

**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 2**

**SUPPLEMENTARY EXAMINATION 2013**

**(3061002)**

**5 March (X-Paper)  
09:00 – 12:00**

**This question paper consists of 11 pages and a 2-page answer sheet.**

<p><b>TIME: 3 HOURS</b> <b>MARKS: 150</b></p>
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### **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. Answer QUESTIONS 2.2, 3.2.3 and 4.1 on the ANSWER SHEETS provided.
  5. 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 A person who is not offensive in his or her behaviour, ...
- A cannot sexually harass someone, because the behaviour must be intentional.
  - B can unintentionally offend someone, but can be held liable in a court of law.
  - C can be held liable in a court of law.
  - D All the abovementioned
- 1.1.2 Security risks do not include ...
- A suspicious items.
  - B broken/uneven steps.
  - C missing keys.
  - D faulty alarm systems.
- 1.1.3 The sourcing and buying of materials are done by the ... department.
- A marketing
  - B production
  - C purchasing
  - D administration
- 1.1.4 A person's grooming refers to ...
- A his/her personality.
  - B his/her financial affairs.
  - C the state of the person's hands, hair or make-up.
  - D his/her attendance.
- 1.1.5 An opportunity in the business world can be ...
- A good communication skills.
  - B an extensive knowledge of technology.
  - C a decrease in the price of petrol.
  - D the acquiring of skills by attending courses.

- 1.1.6 A set of tasks in the workplace should always consist of ...
- A due dates.
  - B feedback.
  - C checking on the progress of delegated tasks.
  - D All the abovementioned
- 1.1.7 What do you need to consider when managing your time in an office environment?
- A Ignoring the work until after the due date
  - B Gossiping about the work-related issues
  - C Calling and visiting Facebook friends on a daily basis
  - D Your workload
- 1.1.8 An aspect of personal hygiene that may have an adverse effect on customers and work colleagues can be ...
- A modern hairstyles.
  - B whitened teeth.
  - C out-of-fashion clothes.
  - D unpleasant body odour.
- 1.1.9 Core business activities of Game Stores do not include...
- A marketing and sales.
  - B administration.
  - C production.
  - D purchasing.
- 1.1.10 Working capital refers to ...
- A the interest of an owner in the business.
  - B money invested in fixed assets.
  - C stock that can be converted into cash.
  - D None of the above
- (10 × 2)      (20)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'true' or 'false' next to the question number (1.2.1 – 1.2.10) in the ANSWER BOOK.

- 1.2.1 Working capital can be obtained when debtors pay their accounts.
- 1.2.2 A job specification indicates the qualification, experience and knowledge required by an employee to perform a task.
- 1.2.3 A professional image can be projected by personal hygiene, dress code and ethics.
- 1.2.4 In a working environment you need a doctor's certificate if you are absent for more than five days.
- 1.2.5 New employees do not need to be inducted when they commence employment.
- 1.2.6 It is very important for a manager to be aware of his/her personal assistant's diary in order to help him/her to manage and delegate tasks effectively.
- 1.2.7 The final responsibility for career development rests with the employee.
- 1.2.8 Statutory law has developed over years and is enforced by our courts.
- 1.2.9 A disease that is not contagious is passed from person to person by touching or through the air they breathe.
- 1.2.10 The first person who must report an incident at the workplace is the supervisor.

(10 × 1) (10)

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

COLUMN A		COLUMN B	
1.3.1	Set yourself an achievement date	A	roster
1.3.2	Most companies expect employees to reflect the ... of the company and make a good impression on people passing through the office	B	the notification phase
		C	time frame
1.3.3	Their core function is to manage the system used for bookkeeping	D	squatting
		E	appraisal
1.3.4	The likelihood that a hazard will actually cause harm	F	sincere and honest
		G	corporate image
1.3.5	The employer's positive attitude towards work and colleagues should be...	H	regular activities
		I	administration
1.3.6	A ... is needed to ensure that everything is done on time	J	risk
1.3.7	To assess your performance in the workplace your supervisor will carry out a performance ...		
1.3.8	... keep the department moving and ensures that all projects remain on track		
1.3.9	The purchasing department is informed of a need		
1.3.10	The correct procedure to lift an object is by ... from the waist down, as this prevents injuries to the back		

(10 × 2)

(20)  
[50]**TOTAL SECTION A: 50**

## SECTION B

### QUESTION 2

Read the following article and answer the questions that follow.

Ethics is 'how we choose, in virtually every decision we make, to treat the people we work with and whom we work for, and the world around us'.

Companies that adhere to ethical behaviour in terms of the social and economic environment are less likely to suffer from negative publicity and increased legal costs. In a highly competitive world unethical behaviour towards stakeholders is increasing at all organisational levels.

In order to develop and sustain ethical corporate cultures, not only do current employees have to be held accountable for ethical practices, but companies also need to recruit ethical employees.

Significant differences in business ethics exist in different countries, and cultural factors can have a definite impact on ethical beliefs and attitudes.

A company should have a definite code of ethics as well as a code of conduct to guide employees in their behaviour. These will also serve as basis for disciplinary procedures, should an employee not adhere to them.

[Adapted from: *Attitudes of management students toward workplace ethics*, downloaded on 17 May from [222.ajobe.org](http://222.ajobe.org)]

2.1 Briefly distinguish between a *code of ethics* and a *code of conduct*. (2 × 2) (4)

2.2 A business code of ethics should include certain aspects.

Complete the business code of ethics by giving relevant examples of the following aspects. Make use of the ANSWER SHEET provided.

2.2.1 Basic honesty

2.2.2 Health and safety in the workplace

2.2.3 Employment practices

2.2.4 Selling and marketing practices

2.2.5 Financial reporting

2.2.6 Protecting the environment (6 × 2) (12)

2.3 When drawing up the code of conduct as well as the code of ethics, certain laws have to be taken into account.

List any THREE sets of law that regulate the working environment. (3 × 1) (3)

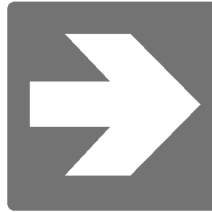
- 2.4 State whether the following matters at the workplace will be addressed by the code of conduct or the code of ethics. Answer by writing 'code of conduct' or 'code of ethics' next to the question number (2.4.1 – 2.4.5) in the ANSWER BOOK.
- 2.4.1 Failure to be at the workplace on time
- 2.4.2 An employee hired by the employer because he/she is a friend
- 2.4.3 Failing to wear clothing conforming to the standards set by the company
- 2.4.4 Choosing a supplier because the supplier gives the buyer money
- 2.4.5 Refusing to carry out a supervisor's reasonable instructions (5 × 1) (5)
- 2.5 Give the term for the following concept that appears in the case study:
- Significant differences in business ethics exist across countries, and cultural factors can have a definite impact on ethical beliefs and attitudes. (2)
- 2.6 Professional conduct means, amongst other things, to be at work on time.
- Discuss this statement by answering the following questions:
- 2.6.1 List any FOUR personal attitudes that will assist an employee to be on time. (4 × 1) (4)
- 2.6.2 State FIVE effects on the business if employees are always late. (5 × 1) (5)
- 2.6.3 List THREE possible fair reasons for employees to be late for work. (3 × 1) (3)
- 2.6.4 Give TWO possible ways in which management can address the problem of regular latecomers. (2 × 1) (2)
- [40]**



**QUESTION 3**

3.1 What does each of the following signs indicate?

3.1.1



3.1.2



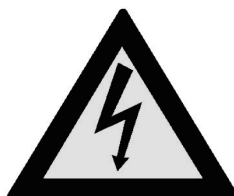
3.1.3



3.1.4



3.1.5



(5 × 1)

(5)

3.2 Read the following case study and answer the questions that follow.

**SA GOVERNMENT TREATS HIV/AIDS AS A HUMAN RIGHTS ISSUE**

The first and former president of a democratic South Africa, Dr Nelson Mandela, says that AIDS is no longer a disease. It is a human rights issue and one should have the right to have access to health care services, including access to anti-retroviral drugs. President Zuma said that all patients with both TB and HIV would receive treatment with anti-retrovirals if their CD4 count were 350 or less.

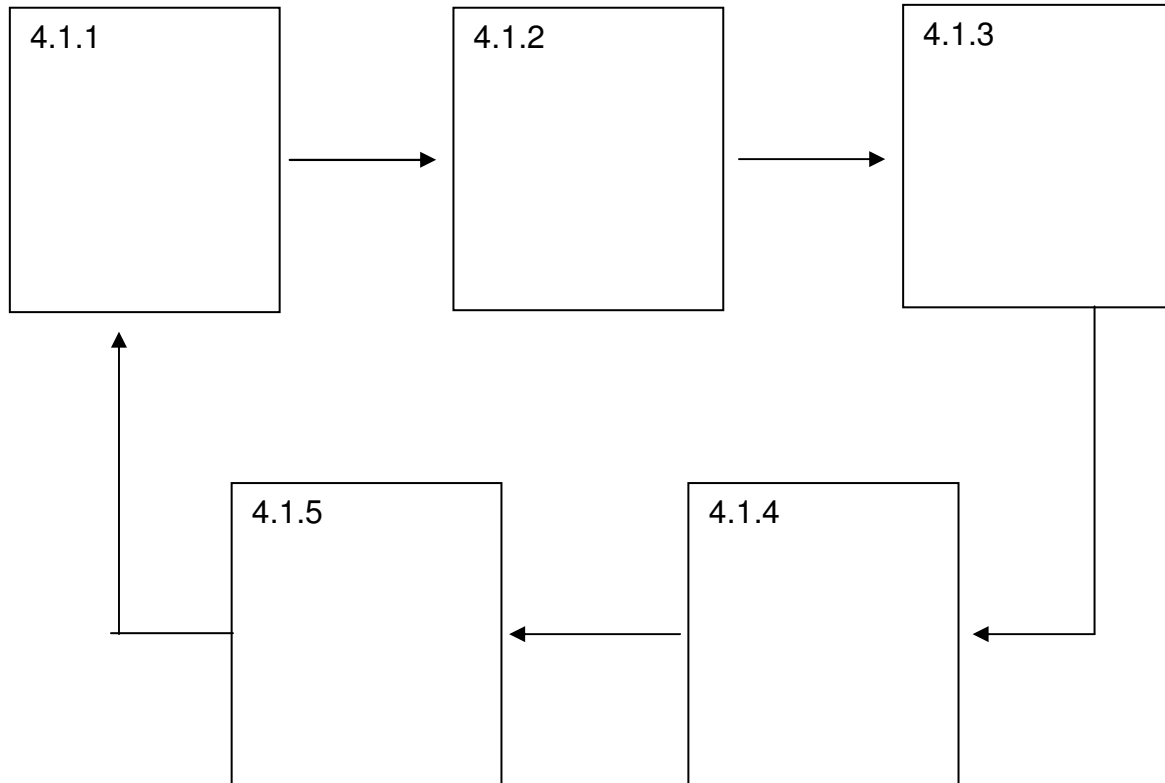
The HR department will have to assist employees in this regard.

[Adapted from: *Newsletter Issue 2 – Department of Justice, 2010*]

- 3.2.1 List any THREE precautions a supervisor should take against being infected with AIDS, should he/she have to assist an injured employee. (3 × 1) (3)
- 3.2.2 Why do you think that maintaining confidentiality in the HR department is important? Give TWO reasons. (2 × 1) (2)
- 3.2.3 The main functions of the HR department are to find, develop and keep qualified workers.  
  
How can this be done? Answer this question on the ANSWER SHEET provided. (3 × 2) (6)
- 3.2.4 Illustrate the organisational structure that the human resources department will use to divide the various functions of a business in core activities. Make provision for a chief executive officer (CEO) and three functions of the business. (4 × 1) (4)
- [20]**

**QUESTION 4**

- 4.1 Use the flow diagram below to complete the steps that are required for evaluating/assessing work performance. Write your answer next to the question number (4.1.1 – 4.1.5) on the ANSWER SHEET provided.



- |     |   |         |             |
|-----|---|---------|-------------|
|     |   | (5 × 2) | (10)        |
| 4.2 | Development is a continuous process to improve your skills in the workplace. State FOUR advantages of skills development. | (4 × 2) | (8)         |
| 4.3 | Define <i>self-motivation</i> .   |         | (2)         |
|     |   |         | <b>[20]</b> |

**QUESTION 5**

- |     |   |         |             |
|-----|---|---------|-------------|
| 5.1 | Identify the steps to be followed to ensure that a task is completed on time. | (9 × 1) | (9)         |
| 5.2 | Give any FIVE reasons for the use of organisational diaries in the workplace. | (5 × 1) | (5)         |
| 5.3 | State any FOUR advantages of time management.                                 | (4 × 1) | (4)         |
| 5.4 | What does <i>flagging of pages</i> mean?                                      |         | (2)         |
|     |   |         | <b>[20]</b> |

**TOTAL SECTION B: 100**  
**GRAND TOTAL: 150**

**ANSWER SHEET****EXAMINATION NUMBER:**

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**QUESTION 2.2**

Number	Ethical aspect	Example
Example	Security and privacy	Employees must not share company secrets with anyone.
2.2.1	Basic honesty	
2.2.2	Health and safety in the workplace	
2.2.3	Employment practices	
2.2.4	Selling and marketing practices	
2.2.5	Financial reporting	
2.2.6	Protecting the environment	

(6 × 2) (12)

ANSWER SHEET

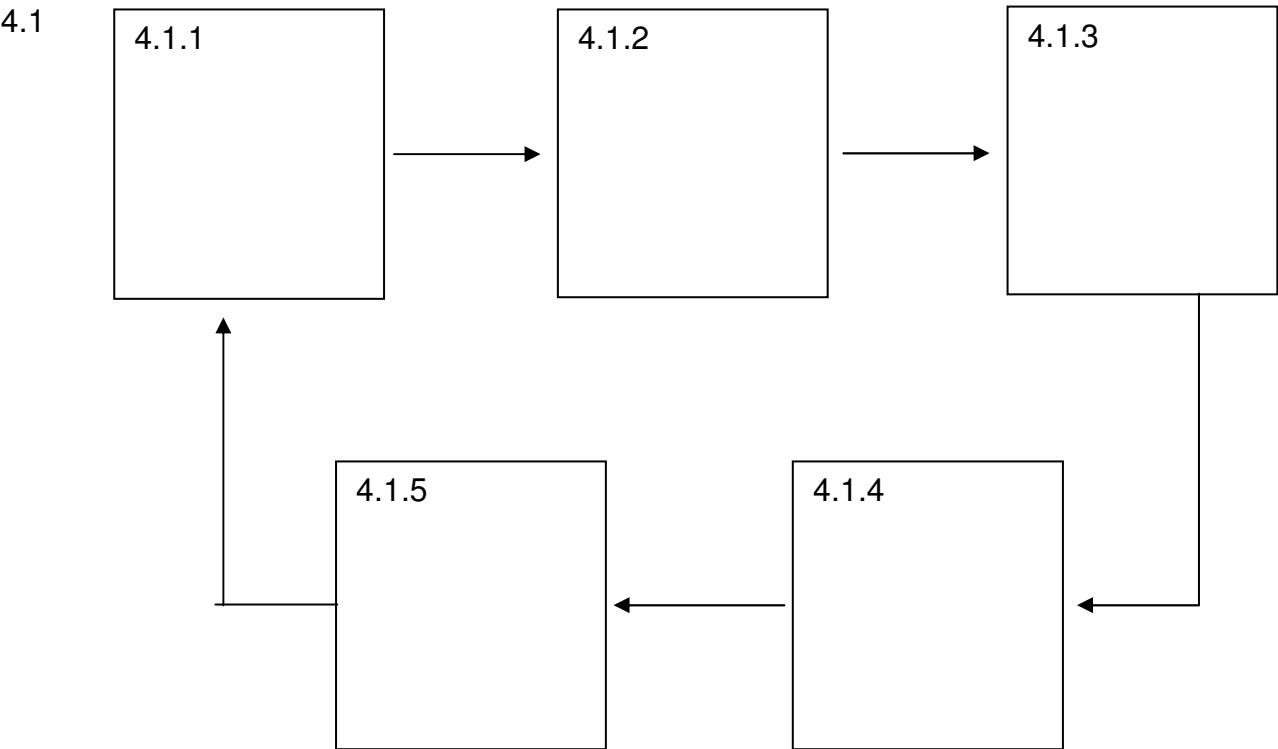
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QUESTION 3.2.3

Main function of the HR Department	How can this be done?
Find qualified workers	
Develop qualified workers	
Keep qualified workers	

(3 × 2) (6)



(5 × 2) (10)