

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

SUPPLEMENTARY EXAMINATION

(3061002)

**24 February 2014 (X-Paper)
09:00–12:00**

This question paper consists of 9 pages.

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.
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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 Which ONE of the following is NOT a function of the finance department?

- A Controlling income and expenditure
- B Raising funds
- C To ensure that debtors meet their obligations
- D Recruitment of experienced staff

1.1.2 To ... is to act in such a way that other people respect you, both as a person and as a worker.

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

1.1.3 ... could be regarded as unwanted touching or actual molestation.

- A A Code of Conduct
- B Verbal harassment
- C A Code of Ethics
- D Physical harassment

1.1.4 ONE of the functions in the management process is ...

- A purchasing.
- B organising.
- C selling.
- D financing.

1.1.5 A type of fire extinguisher:

- A Electronic equipment
- B Magnesium
- C Oxygen
- D CO₂

- 1.1.6 Which ONE of the following calculations of a product's selling price is correct?
- A Cost price + Selling Price
 - B Mark-up + Cost Price
 - C Mark-up + Selling Price
 - D Selling price – Mark-up
- 1.1.7 ONE of the aspects that an individual needs to consider when assessing his/her work is ...
- A performance incentives.
 - B performance bonus.
 - C performance standards.
 - D None of the above-mentioned
- 1.1.8 In an emergency, where blood or bodily fluids are present, it is important for you to remember to use your ...
- A hands.
 - B handkerchief.
 - C plastic gloves.
 - D hand towel.
- 1.1.9 The Occupational Health and Safety Act prescribes that employers make provision for ...
- A adequate remuneration of employees.
 - B staff transport.
 - C staff refreshments.
 - D a non-smoking zone in the workplace.
- 1.1.10 Your manager's diary does NOT include the following entries:
- A A record of all appointments and meetings
 - B Updating and rescheduling
 - C Urgent activities
 - D His/Her personal activities

(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) in the ANSWER BOOK.

- 1.2.1 Project scheduling is widely used in both large and small business organisations.
- 1.2.2 A procedure that you could use when dealing with an unexpected guest is to tell him/her that the manager is unavailable.
- 1.2.3 Passive smoking occurs when a smoker is exposed to smoke from a smoking zone.
- 1.2.4 Your professional image can be projected by your personal hygiene, dress code and ethics.
- 1.2.5 Bookkeeping is a function of the administration department.
- 1.2.6 According to the emergency policies and procedures in the workplace, management's priority must be to safeguard the health and safety of all.
- 1.2.7 To concentrate and ignore distractions during a conversation is not a good listening habit.
- 1.2.8 Job satisfaction is not an advantage of skills development.
- 1.2.9 Prioritising tasks in the workplace refers to putting important things first.
- 1.2.10 A person who is HIV-positive may not be aware of it, unless he/she takes a blood test.

(10 × 2) (20)

- 1.3 Choose a word/phrase from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Can be equated with taking responsibility for your actions	A	hard hat, overalls and gloves
1.3.2	A type of personal diary	B	performance monitor
1.3.3	A document that describes the responsibilities and duties that an individual has to perform	C	good work practice
		D	personal assistant
1.3.4	The kind of protective clothes worn when performing construction duties	E	calendar
		F	vice-chairperson
1.3.5	Co-ordinates meetings and makes arrangements for such meetings	G	Filofax
		H	personal job description

(5 × 2)

(10)
[50]**TOTAL SECTION A:****50****SECTION B****QUESTION 2*****BUSINESS ETHICS***

'An ethical business is concerned about balancing the interests of all its stakeholders, taking into account moral values and principles'.

With reference to the above quotation, answer the following questions:

- 2.1 Define the concept business ethics. (3 × 1) (3)
- 2.2 List any SIX examples of stakeholders of a business organisation. (6 × 1) (6)
- 2.3 Explain any FOUR values that you would consider as being ethical in the workplace. (4 × 2) (8)

2.4 Give TWO examples of each of the following forms of behaviour in the workplace:

- | | | | |
|-------|-----------|---------|-----|
| 2.4.1 | Ethical | (2 × 2) | (4) |
| 2.4.2 | Unethical | (2 × 2) | (4) |
- [25]**


QUESTION 3

Read the following extract and answer the questions.

- 3.1
- You are the manager of the Human Resources Department at Thekwini FET. On 16 January 2014, you received the following SMS from a member of your staff.
'Unable to attend work today – unwell. Dr Rehanna booked me off sick until 18/01/2014 because I have contracted a contagious disease – expect to return on 19/01/2014'. Regards: Z. Zola
- | | | | |
|-------|--|---------|-----|
| 3.1.1 | Why should Ms Zola remain at home? | (1 × 2) | (2) |
| 3.1.2 | How many days should she stay away from work? | | (1) |
| 3.1.3 | Does she require a medical certificate? | | (1) |
| 3.1.4 | Give ONE reason for your answer in QUESTION 3.1.3. | (1 × 2) | (2) |
| 3.1.5 | Name the TWO documents that must be submitted by Ms Zola when she returns to work. | (2 × 1) | (2) |
- 3.2
- The Occupational Health and Safety Act (No. 85 of 1993) aims to provide for the health and safety of persons at work and to establish an advisory council for occupational health and safety.
- | | | | |
|-------|---|---------|------|
| 3.2.1 | To ensure their health and safety during an emergency at the workplace, employees must be made aware of certain rules.
State any SIX of these rules. | (6 × 2) | (12) |
| 3.2.2 | List SIX possible hazards which you may encounter in an office environment. | (6 × 1) | (6) |
| 3.2.3 | Explain TWO factors to be considered when selecting a fire extinguisher for your workplace. | (2 × 2) | (4) |
- [30]**

QUESTION 4

Study the case study below and answer the questions.

- 4.1 The human resource department assists all the different divisions or sections in an organisation to find the right people for vacant positions. Once the staff member has been appointed, the HR department will ensure that the person is paid the appropriate salary and that he/she is aware of all company policies, regulations and legislation.
- 4.1.1 State THREE functions of the HR (human resources) department in any business organisation. (3 × 2) (6)
- 4.1.2 Explain FOUR functions of the administration department. (4 × 2) (8)
- 4.1.3 Name the THREE phases which the purchasing process in an organisation consists of. (3 × 2) (6)
- 4.2 Business types:
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- 4.2.1 Name the above-illustrated business organisation. (1 × 2) (2)
- 4.2.2 Explain the core business activity of the organisation that you named in QUESTION 4.2.1. (1 × 2) (2)
- 4.2.3 List any SEVEN supporting functions found within this organisation. (7 × 1) (7)
- 4.2.4 How do these supporting functions add value to the organisation? (2 × 2) (4)

[35]

QUESTION 5***MANAGING TIME AT THE WORKPLACE***

Explain how the following will assist you in achieving the above-mentioned idea:

5.1 Task list

5.2 Diary

5.3 Deadline

5.4 Work schedule

5.5 Work roster

(5 × 2)

[10]

TOTAL SECTION B:

100

GRAND TOTAL:

150