higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

NEW VENTURE CREATION
NQF LEVEL 3

(3011033)

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

This question paper consists of 10 pages.

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TIME: 3 HOURS
MARKS: 200

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 question on a NEW page.
5. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1. Various options are provided 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 A/An … function is responsible for planning, organising, leading and controlling the elements of work.

A administration
B purchasing
C general management
D marketing

1.1.2 A/An … is a person that has an interest in a business and its ability to achieve its objectives.

A shareholder
B employee
C manager
D minor

1.1.3 The sum of all things that need to be done to produce the products you make or service that you provide:

A Procedures
B Operating systems
C Ethics
D Code of conduct

1.1.4 The … department aims at creating a positive image for the business in the external environment.

A public relations
B procurement
C personnel
D marketing

1.1.5 Suppliers from whom businesses buy and pay at a later date are known as …

A debtors.
B creditors.
C bankers.
D administrators

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1.1.6 The … department oversees transfers and promotions, discipline and punishment, guidance and motivation of employees.

A administration
B human resources
C finance
D marketing

1.1.7 The people who make difficult decisions about where an organisation operates and what it makes or does are …

A the managing directors.
B senior managers.
C supervisors.
D junior management

1.1.8 The … are stakeholders that require regular payments, continuity of business and long term relationship for future business.

A suppliers
B customers
C shareholders
D financial institutions

1.1.9 The … informs employers how to treat employees fairly and informs employees about their rights in the workplace.

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

1.1.10 A … gives information about job requirements.

A job profile
B job analysis
C job specification
D job qualification

(10 × 2) **[20]**

TOTAL SECTION B: 20

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SECTION B

BOC FUND
STUDENTS FINANCIAL ASSISTANCE



Penny, together with a group of women who include executives and medical doctors, started the fund by the name of 'Build Our Country'. This BOC fund is expected to supplement the government National Student Financial Aid Scheme. It was established because of the high fees of attending a university, which is more than R50 000 per academic year.

The fund is aimed at complementing efforts by the government to help students in financial need. It is intended for deserving students who would not otherwise be able to attend an institution of higher learning due to lack of funds.

The fund receives support from various fundraising initiatives. The public and private sectors are sponsoring the fund. The organisation invites South African citizens to contribute by making donations of at least R15. There are four graduate executives dedicated to helping learners navigate the financial application process of career guidance.

QUESTION 2

2.1 Give FIVE external stakeholders of BOC Fund. (5)

2.2 Name FIVE office supplies that Penny could use in BOC Fund. (5)

2.3 Explain the work done by Penny to the efficiency of BOC Fund. (4)

2.4 Discuss THREE roles of the employer in the workplace according to labour legislation. (6)

2.5 Discuss how the application scrutinising department interact with finance recipient department. (8)

2.6 Explain to Penny the meaning of the word efficiency. (2)

[30]

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QUESTION 3

3.1 What is the core business of BOC Fund? (2)

3.2 Explain THREE factors which contribute to good working relationships amongst internal stakeholders. (6)

3.3 Discuss THREE ways Penny can utilise the assistance of marketing department at BOC Fund. (6)

3.4 Name FOUR ethical values that Penny can include when developing a code of ethics. (4)

3.5 Explain THREE points that can bring the inefficiency of the application scrutinising department which can also have an impact on finance department. (6)

3.6 Discuss the job description being in place in a new venture. (6)
[30]

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QUESTION 4

MARIETJIE CARE CENTRE



Sulie's daughter, Marietjie, was born with cerebral palsy. She then realised her calling to care for disabled children. She established a Home Based Care Centre that would care not only for her child but all children with different types of disabilities in her community. She named the centre after her daughter and it was registered with the Department of Social Development. She is running her business at home.

There are fifteen registered children in the centre. Each child brings two blankets and pays a fee of R500 per month. The local clinic gave Sulie two student nurses, and she is having two volunteers to look after the children. Among her staff, there are four women, Rose and Tryphina who cook for the children and Noma and Nomsa who clean the building. Sizwe is employed as a handyman in the centre. He is a temporary employee and works on Mondays and Thursdays.

There is a physiotherapist and a doctor, who come to the centre three days a week and examines the children. The centre is getting donations from hospitals, private and public sectors. Sulie is having a challenge of some parents who do not pay fees though they receive disability grants for their children.

4.1 Identify TWO internal stakeholders of Marietjie Care Centre. (2)

4.2 Briefly explain the requirements for suppliers as stakeholders in the day to day running of the Marietjie Care Centre. (4)

4.3 Discuss to Sulie FOUR main functions of the Finance Department. (4 × 2) (8)

4.4 Briefly discuss THREE duties of the handyman at Marietjie Care Center. (3 × 2) (6)

4.5 Name TWO aspects of health and safety environment which Sulie must consider in her business. (2 × 2) (4)

4.6 It is important that parents pay fees on monthly basis to avoid cash shortages.

Explain to Sulie THREE important factors to help her eliminate bad debts in her centre. (3 × 2) (6)

[30]

QUESTION 5

5.1 Explain THREE relationships between employer, employee and trade unions. (3 × 2) (6)

5.2 Name THREE duties Sulie needs to advise Noma and Nomsa, the cleaners to do daily. (3 × 2) (6)

5.3 Sulie is searching for a suitable location to accommodate more children.

Name TWO points to compare options for leasing and buying premises. (2 × 2) (4)

5.4 Sulie's staff has a tendency of coming late on Mondays.

Explain to her THREE aims and objectives of a disciplinary policy and procedure within a workplace. (3 × 2) (6)

5.5 Identify ONE duty as part of the work done by the physiotherapist in Marietjie Care Centre. (2)

5.6 State whether the following people are unskilled, semiskilled or skilled labourers:

5.61 Physiotherapist

5.6.2 Caretaker

5.6.3 Handyman

5.3.4 Speech therapist

5.6.5 Housekeeper

5.6.6 Cleaner

(6 × 1) (6)

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QUESTION 6

SUPAKIDS



James is running an event organising business. He puts a lot of hard work and effort into every event that he organises and he ensures that all clients' expectations and needs are met. He offers affordable solutions for client's special days and guarantees memorable experience for everyone.

His business style is fresh and modern with a twist of vintage, but he ensures that every party that he is commissioned to do is unique, styled and designed to the things one loves. He is specialising in kid's party, 21st birthday party, baby shower, kitchen party, engagement party and wedding. He can assist and offer a full planning service.

6.1 Explain TWO requirements of the clients as external stakeholders of Supakids. (2 × 2) (4)

6.2 Is Superkids a trading or a service business? Motivate your answer. (2)

6.3 Name SIX departments that James could establish in his business. (6)

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6.4 Identify the core business of Supakids. (2)

6.5 Name THREE core business activities of Supakids. (6)

6.6 Explain THREE planning processes Supakids should have when organising a party for a 5-year-old boy or girl. (6)

6.7 Suggest TWO ways of communicating legislative matters to staff that James can use in his business. (2 × 2) (4)

[30]

QUESTION 7

7.1 Give THREE relationships that exist among internal stakeholders. (3 × 2) (6)

7.2 Explain THREE skills that are needed to make relationships work between different core activities. (3 × 2) (6)

7.3 State THREE ways on how departments interact. (3)

7.4 List FIVE support functions that James could use for his business to run smooth. (5)

7.5 Identify THREE issues that can be regarded as grievances in an organisation. (3 × 2) (6)

7.6 Name FOUR means of communication that you can suggest Supakids should use to keep in contact with clients and potential clients. (4)

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TOTAL SECTION B: 180
GRAND TOTAL: 200

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