



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**BUSINESS PRACTICE  
NQF LEVEL 3**

**NOVEMBER 2011**

**(3061003)**

**27 October (X-Paper)  
09:00 – 12:00**

**This question paper consists of 9 pages.**

**TIME: 3 HOURS  
MARKS: 150**

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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. Write neatly and legibly.
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**SECTION A (COMPULSORY)****QUESTION 1**

1.1 Various options are given as possible answers to the following questions. Write only the letter (A – D) next to the question number (1.1.1 – 1.1.10) in the ANSWER BOOK.

1.1.1 The ... policy is related to employment.

- A attendance
- B dress
- C procedure
- D All the above-mentioned

1.1.2 The ... procedure relates to the laying off of employees.

- A grievance
- B employment
- C disciplinary
- D retrenchment

1.1.3 One of the objectives of physical examination conducted during the hiring procedure is to ...

- A assess mental capabilities.
- B test knowledge.
- C assess physical capabilities.
- D assess eye-sight only.

1.1.4 ... is regarded as a very serious offence at work.

- A Wasting time
- B Abusing sick leave
- C Arriving late at work
- D All the above-mentioned

1.1.5 ... is a disagreement between people with different ideas.

- A Follow up
- B Control
- C Deadline
- D Conflict

1.1.6 A ... can be classified as an office consumable.

- A printer
- B cabinet
- C scanner
- D file

1.1.7 ... is not classified as an external stakeholder in a company.

- A Government
- B Competitors
- C Management
- D Professional bodies

1.1.8 The ... policy eradicates any unfair discrimination in hiring, promotion, et cetera in the workplace.

- A dress code
- B sick leave
- C employment equity
- D recruitment

1.1.9 A ... is a type of business consisting of unlimited shareholders.

- A private company
- B public company
- C close corporation
- D None of the above- mentioned

1.1.10 ... is responsible for keeping a list of equipment that needs to be earthed.

- A ESKOM
- B SABS
- C Electricity Regulatory
- D All the above-mentioned

(10 × 1)

(10)

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

1.2.1 A professional dress code projects the correct image of the organisation.

1.2.2 A profit organisation is an organisation that aims to maximise profit.

1.2.3 Demotion means an employee is moved to a higher position.

1.2.4 The Basic Conditions of Employment Act provides guidelines for day-to-day administration of personal issues at the workplace.

1.2.5 Computerised filing stores vast amount of information.

1.2.6 The name of a Sole Proprietorship business ends with CC.

1.2.7 Close corporation is designed for bigger businesses.

- 1.2.8 Impulse products are regarded as convenience products.
- 1.2.9 Absa bank is the world's leading bank.
- 1.2.10 A constructive conflict encourages open discussion of issues in the workplace. (10 × 1) (10)

1.3 Choose a description from COLUMN B that matches a/an word/item 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	Competitors	A a written agreement between employer and trade unions
1.3.2	Shareholders	B external stakeholders
1.3.3	Close-shop agreement	C non-union members are required to join the union
1.3.4	Recognition agreement	D investors or people who own a stake in a company
1.3.5	Interpersonal conflict	E simulation of a real-life situation which can be used to evaluate real life problems
1.3.6	Work procedure	F conflict within an individual
1.3.7	Case study	G when the organisation provides the new staff member with information about his employment contract and other issues
1.3.8	Induction	H assessing the behavioural patterns of people
1.3.9	Observation	I conflict between two or more people
1.3.10	Intrapersonal conflict	J the rules and regulations of the workplace
		K when a person experiences some of the feelings or emotions associated with the conflict situation he or she is observing

(10 × 1) (10)

**TOTAL SECTION A: 30**

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

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

**EMPLOYEE'S DISMISSAL**

Printers Printer company employed two employees on a six months fixed contract. One of the new employees was always absent due to ill health. The company saw it fit to dismiss this employee as the productivity of the unit he was working in was suffering immensely. This dismissal was done before the end of the contract.

- |     |  |         |             |
|-----|--|---------|-------------|
| 2.1 | In your opinion, was this dismissal fair or unfair?  | (1)     |             |
| 2.2 | Give TWO reasons for the answer in QUESTION 2.1.   | (2 × 1) | (2)         |
| 2.3 | Do you think its wise that the dismissed employee starts with the grievance procedures against his employer? |         | (1)         |
| 2.4 | List any SIX types of employment agreements.   | (6 × 1) | (6)         |
|     |  |         | <b>[10]</b> |

**QUESTION 3**
**YOUR INTERNSHIP'**

As an 'NCV Office Administration learner' you are required to work part-time as an intern at your college. Some of your duties include faxing documents to other campuses and filing documents.

- |     |   |         |             |
|-----|---|---------|-------------|
| 3.1 | Make a list of the information that must appear on the fax cover page                                 | (8 × 1) | (8)         |
| 3.2 | The full name for "fax" is ...  | (1 × 2) | (2)         |
| 3.3 | Explain FIVE requirements of the filing system used at any workplace.                                 | (5 × 2) | (10)        |
| 3.4 | Which systems can be used for filing? Name SIX.   | (6 × 1) | (6)         |
| 3.5 | State any FOUR items that might serve as guidelines for ensuring electrical safety in your workplace. | (4 × 1) | (4)         |
|     |   |         | <b>[30]</b> |

**QUESTION 4**

- 4.1 Your college has rented out the cafeterias, in all the campuses, to a business named 'Morula and Sons'. They sell refreshments and various types of fast-food items.
- 4.1.1 Identify the form of ownership of the business mentioned above. (1 × 2) (2)
- 4.1.2 Give a reason for your answer in QUESTION 4.1.1 (2 × 1) (2)
- 4.1.3 Explain FOUR advantages of the above-mentioned form of ownership. (4 × 2) (8)
- 4.2 Write the following ACRONYMS in full.
- 4.2.1 NGO's (2)
- 4.2.2 SARS (2)
- 4.2.3 ASA (2)
- 4.3 Supply the THREE basic principles of trade that define markets. (3 × 2) (6)
- 4.4 Give the THREE roles played by the "Professional bodies". (3 × 2) (6)
- [30]**

**QUESTION 5**

- 5.1 Explain the following terms in your own words:
- 5.1.1 Assertive (1 × 2) (2)
- 5.1.2 Inter-organisational conflict (1 × 2) (2)
- 5.1.3 Intergroup conflict (1 × 2) (2)
- 5.2 In our daily life we do experience conflict as it is caused by the differences in people's points of view and opinions.
- 5.2.1 Discuss FIVE steps that you can follow when resolving conflict, should it occur in your workplace. (5 × 2) (10)
- 5.3 Why is it important that work routine and organisational procedures be explained to the newly appointed employee? State 2 reasons (2 × 2) (4)

5.4 Supply a reason for making a new staff member aware of each of the following workplace facilities:

- Parking
- First aid facilities
- Smoking rooms
- Staff rooms
- Canteen
- Conference rooms

(6 × 1) (6)

5.5 Copy the table below and use it to indicate whether the following statements describe **Introduction** or **Induction** of a new employee:

- It is a structured process
- Its part of the induction process
- Not just for new employees
- Only done with new employees
- An on going process
- It's a one time event
- Its very flexible
- Its done in a set way

(8 × 1) (8)

INTRODUCTION OF EMPLOYEE	INDUCTION OF EMPLOYEE	

[34]

**QUESTION 6**

6.1 Complete the following sentences/paragraph(s) by filling in the missing word(s). Write only the word(s) next to the question number (6.1.1 – 6.1.6) in the ANSWER BOOK.

Primary; Open-ended; Closed-ended; Oral; Secondary; Mail surveys; Telephone surveys

- 6.1.1 ... refers to data that is collected for a specific purpose.
- 6.1.2 ... refers to the type of data that already exists, as it was collected for another purpose.
- 6.1.3 How often do you visit the media centre? This is an example of a ... question.
- 6.1.4 What is your favourite subject? This is an example of a ... question.



6.1.5	... is an inexpensive way of gathering information.		
6.1.6	... presentation will involve you delivering information directly to your audience.	(6 × 1)	(6)
6.2	A successful research project has to go through FIVE steps. Name them.	(5 × 2)	(10)
			<b>[16]</b>
		<b>TOTAL SECTION B:</b>	<b>120</b>
		<b>GRAND TOTAL:</b>	<b>150</b>