ordinate work; ability to work with people

CLOSING DATE
20 November 2016

3.4.1 Identify TWO skills required for the job (2 × 1) (2)

3.4.2 State TWO additional duties that an Administrative clerk might be responsible for. (2 × 2) (4)

[30]

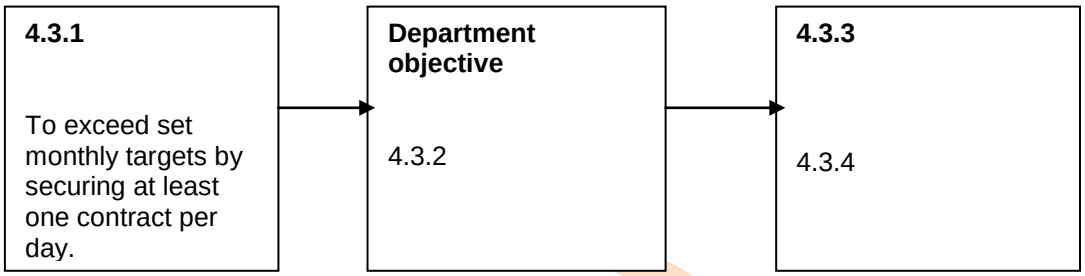
QUESTION 4

4.1 Explain to Valerie, TWO ways in which the accounts department can add value to 'The Events Company'. (2 × 2) (4)

4.2 Briefly give FOUR advantages of interrelated relationships in a business. (4 × 2) (8)

4.3 Use the diagram below to explain to Valerie how the efficiency of her sales team can ultimately contribute to the organisation's success:

Copyright reserved



(4 × 2) (8)

4.4 State THREE characteristics of a team. (3)

4.5 Valerie Zomdala wants to purchase some new tables and chairs for her business so she took out a loan from ABSA Bank.

4.5.1 Who is the credit provider in the abovementioned transaction? (1)

4.5.2 The tables and chairs Valerie is planning to purchase can be classified as capital equipment.

Identify THREE more capital equipment that are/may be used by 'The Events Company'. (3 × 2) (6)

[30]

QUESTION 5

5.1 5.1.1 Briefly define the term *code of conduct.* (2)

5.1.2 Name FIVE topics that might be addressed by 'The Events Company' code of conduct. (5)

5.2 The planning capacity requirements and cost of employees in a business are influenced by several factors. Briefly explain the following factors:

5.2.1 TWO internal factors. (2 × 1) (2)

5.2.2 TWO external factors. (2 × 1) (2)

5.3 Explain FOUR main functions of the marketing department in 'The Events Company'. (4 × 2) (8)

5.4 State FOUR financial securities that the business in the scenario can put in place. (4 × 2) (8)

5.5 State THREE steps the business must go through to conduct a skills survey. (3)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

Copyright reserved