

education

Department:
Education
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

SUPPLEMENTARY EXAMINATION 2009

(3061002)

**10 February 2009 (X-Paper)
09:00 – 12:00**

This question paper consists of 13 pages and a 3-page answer sheet.

<p>TIME: 3 HOURS MARKS: 150</p>

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Number the answers correctly according to the numbering system used in this question paper.
 4. Start each question on a new page.
 5. SECTION A is COMPULSORY and must be answered by ALL the candidates on the attached ANSWER SHEET.
 6. Write neatly and legibly.
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SECTION A (COMPULSORY)**QUESTION 1**

- 1.1 Various possible options are provided as 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) on the attached ANSWER SHEET. There is only one correct answer for each question.

1.1.1 The following departments are the different sections of any trading organisation:

- A Human Resources Department
- B Production Department
- C Marketing and Sales Department
- D None of the above-mentioned

1.1.2 The main functions of a Finance Department are ...

- A monitoring income/revenue and expenditure.
- B raising finance (shares or loans).
- C preparing accounts in order to ensure that their debtors pay their accounts.
- D ALL the above-mentioned

1.1.3 Which ONE of the following is not found in the tertiary sector:

- A Old Mutual
- B Woolworths
- C Cash Build Warehouse
- D ABSA

1.1.4 Non-verbal communication consists of ...

- A notices, reports and letters.
- B the computer and telephone.
- C language, including voice and speech fluency.
- D gestures, personal appearance and facial expressions.

1.1.5 The functions of a human resource manager do not include ...

- A selection.
- B purchasing.
- C recruitment.
- D training.

1.1.6 The acronym SWOT is used when doing a situation analysis and has nothing to do with ...

- A observation.
- B threats.
- C strengths.
- D weaknesses.

1.1.7 Technology consists of ...

- A new machines
- B equipment
- C computers
- D All the above-mentioned

1.1.8 Ethical diversity refers to ...

- A different values.
- B different socio-economic background.
- C different religions.
- D All the above-mentioned

1.1.9 In case of a fire, which ONE is not the procedure that should be followed:

- A Switch off the main switch
- B Use fire extinguishers until the fire brigade arrives
- C Inform the police
- D Put the fire alarm on so that the building can be evacuated

1.1.10 When helping people injured at work you must bear in mind that some may be suffering from the following diseases:

- A Heart attack
- B Stroke
- C Epileptic fit
- D All the above-mentioned

(10 × 2) (20)

- 1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.2.1 – 1.2.10) on the attached ANSWER SHEET.
- 1.2.1 A professional is someone who earns money by doing a job.
- 1.2.2 A disease that is not contagious is the one that is passed from person to person by touch or through the air they breathe.
- 1.2.3 Brainstorming is a process when a person or a group of people try to come up with new ideas or think of ways to solve problems.
- 1.2.4 A conservative person neither likes changes nor new ideas.
- 1.2.5 Optimists are people who are expecting that bad things will happen in the future or that something will have a bad result.
- 1.2.6 Mind-mapping is creating a picture in the person's mind.
- 1.2.7 Professional image can be projected by personal hygiene, dress code and ethics.
- 1.2.8 Conflict is a state of agreement between people, groups, countries.
- 1.2.9 Multi-cultural diversity involves including people or ideas from many different countries, races or religions.
- 1.2.10 Passive smoking occurs when you are not smoking but you are in a vicinity of a smoking zone at the work place during lunch.
- (10 × 2) (20)

- 1.3 Choose a description from COLUMN B that matches a word in COLUMN A. Write only the letter (A – E) next to the question number (1.3.1 – 1.3.5) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
1.3.1	Budget	A	sells products/services to the consumer
1.3.2	Skill	B	the money that is available to an organisation and a plan of how to spend it
1.3.3	Motivation	C	to put several things in order of importance
1.3.4	Prioritise	D	an ability to do something well especially if you have learnt and practiced it
1.3.5	Salesperson	E	an encouragement towards your employees

(5 × 2)

(10)

TOTAL SECTION A: 50

SECTION B

Answer all the following questions in the ANSWER BOOK.

QUESTION 2

- 2.1 You are the supervisor of a sales department in your organisation. Use the following information to draw up a duty roster to ensure that all activities can be completed on time. Prioritise the tasks to be done from Monday to Friday.

Tasks/Activities:

Follow-up calls
 Make client calls
 Preparing reading material to clients
 Posting of correspondence to clients
 Check client information

Employees:

J. Khumalo
 T. Thiyane
 Y. Fredericks
 S. Mxenge
 N. Mali

Use the following format to draft your work roster:

TASK/ACTIVITY	NAME OF EMPLOYEE	WHEN TASK IS DONE

(5 × 3) (15)

- 2.2 Sexual harassment is becoming the most common problem in the workplace than it has ever been before. It has been proven that women suffer most and they must avoid being victims. The other contributing factor may be enculturation when people from different cultural backgrounds are free to develop relationships.

2.2.1 Explain the term *sexual harassment*. (2)

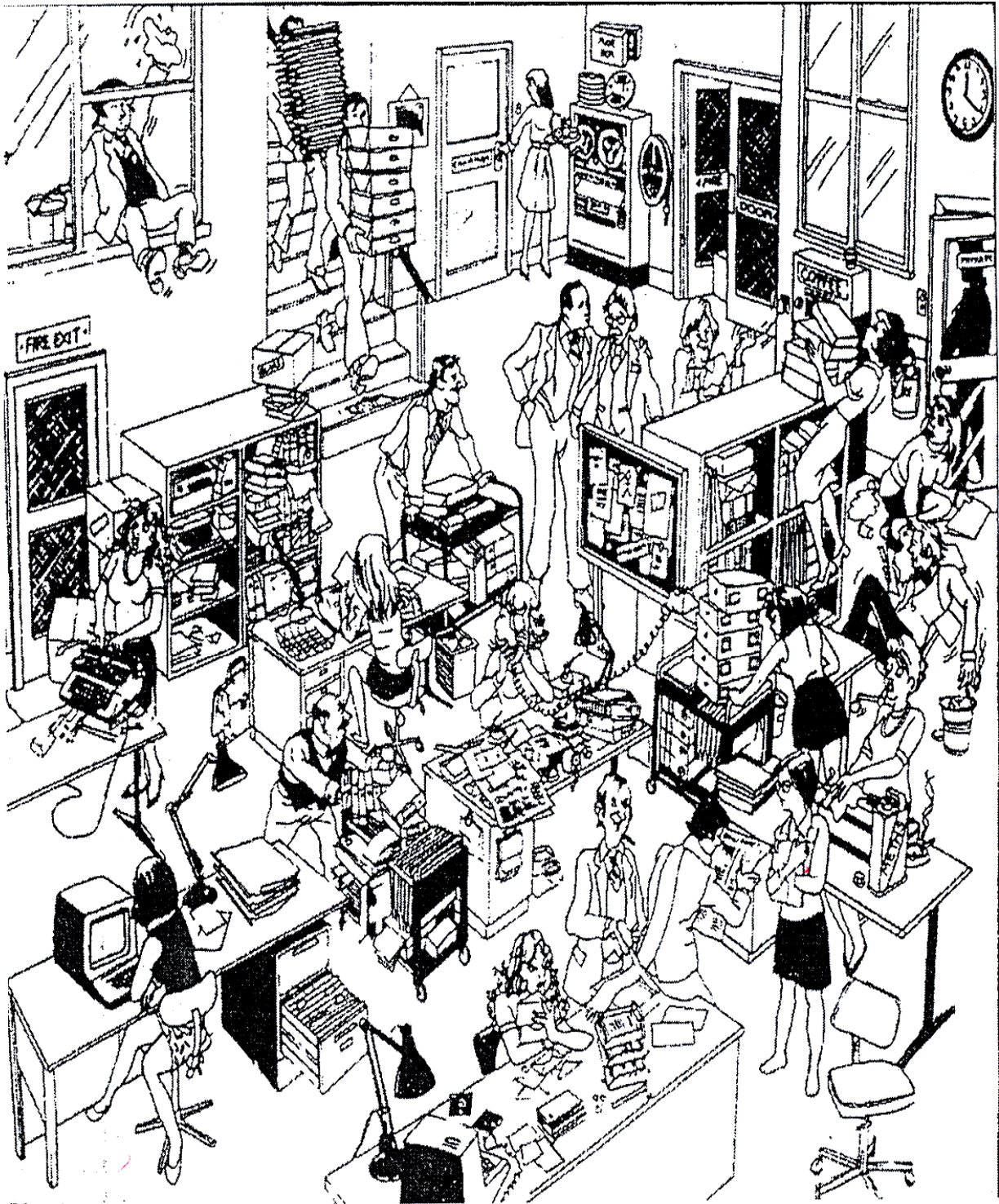
2.2.2 Describe TWO types of behaviour that could be considered as sexual harassment. (2)

2.2.3 Do you regard a firm handshake in South African culture as sexual harassment. (1)

[20]

QUESTION 3

3.1 Study the picture below and list any TEN unsafe working conditions:



(10)

- 3.2 You are the manager of the human resources department at Umthawelanga Traders. One of the staff members Ms Nguwata asks her sister-in-law to call the Manager to report that she is not feeling well. She was booked off sick by the doctor because she contracted a contagious disease.

With reference to the above, answer the following questions as part of your advice:

- 3.2.1 Why should Ms Nguwata remain at home? (2)
- 3.2.2 How many days should she stay off work? (2)
- 3.2.3 Should she consult another doctor? (2)
- 3.2.4 Name TWO documents that must be submitted by Ms Nguwata when she returns to work. (2 × 2) (4)
- [20]**

QUESTION 4

Identify the following office equipment and state ONE function of each:

4.1.1



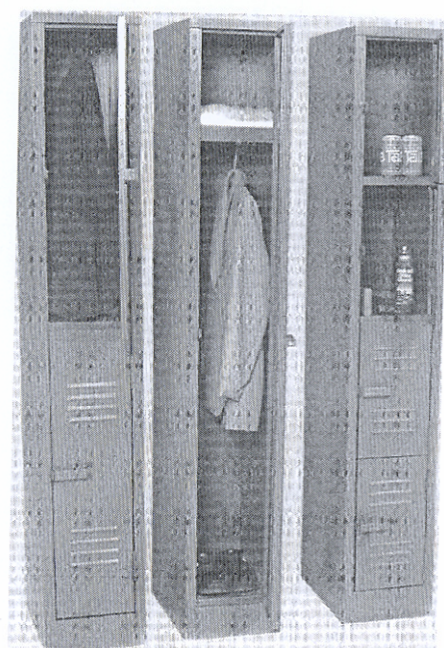
4.1.2



4.1.3



4.1.4



4.1.5



(5 x 2) (10)

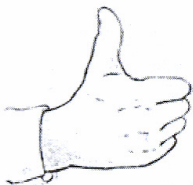
4.2 Interpret the following non-verbal communication symbols:



4.2.1



4.2.2



4.2.3



4.2.4



4.2.5

(5 x 2) (10)
[20]

QUESTION 5

- 5.1 The staff development officer/facilitator has a vital role in all organisations as a liaison officer between the government (i.e SETA), the employer and employees.
- Discuss the role he/she plays to the THREE stakeholders to achieve the organisation's objectives. (3 × 2) (6)
- 5.2 You are planning to achieve an objective of passing NCV Level 4 in 2010 with a competency of 70% pass mark.
- Relate how you can breakdown this objective and plan your activities according to the acronym SMART which stand for:
- S - Specific
 - M - Measurable
 - A - Achievable
 - R - Realistic
 - T - Timeframe
- (5 × 2) (10)
- 5.3 In case you don't achieve your objective by 2010. What can be the activities that you can do to improve your results in order to achieve your planned objective? (2 × 2) (4)
- [20]**

QUESTION 6

- 6.1 You are a personal assistant of a managing director of Tonaz Art Productions. The following personnel are working with you:
- Production manager
 - Marketing and promotions manager
 - Financial manager
 - Human resource manager
 - 2 subordinates for each department
- 6.1.1 Use the information above to complete an organogram on the attached ANSWER SHEET. (10 × 1) (10)
- 6.1.2 Tonaz, managing director of Tonaz Productions, hired an IT specialist to provide a support function to the business.
- Give ONE example of an activity that can be performed by the IT specialist to assist each department. (4 × 2) (8)

6.2 The human resource department is the most critical department because it deals with the human element.

Outline any TWO major activities performed by this department. (2 × 1) (2)
[20]

TOTAL SECTION B: 100
GRAND TOTAL: 150

ANSWER SHEET

EXAMINATION NUMBER	
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SECTION A

NOTE: PLEASE SUBMIT WITH YOUR ANSWER BOOK

QUESTION 1

1.1

1.1.1 _____

1.1.2 _____

1.1.3 _____

1.1.4 _____

1.1.5 _____

1.1.6 _____

1.1.7 _____

1.1.8 _____

1.1.9 _____

1.1.10 _____

(10 X 2) (20)

1.2

	TRUE	FALSE
1.2.1		
1.2.2		
1.2.3		
1.2.4		
1.2.5		
1.2.6		
1.2.7		
1.2.8		
1.2.9		
1.2.10		

(10 X 2) (20)

1.3

1.3.1 _____

1.3.2 _____

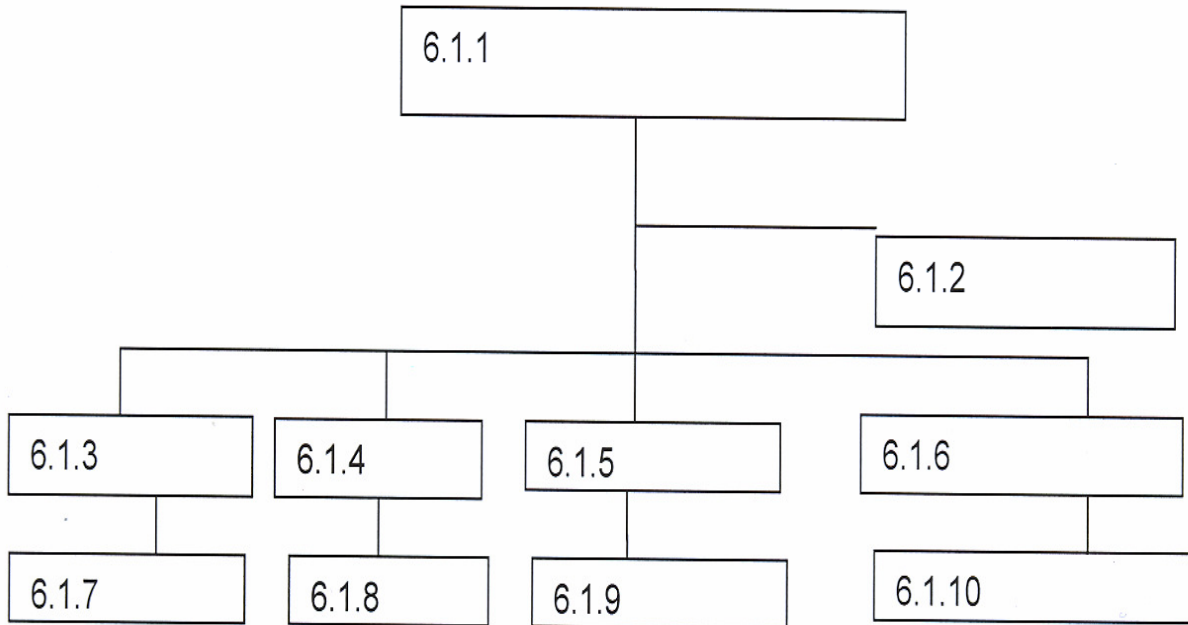
1.3.3 _____

1.3.4 _____

1.3.5 _____

(5 X 2) (10)

TOTAL SECTION A: 50

QUESTION 6

(10 × 1) (10)