



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**BUSINESS PRACTICE
NQF LEVEL 2**

NOVEMBER EXAMINATION

(3061002)

**18 November 2015 (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 Choose the INCORRECT answer. To project a professional image, an employee must maintain personal hygiene in relation to his/her ...

- A body odour.
- B fresh breath.
- C immaculate uniform or dress.
- D job status.

1.1.2 Time wasters in the work environment excludes ...

- A unnecessary meetings.
- B unclear tasks and priorities.
- C maintaining a diary.
- D lack of planning.

1.1.3 A task list enables an employee to ...

- A have a longer lunch break.
- B attend meetings at any time.
- C complete his/her tasks on time.
- D evaluate his/her own skills.

1.1.4 A document that an employee must submit when he/she is absent from work for three or more days.

- A Leave form
- B Medical certificate
- C Letter
- D Affidavit

1.1.5 Which department is responsible for training employees in the workplace?

- A Administration department
- B Human Resource department
- C Information Technology department
- D Marketing department

1.1.6 This department ensures that information about the products or services reaches the consumers.

- A Market research
- B Marketing communication
- C Pricing
- D Distribution

1.1.7 In this phase of purchasing, the department is informed of a need:

- A Order phase
- B Notification phase
- C Post-order phase
- D Pre-order phase

1.1.8 Choose the INCORRECT answer. HIV can be transmitted from one person to another through ...

- A prenatal infection.
- B contaminated needles.
- C an organ transplant from another infected donor.
- D verbal communication.

1.1.9 In the workplace this sign indicates ...



- A an escape route.
- B a route for athletes.
- C a route for exercising on the stairs.
- D a route for employees.

1.1.10 A/An ... code prescribes what you wear in a particular situation in the workplace.

- A ethical
- B conduct
- C dress
- D uniform

(10 x 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 A firm handshake with your client cannot be regarded as sexual harassment in the workplace.
- 1.2.2 A threat is not an indication of possible danger, harm or pain.
- 1.2.3 Don't jump to conclusions, is one of the good listening habits.
- 1.2.4 It is not the employer's responsibility to ensure that all stakeholders only smoke in the designated smoking areas in the workplace.
- 1.2.5 The administrative department is a support service which interacts closely with all other departments in the organisation.
- 1.2.6 As a manager you may have to deal with staff members with poor personal hygiene.
- 1.2.7 Chicken pox may be regarded as an infectious disease in South Africa.
- 1.2.8 Skills development is a continuous process of staff members which decreases productivity.
- 1.2.9 Using a SMART approach is helpful in setting and achieving goals.
- 1.2.10 Ranking of tasks in terms of importance is often referred to as prioritising tasks.

(10 x 2) (20)

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

COLUMN A	COLUMN B
1.3.1 Crises	A a clean and germ free working environment
1.3.2 Schedule	B a situation in which someone has to choose between two courses of action
1.3.3 Dilemma	C many different, difficult and stressful situations in the workplace
1.3.4 Diary	D a plan of action to ensure that all tasks are completed timeously
1.3.5 Sterile	E infection or pollution in the workplace
	F allows you to plan and organise yourself in the work environment
	G a neat and tidy working environment

(5 x 2)

(10)

TOTAL SECTION A:**50****SECTION B****QUESTION 2**

- 2.1 Read the following case study and answer the questions.

I am Miss Vinegar, an eighteen year-old girl, employed as a personal assistant at Tshwane South College (Centurion campus). The most fundamental thing that I hate about myself is to look at myself in the mirror, due to the fact that I am very ugly. All my fellow employees are pretty. I spend a lot of money buying expensive clothes thinking that I will look much better but I don't. I am not interested in anything, because I know that I will ultimately fail. I also fail to make friends, because I am afraid that they will speak badly about me. Worse, I don't like people who don't see things my way. I don't even enjoy my job.

- 2.1.1 Miss Vinegar has many negative qualities.

List FOUR of these qualities.

(4 x 1)

(4)

- 2.1.2 What advice will you give to Miss Vinegar in order to adopt a more positive attitude at Tshwane South College?

(5 x 2)

(10)

- 2.1.3 Why are listening skills important in the workplace?

(3 x 2)

(6)

2.2 Sometimes your behaviour can be misconstrued due to cultural differences. Personal freedom is very important in our constitution, so it is useful to educate yourself as to what sexual harassment means in the college environment or workplace in general.

- 2.2.1 Name TWO forms of sexual harassment. (2 x 1) (2)
- 2.2.2 State any THREE ways in which an employee should behave in order to prevent or stop sexual harassment in the workplace. (3 x 1) (3)
- [25]**

QUESTION 3

Read the following passage and answer the questions.

The employers in an organisation like Pick 'n Pay are required to provide a safe working environment for employees. This is prescribed by the Occupational Health and Safety Act. The onus is on the employer to identify and lower the risks posed by potential hazards in the workplace.

- 3.1 Explain FIVE responsibilities of the employer, with regard to the health and safety of employees in Pick 'n Pay. (5 x 2) (10)
- 3.2 Define the term *hazard*. (2)
- 3.3 Name any FIVE unsafe conditions in the workplace. (5 x 1) (5)
- 3.4 List THREE guidelines for the safe handling of a chemical spillage in the workplace. (3 x 1) (3)
- [20]**

QUESTION 4

- 4.1 Explain what the term *diversifying* refers to in a business organisation. (2)
- 4.2 Name the core activity of the following undertakings:
- 4.2.1 Old mutual
- 4.2.2 Colleges
- 4.2.3 Umgeni Water
- 4.2.4 BBM (4 x 2) (8)

- 4.3 Choose a description from COLUMN B that matches a word in COLUMN A. Write ONLY the letter (A–E) next to the question number (4.3.1–4.3.4) in the ANSWER BOOK.

COLUMN A	COLUMN B
4.3.1 Efficiency	A the process of selling the business's product
4.3.2 Purchasing	B completing a task in such a way that the quality is improved without increasing costs
4.3.3 Operations	C the day-to-day functions and activities carried out by the business
4.3.4 Marketing	D ordering and receiving raw materials or stock
	E refers to the marketing mix

(4 x 1)

(4)

- 4.4 The marketing department must interact closely with all other core functions of the company. Without the input of the marketing department, the company will have no customers, no product or service to sell and no way to get the products or service to the customer.

Name and explain how the FOUR marketing policy mix instruments adds value to the company.

(4 x 2)

(8)

- 4.5 List THREE advantages of the administration department to the organisation.

(3 x 2)

(6)

- 4.6 List THREE disadvantages of the administration department to the organisation

(3 x 2)

(6)

- 4.7 'Personal health is important in the workplace because healthy employees are productive workers'.

List SIX ways that employees can follow a healthy lifestyle.

(6 x 1)

(6)

[40]

QUESTION 5

- 5.1 Diary management is an effective and efficient way of time management in the workplace. The personal diary is a document that allows you to organise and manage yourself in the workplace. It helps you plan and organise your daily tasks.

Name FIVE types of personal diaries, paper based or electronic, that can be used by a personal assistant. (5 x 1) (5)

- 5.2 Your organisational diary needs to contain accurate information to ensure the smooth running of your department.

List FIVE essential pieces of information that needs to be included. (5 x 1) (5)

- 5.3 Unforeseen circumstances in the workplace are a common occurrence and you will need to know how to plan for them. You need to develop a plan of action well in advance.

Name any FIVE examples of unforeseen events that may occur in your workplace. (5 x 1) (5)

[15]

TOTAL SECTION:B 100
GRAND TOTAL: 150