



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 2**

(3061002)

**8 December 2020 (X-paper)  
09:00–12:00**

**This question paper consists of 10 pages and 2 answer sheets.**

401Q1N2008

<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. Start each section on a new page.
  5. Use only a black or blue pen.
  6. 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 HIV can be transmitted from one person to another through ...
- A sharing clothes. 
  - B touching the infected person.
  - C kissing the infected person.
  - D sexual contact.
- 1.1.2 A plan to deal with major emergencies is an important element of the ...
- A Work Emergency Act.
  - B Disaster Management Act.
  - C Crisis Management Act.
  - D Occupational Health and Safety Act.
- 1.1.3 Choose the INCORRECT answer.  
To project a professional image, an employee must maintain personal hygiene including ...
- A job status.
  - B immaculate uniform.
  - C body odour.
  - D fresh breath.
- 1.1.4 In the ... phase of purchasing, the relevant department is informed of a need. 
- A post-order
  - B pre-order
  - C notification
  - D order
- 1.1.5 Ethical diversity refers to ...
- A different values.
  - B different religions.
  - C different socio-economic backgrounds.
  - D All of the above.

1.1.6 The ... department is responsible for training employees in the workplace.

- A marketing
- B information technology
- C human resource
- D administration 

1.1.7 To be ... is one of the fundamental qualities of a receptionist.

- A pleasant
- B jovial
- C arrogant
- D selfish


1.1.8 The ... department ensures that information about products or services reaches the consumer.

- A distribution
- B research and development
- C marketing
- D production

1.1.9 ... is an example of an unforeseen circumstance.

- A Absenteeism
- B Natural disasters
- C Strikes
- D All of the above

1.1.10 A roster is a ...

- A timetable 
- B diary
- C task list with names of people
- D work schedule

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK. Give ONE REASON for each answer.

1.2.1 It is important to create electronic files which are clearly labelled.

1.2.2 There is no difference between *hearing* and *listening*. 

1.2.3 Security guards are necessary in many emergency relief situations.

1.2.4 A tall organisational structure has many departments.

1.2.5 Good work practice can be equated with taking responsibility for your actions, which in turn enhances your career opportunities.

(5 × 2) (10)

- 1.3 Choose a description from COLUMN B that matches a term 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	Incentive	A	Ensuring that everything is the same or identical
1.3.2	Business environment	B	A market with one seller
1.3.3	Constructively	C	Has the ability to pose danger or harm in the workplace
1.3.4	Core business environment		
1.3.5	Potential hazard	D	Damage that is deliberately done
1.3.6	Sexual harassment	E	Unwanted touching or unpleasant jokes
1.3.7	Endorse	F	To give one's approval
1.3.8	Standardised	G	The reason why the business exists
1.3.9	Sabotage	H	In a helpful way
1.3.10	Monopoly	I	Reward that encourages you to do something
		J	The conditions under which one works

(10 × 2) (20)

**TOTAL SECTION A 50**

**SECTION B****QUESTION 2**

- 2.1 Some of your colleagues smoke. It impacts badly on your health as you constantly become sick because of inhaling their smoke. You ask your manager to address smoking in the workplace by designating an area for smoking.

Briefly explain any FOUR requirements for a designated smoking area.



(4 × 2)

(8)

- 2.2 Study the attendance register below and answer the questions.

Employee: Zander Floyd		Hours to be worked: 40	
Number: 234523			
Week: 15–19 November 2019			
Day	IN	OUT	Actual hours worked
Monday	08:00	16:00	8
Tuesday	Sick	Leave	0
Wednesday	10:00	17:00	7
Thursday	08:00	14:30	6½
Friday	08:00	16:00	8

- 2.2.1 How many hours did Zander Floyd work during the week of 15–19 November 2019? (2)
- 2.2.2 Did Zander honour his contract by working the required hours for this week? (1)
- 2.2.3 Name any ONE effect on the organisation if employees do not honour their required working hours. (2)
- 2.2.4 Based on the above attendance register, do you think that it is ethical for Zander not to honour the employment contract he signed? Support your answer with a reason. (2)
- 2.3 Tim is an intern at New Bridge Youth Centre. His colleagues have been treating him badly by making jokes about his sexual orientation since they found out that he was homosexual. Their behaviour has affected his work negatively.
- 2.3.1 Briefly explain the term *sexual harassment*. (2)
- 2.3.2 List any FIVE examples of sexual harassment that Tim may have encountered in the workplace. (5)
- 2.3.3 Would you consider what happened to Tim in his workplace as sexual harassment? Support your answer with ONE reason (3)

**[25]**

**QUESTION 3**

3.1 Study the article below and answer the questions.

**BURNING JOBURG GOVERNMENT BUILDING DID NOT MEET  
HEALTH AND SAFETY STANDARDS**

Gauteng infrastructure MEC Jacob Mamabolo said the government building that caught alight in the Johannesburg CBD was not up to code.

Three firefighters have been confirmed dead in the blaze, with one of the men falling to his death from the 23rd floor. Several other firefighters and civilians were reported to be trapped in or on top of the building, leading to fear of further casualties.




Mamabolo said, "In the report we have found that the building was not compliant with occupation, safety and health standards. The Health and Human Settlements building was 21% compliant, and buildings should ideally be above 85% compliant."

"It's very clear to the provincial government that there is a problem with government buildings. We are not in denial about that point," he said

The cause of the fire remains unknown.

[Source: [www.timeslive.co.za/news/south-africa](http://www.timeslive.co.za/news/south-africa)]

- 3.1.1 What are your views regarding the health and safety of workers in this article?  (1 × 2) (2)
- 3.1.2 Identify any FIVE types of work that require protective clothing. (5)
- 3.1.3 Name any FIVE protective clothing items used in the workplace. (5)

3.2 Identify the different parts of the fire extinguisher shown in the picture below by choosing from the following list. Write the answer next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

safety pin; gas gauge; cylinder; discharge nozzle; carry handle; pick-up tube



(5 × 1) (5)

3.3 List any THREE different types of fire extinguishers.




(3)  
[20]



**QUESTION 4**


Read the scenario below and answer the questions.

Nola is working in the procurement/purchasing department. She has been asked to buy 50 computers for the new lab that has been built. She noticed that some of the computer boxes are empty and that the size and colour of the computers that were delivered are not correct.

- 4.1 List any FIVE steps of the purchasing process she has to follow before items can be paid for. (5)
- 4.2 Ms S Visagie is the managing director of KUMKANI TRADINGS. She employed the following personnel:
- A personal assistant 
  - An administrative manager
  - A production manager
  - A human resource manager
  - A financial manager
  - Two subordinates for each department
- Use the information above to complete the organogram on ANSWER SHEET 1 (attached). (10)
- 4.3 Discuss any FIVE ways the purchasing department provides support within an organisation. (5 × 2) (10)
- 4.4 Nola was in charge of buying computers for the lab and discovered that some were missing.
- List any FIVE recommendations for Nola to solve this problem. (5)
- [30]**

**QUESTION 5**

Read the extract below and then answer the questions.

Lesly is a newly appointed secretary in the office of the premier. Her duties are to answer calls, monitor diary entries and note down appointments. Lots of mistakes were made where appointments were double booked and this resulted in complaints from clients. 

- 5.1 Advice Lesly on any FIVE ways to manage the diary more effectively. (5)

5.2 Assist Lesly with diarising the following appointments and activities for the premier for 29 October 2019 on ANSWER SHEET 2 (attached).

- 📖 Reading and answering e-mails @ 08:00
- 📖 Leave for airport @ 15:30
- 📖 Reports on SONA event @ 11:00
- 📖 Meeting with the finance minister @ 13:00
- 📖 Co-ordinate public relations meeting for an upcoming election @ 08:30
- 📖 Lunch with the communication minister @ 12:00
- 📖 Addressing staff on dress code @ 09:00
- 📖 Conference call @ 14:00
- 📖 Dentist appointment @ 10:00
- 📖 Email report to Mr Dladla @ 15:00



(10)

5.3

### SA's Covid-19 cases up to 240

South Africa, like other countries, is affected by the Corona virus. The virus has impacted badly on our economy and workers. 1 out of 10 employees is infected and tested positive to this virus. In the president's address he encouraged companies to maintain good hygiene.

Companies were urged to buy sanitizers for their employees to help prevent the virus from spreading. Some restaurants have responded to the call by only accepting a certain number of clients.

[Source: [www.timelive.co.za/amp/news](http://www.timelive.co.za/amp/news)]

5.3.1 Do you think maintaining good hygiene would assist in keeping the organisation and its employees safe from infections? Respond with Yes or No and give a reason for your answer.

(3)

5.3.2 Mention any TWO ways in which you can maintain good hygiene and a healthy lifestyle.

(2)



5.4

Personal development and growth is a continuous process that allows staff to equip themselves with more skills and knowledge to perform their duties.

List any FIVE ways or steps you could follow to develop your skills and knowledge in the workplace. You may make use of a diagram in your answer.

(5)  
[25]

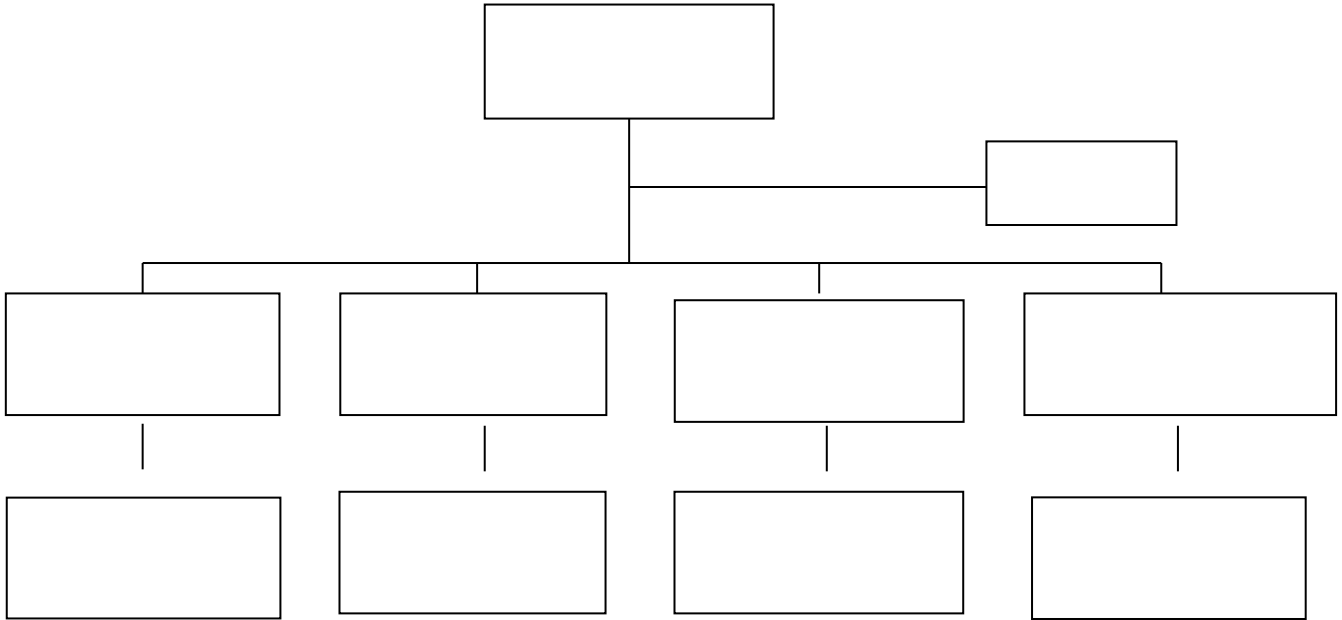
**TOTAL SECTION B: 100**  
**GRAND TOTAL: 150**

**ANSWER SHEET 1**

**EXAMINATION NUMBER:**

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**QUESTION 4.2**



(10 × 1) (10)

**ANSWER SHEET 2**

**EXAMINATION NUMBER:**

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**QUESTION 5.2**

Time	ACTIVITIES DATE: _____
08:00	
08:30	
09:00	
09:30	
10:00	
10:30	
11:00	
11:30	
12:00	
12:30	
13:00	
13:30	
14:00	
14:30	
15:00	
15:30	
16:00	
16:30	