



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**NEW VENTURE CREATION
NQF LEVEL 3**

(3011033)

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

This question paper consists of 9 pages and 1 addendum.

369Q1N2007

<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. 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 Which one of the following is an external stakeholder in a business?

- A Employee
- B Supplier 
- C Manager
- D Cleaner


1.1.2 The main function of the sales department is:

- A Paying all invoices at the end of each month
- B Selling products/services to customers
- C Buying stock from different suppliers
- D Keeping debtors accounts up to date


1.1.3 The reputation of a business is linked to ...

- A brand.
- B loyalty.
- C professional image.
- D vision.

1.1.4 The role of ... is to protect the rights of the workers.

- A banks 
- B trade unions
- C business
- D managers

1.1.5 Checking incoming paperwork such as correspondence, invoices and making copies before distributing it, is one of the roles of the ...

- A wages clerk.
- B administrative clerk.
- C procurement clerk.
- D supply chain clerk. 

(5 × 1) (5)

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.

1.2.1 When delivery notes are not checked for errors of quantity the business may pay for items that were never purchased or delivered.

1.2.2 The Skills Development Act protects the rights of the employee in a business.



1.2.3 Face-to-face communication is one way in which relationships can be improved between stakeholders.

1.2.4 Leasing is the process where a person has a contract outlining the terms under which one party agrees to rent property owned by another party.

1.2.5 The main function of the procurement department is to buy materials required for the production of commodities.

(5 × 1) (5)

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

COLUMN A		COLUMN B	
1.3.1	Invoice	A	complaint against an unjust or unfair act
1.3.2	UIF 	B	projected income and expenditure over a certain period
1.3.3	Creditor	C	money that a business must write off due to non-payment
1.3.4	Bad debts	D	main source of a company's profits
1.3.5	Core function	E	supplier that a company owes money to because of a service rendered
1.3.6	Support function	F	primary function in which the company does business
1.3.7	Grievance	G	process where the business looks for suitable candidates to fill a position
1.3.8	Induction	H	statement that a company sends out towards the end of the month to remind a customer to pay his/her account
1.3.9	Recruitment	I	insurance fund that will pay out money to a person who becomes unemployed
1.3.10	Budget	J	process of introducing a new employee to the company's culture and processes
		K	person who owes money to a business 

(10 × 1)

(10)

1.4 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 A ... is the latest time or date by which a task should be completed.

1.4.2 A ... is always right and the business must treat them in that way.

1.4.3 The work of a ... is to transfer incoming calls to the relevant person in the business.

1.4.4 Advertising and promoting the products or services of a business is the responsibility of the ... department.

1.4.5 ... is a form of dismissal due to no fault of the employee.

(5 × 1)

(5)

1.5 Choose the correct word or words in brackets. Write only the word or words next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

1.5.1 The (cash flow/income) is an amount of cash received and spent by the business over a specific period of time.

1.5.2 (Job Description/Job Profile) is a written document that describes the general tasks, or other related duties, and responsibilities of a position in a business.

1.5.3 (Gross/Nett) weekly wage is the amount of money an employee will receive before deductions.

1.5.4 The business function of the (administration/finance) department oversees budgets and forecasting.

1.5.5 A (deposit slip/receipt) is a document that one is given when paying an account as proof of payment.

(5 × 1)

(5)

[30]

TOTAL SECTION A:

30

SECTION B

Read the scenario below and answer the questions.

M & M Fashion Store

Maxwell Mtini completed his Business Management degree at the University of the Western Cape. After a few years of working at a popular clothing chain store, he decided to start a small business.



Due to his love of fashion and wanting to apply the information that he had learnt when doing his degree and working in the clothing chain store, he started M & M Fashion Store, which sells exclusive clothes for men and women.

When COVID-19 hit South Africa, he saw a gap in the market and decided to source suppliers to add face masks to match the outfits he stocked. Maxwell employs a cashier, a stock controller who assists with administrative work, as well as a marketing consultant employed on a contract basis. He is planning to employ a sales assistant to assist him – especially with the sale of women's clothing.

Because of the additional costs involved in expanding both products and staff, as well as the general impact of COVID-19 on the economy, his external accountant suggested that he increase his bank overdraft to avoid short-term cash shortages.

[Source: www.google/images.co.za]

**QUESTION 2**



- 2.1 Identify THREE external stakeholders for M & M Fashion Store. (6)
- 2.2 Use a sketch to indicate the relationships between *internal* and *external* stakeholders for M & M Fashion Store. (5)
- 2.3 State THREE reasons why it is important for M & M Fashion Store to have a good relationship with its external stakeholders. (6)
- 2.4 Briefly explain TWO ways in which M & M Fashion Store can maintain and improve its relationship with customers. (4)

[21]




QUESTION 3

- 3.1 Indicate the core role (duty) of the following employees in M & M Fashion Store:
- 3.1.1 Sales assistant
- 3.1.2 Stock controller
- 3.1.3 Cashier
- (3 × 1) (3)
- 3.2 Indicate whether the following employees in M & M Fashion Store are classified as CORE or SUPPORT staff:
- 3.2.1 Sales assistant
- 3.2.2 Stock controller
- 3.2.3 Cashier
- (3 × 1) (3)
- 3.3 For employees to work effectively, they need the support of their managers.
- Give THREE ways in which managers can support any department or person in a business.
- (3 × 1) (3)
- 3.4 Describe THREE ways that management can use to improve their relationship with employees.
- (3 × 2) (6)
- 3.5 List FOUR core services undertaken by M & M Fashion Store.
- (4)
- 3.6 Draw an organogram for M & M Fashion Store showing the span of control of full-time staff.
- (10)
- 3.7 List FIVE benefits that M & M Fashion Store could achieve by working together as a team.
- (5 × 2) (10)
- 3.8 List the FOUR management tasks that Maxwell, as a manager for M & M Fashion Store, needs to carry out.
- (4)
- 3.9 Give THREE examples of how the ineffectiveness of a stock controller can impact M & M Fashion Store.
- (3 × 2) (6)
- 3.10 List the EIGHT business functions of any organisation or business.
- (8)
- [57]**

QUESTION 4

- 4.1 Maxwell is planning to employ a sales assistant to assist him in selling women's clothing. 
List the EIGHT steps that he will need to take to employ the correct sales person. (9)
- 4.2 Use the ADDENDUM (attached) to complete a job profile for Colleen Smith, who is a stock controller and administrative assistant to Maxwell Mtini from M & M Fashion Store. 
Write your EXAMINATION NUMBER on the ADDENDUM, detach it and place it in the ANSWER BOOK. (9)
- 4.3 List the THREE parties in the labour market who have an interest in labour relations. (3)
- [21]**

QUESTION 5

- 5.1 What type of bank account does M & M Fashion Store operate? (1)
- 5.2 Identify the word in the scenario in which you based your answer on in QUESTION 5.1.  (1)
- 5.3 Discuss the objectives of the Occupational Health and Safety Act. (3)
- 5.4 During COVID-19, the nation was under lockdown and there was an increase in unemployment, which in turn lead to an increase in theft and burglary.
- 5.4 1 List THREE items that M & M Fashion Store can insure. (6)
- 5.4.2 Identify TWO ways in which M & M Fashion Store can implement security in their business to prevent the theft of clothing.  (4)
- 5.5 When faced with a situation and one does not know how to act or what to do, one can ask oneself THREE questions. These are ethical questions and can be included in a Code of Conduct.
- Using the three questions, give examples of how employees of M & M Fashion Store could break the Code of Conduct under the following statements or questions:
- 5.5 1 Is it legal? (1 × 2) (2)
- 5.5 2 Is it balanced?  (1 × 2) (2)
- 5.5 3 How will I feel about myself? (1 × 2) (2)
- [21]**

TOTAL SECTION B: 120
GRAND TOTAL: 150

(3011033)

ADDENDUM

EXAMINATION NUMBER:

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QUESTION 4.2

JOB PROFILE	
PERSONAL DETAILS	
SURNAME	
NAMES	
ADDRESS	
IDENTITY NUMBER	
CONTACT DETAILS	
E-MAIL ADDRESS	
NEXT-OF-KIN: NAME AND CONTACT DETAILS	
QUALIFICATIONS	
SPECIAL INTERESTS	