

education

Department:
Education
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

NOVEMBER 2009

(3061002)

**23 November (X-Paper)
09:00 – 12:00**

This question paper consists of 11 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 according to the numbering system used in this question paper.
 4. Start each question on a NEW page.
 5. Answer SECTION A and QUESTION 7 on the attached ANSWER SHEET.
 6. Write neatly and legibly.
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SECTION A**QUESTION 1****MULTIPLE-CHOICE QUESTIONS**

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A – D) next to the question number (1.1 – 1.10) on the attached ANSWER SHEET.

- 1.1 ... does NOT prove a negative attitude.
- A A fear of failure
 - B A sense of humour
 - C A lack of self esteem
 - D A depressed attitude
- 1.2 Positive actions at the workplace do NOT include ...
- A being pro-active.
 - B being accountable.
 - C being aggressive.
 - D setting a good example.
- 1.3 ... is a type of leave taken by a pregnant worker before the expected date of birth or after the birth of the child.
- A Annual leave
 - B Maternity leave
 - C Sick leave
 - D Family responsibility leave
- 1.4 ... is/are example(s) of non-verbal body language.
- A Tapping fingers
 - B Firm handshake
 - C Biting the lips
 - D All the above-mentioned
- 1.5 ... refers to rules explaining the appropriate form of clothing at the workplace.
- A Etiquette
 - B Code of ethics
 - C Dress code
 - D Code of Conduct

1.6 ... is NOT an example of an infectious disease.

- A Chicken pox
- B TB
- C Flu
- D Epilepsy

1.7 A/An ... is an unforeseen circumstance.

- A strike
- B absenteeism
- C natural disaster
- D All the above-mentioned

1.8 A roster is a ...

- A diary.
- B task list with names of people.
- C work schedule
- D time-table

1.9 Ethical diversity refers to ...

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

1.10 The time-wasters are ...

- A when private e-mails are sent during work hours.
- B excessive telephone calls.
- C lack of planning.
- D All the above-mentioned

(10 × 2)

(20)

QUESTION 2

Indicate whether the following statements are TRUE or FALSE. Choose the answer and make a cross (X) in the block next to the question number (2.1 – 2.10) on the attached ANSWER SHEET.

2.1 A person with good social skills has an extroverted personality.

2.2 A person who is demotivated and lacks the capacity to achieve has a positive attitude.

2.3 The tracksuits and T-shirts of your college are examples of corporate wear.

2.4 There is no difference between hearing and listening.

- 2.5 Personal cleanliness refers to fresh body odour, fresh breath and a neat hairstyle.
- 2.6 Breathing apparatus is essential when working with dangerous gases or powders.
- 2.7 Wearing a mini-skirt at the workplace is appropriate and projects a professional image.
- 2.8 Some of a secretary's duties are typing documents, operating office equipment, making photocopies and filing.
- 2.9 Skills development of staff members decreases productivity.
- 2.10 An image is a picture in your mind of what an item or a person looks like. (10 × 2) (20)

QUESTION 3

Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A – E) next to the question number (3.1 – 3.5) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
3.1	Sales representative	A	the main reason why the business exists
3.2	Core business activities	B	sells products/services to the consumers/clients
3.3	Plastic gloves	C	unwanted touching or unpleasant jokes
3.4	Body language		used in laboratories
3.5	Sexual harassment	D	a firm handshake when greeting a customer
		E	

(5 x 2)

(10)
[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 4**

4.1 State whether the following activities at work are ETHICAL or UNETHICAL:

- 4.1.1 Taking sick leave when you are not sick
- 4.1.2 Leaving work at the right time
- 4.1.3 Taking office stationery for personal use
- 4.1.4 Using the business telephone or e-mail for private purposes
- 4.1.5 Using the office photocopier to photocopy books for your friend

(5 × 2) (10)

4.2

CASE STUDY: MANAGEMENT OF SICK LEAVE AT WORK





You are a manager in the human resource department at Gala Fashions. A member of staff, Mr Dube, phones you one morning saying he is not feeling well. He suspects he has contracted chicken pox from his daughter. He is not sure what he should do. He asks for your advice. Fortunately you have some literature from the Department of Health giving you some idea of what chicken pox is all about.

LITERATURE FROM HEALTH DEPARTMENT ABOUT CHICKEN POX

Chicken pox can be contracted through direct contact. A person who has contracted the disease (chicken pox) should stay off work for two to three weeks.

Symptoms of the disease: may be pronounced flu-like symptoms, followed by a rash in the form of crops of tiny red spots that rapidly turn into itchy, fluid-filled blisters; within 24 hours the blisters dry out, forming scabs; successive crops occur for 1 to 6 days. The rash may be widespread or consists of only a few spots.

A person who has chicken pox, is highly infectious, he/she therefore must consult a doctor. Calamine lotion which could help relieve the itching can be used. An antiviral drug may be taken to limit the effects of the infection.

- 4.2.1 How could Mr Dube have contracted the disease from his daughter? (1)
- 4.2.2 How many days should he stay off work? (1)
- 4.2.3 What are the symptoms of chicken pox? (3 × 1) (3)
- 4.2.4 Is chicken pox a highly infectious disease? (1)
- 4.2.5 Should he consult a doctor? (1)
- 4.2.6 What treatment is available? (2 × 1) (2)
- 4.2.7 What is the document that he should get from the doctor as proof of being ill? (1)
- 4.3 When evaluating your own skills you should do a SWOT analysis of yourself. SWOT is just an acronym. Write out each letter in full and elaborate on its meaning:
- 4.3.1 S ...
- 4.3.2 W ...
- 4.3.3 O ...
- 4.3.4 T ... (4 × 2) (8)
- 4.3.5 What is the main emphasis of the Employment Equity Act? (2)
- 4.4 Identify the signage below and write the answers in your ANSWER BOOK against the number (4.4.1 – 4.4.5):
- 4.4.1  (2)
- 4.4.2  (2)
- 4.4.3  (2)
- 4.4.4  (2)

4.4.5

(2)
[40]**QUESTION 5**

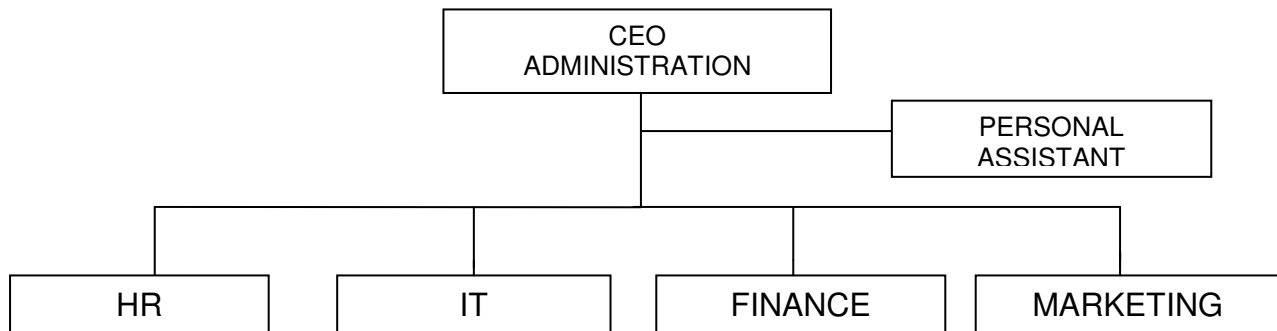
Select the correct answer from each of the blanks in the questions below. Write only the answer next to the question number (5.1 - 5.2)

AIDS; cough; limb; lift; moe; aid; pressure; ambulance; medicine; switch
--

- 5.1 The first step in an emergency situation is to do a ... examination.
- 5.2 For treating a person with an electrical shock, ... off the electrical current immediately.
- 5.3 Call an ... to transport an injured person to the hospital.
- 5.4 Lift the injured ... , to stop swelling.
- 5.5 If the wound is still bleeding, apply direct ... to it.
- 5.6 You must not ... heavy objects or materials as it will harm your back.
- 5.7 Do not ... anybody with broken bones.
- 5.8 In large organisations, first ... kits must be made available in several key places.
- 5.9 When a person is choking, encourage them to
- 5.10 ... is the acronym for Acquired Immune Deficiency Syndrome. (10 x 2) **[20]**

QUESTION 6

Study the organisational structure below and answer the questions that follow.



- 6.1 Describe the function that each of the FOUR departments performs. (4 x 2) (8)
- 6.2 The administration is interdependent on other departments and is directly controlled by the CEO. Outline any FOUR administrative functions in the organisation. (4 x 2) (8)

6.3 Name the core business activities of the following organisations:

6.3.1 Pick 'n Pay

6.3.2 KFC

6.3.3 First National Bank

6.3.4 BP

(4 x 1)

(4)
[20]

QUESTION 7

Use the DATES given below to draw up your own semester planner. Enter ALL important dates for the second semester including examination dates, test dates, outings, meeting and holidays.

Use the attached ANSWER SHEET to complete your semester planner.

JULY							AUGUST							SEPTEMBER						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
		1	2	3	4	5						1	2		1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30				
							31													
OCTOBER							NOVEMBER							DECEMBER						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
			1	2	3	4							1		1	2	3	4	5	6
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	3
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
							30													

SECOND SEMESTER**Term 3**

20 July 2009	College opens Staff meeting
21 July 2009	Lectures begin
7 August 2009	SRC elections
14 August 2009	SRC committee meeting
15 – 16 August 2009	Workshop on leadership skills for the SRC committee
19 August 2009	Staff meeting
21 August 2009	Staff and students meeting
28 August 2009	Students outing
4 September 2009	Open Day or FET Day
14 – 18 September 2009	Term tests
23 September 2009	College closes

Term 4

5 October 2009	College opens
23 October 2009	Semester marks due
27 October 2009	Lectures end
28 October 20 09	Final exams start
24 November 2009	Final exams end
27 November 2009	End of the year function
4 December 2009	College closes for students
5 December 2009	College closes for staff

(40 × ½) **[20]****TOTAL SECTION B: 100****GRAND TOTAL: 150**

ANSWER SHEET**EXAMINATION NUMBER:****SECTION A****(NOTE: SUBMIT YOUR ANSWER SHEET)****QUESTION 1**

- 1.1 _____
- 1.2 _____
- 1.3 _____
- 1.4 _____
- 1.5 _____
- 1.6 _____
- 1.7 _____
- 1.8 _____
- 1.9 _____
- 1.10 _____

(10 × 2) (20)

QUESTION 2

	TRUE	FALSE
2.1		
2.2		
2.3		
2.4		
2.5		
2.6		
2.7		
2.8		
2.9		
2.10		

(10 × 2) (20)

ANSWER SHEET

EXAMINATION NUMBER:

QUESTION 3

3.1 _____

3.2 _____

3.3 _____

3.4 _____

3.5 _____

(5 × 2) (10)

ANSWER SHEET**EXAMINATION NUMBER:****QUESTION 7**

Days	Date	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								

(40 × ½)

[20]