



(NCV) NATIONAL CERTIFICATE VOCATIONAL

DATE	SUBJECT	ACTIVITY
LEVEL 4		
3 AUG 2020	BUSINESS PRACTICE	<p>MARCH 2012 QP</p> <p>SECTION A</p> <p>QUESTION 1</p> <p>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 – 1.1.15) in the ANSWER BOOK.</p> <p>1.1.1 A/An... can be used as a planning aid in order to co-ordinate teams of workers.</p> <p>A task team B action plan C work schedule D diary</p> <p>1.1.2 A team's success depends on the ...</p> <p>A strength of the team. B resources of the team. C ability of the team. D A and C.</p> <p>1.1.3 The following remedial action may be taken if an employee does not comply with business codes at the workplace:</p> <p>A Disciplinary hearing B Immediate decrease in salary C Disallowance of current fringe benefits D Indefinite unpaid leave</p> <p>1.1.4 ... is the body that controls the marketing of products in South Africa.</p> <p>A SAA B ASA C SAMA D SARS</p> <p>1.1.5 ... refers to the pattern of behaviour and values of a certain group of people.</p> <p>A Religion B Attitude C Culture D Belief</p> <p>1.1.6 Any misunderstanding in the workplace may be handled by ...</p> <p>A being aggressive. B remaining calm. C showing signs of irritation. D raising one's voice.</p> <p style="text-align: right;">Please turn over</p> <hr/> <p style="text-align: center;">-4-</p> <p style="text-align: right;">NC330(E)(M1)V</p> <p>1.1.7 The secret to successful time management is ...</p> <p>A to form a good working habit. B to have a good personality. C proper planning. D to have a good security system.</p>

		<p>1.1.8 ...refers to when parties are unable to reach an agreement.</p> <p>A Dead end B Denial C Deadlock D Deviation</p> <p>1.1.9 Intermediaries do <i>not</i> include ...</p> <p>A agents. B spaza shops. C customers. D retailers.</p> <p>1.10 A ... economy focuses on making a profit.</p> <p>A communist B socialist C capitalist D socialist-communist</p> <p>1.11 Personal time management skills include:</p> <p>A Marketing B Production C Goal-setting D Productivity</p> <p>1.12 Predatory pricing refers to ...</p> <p>A an organisation that prices products at extremely low prices. B competitors that agree to sell their products at the same price. C two or more competitors lowering their price below that of other competitors. D a business charging different groups of customers different prices.</p> <p>1.13 To list activities in chronological order means:</p> <p>A According to importance B Alphabetically C In order of time sequence D Numerically</p> <p>it reserved Please turn over</p> <hr/> <p>†) -5- NC330(E)(M1)V</p> <p>1.14 An example of a strength in the business is ...</p> <p>A a decrease in inflation. B a lot of overseas visitors. C productive workers. D a decrease in competitors.</p> <p>1.15 The highest need in Maslow's hierarchy refers to ...</p> <p>A security. B self actualisation. C psychological satisfaction. D physiological satisfaction.</p> <p style="text-align: right;">(15 × 1) (15)</p>
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4 AUG 2020		<p>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. Correct the statement if it is FALSE.</p> <p>1.2.1 The amount that a bank charges when it lends money to a person or business is referred to as bank charges.</p> <p>1.2.2 A diary usually shows the tasks that a few employees must complete.</p> <p>1.2.3 Confidentiality and protection of information about employees are the functions of the Human Resources department.</p> <p>1.2.4 Copyright laws make sure that businesses are fair and truthful about their dealings in the marketplace.</p> <p>1.2.5 Price skimming means that a product is put on the market at a very low price.</p> <p>1.2.6 The USA is greatly influenced by the cultures of people living in the south, including the Spanish and Portuguese. Therefore most people in the USA speak English as their first language.</p> <p>1.2.7 Chain e-mails are one of the top time wasters in the workplace.</p> <p>1.2.8 To gain the trust of your teammates, you must 'walk the talk'.</p> <p>1.2.9 The media may be regarded as an external stakeholder of a team embarking on a political campaign.</p> <p>1.2.10 The role of trade unions is to protect the employers of a business. (15)</p>																						
5 AUG 2020		<p>1.3 Write the following ACRONYMS in full next to the applicable question numbers.</p> <p>1.3.1 COSATU 1.3.2 HIV 1.3.3 BEE 1.3.4 UK 1.3.5 SMS (5 x 2) (10)</p> <p>1.4 Choose a description from COLUMN B to match a term in COLUMN A. Write only the letter (A - J) next to the question number (1.4.1 – 1.4.10) in the ANSWER BOOK.</p> <table border="1" data-bbox="818 983 1343 1476"> <thead> <tr> <th>COLUMN A</th> <th>COLUMN B</th> </tr> </thead> <tbody> <tr> <td>1.4.1 Password</td> <td>A non-verbal communication</td> </tr> <tr> <td>1.4.2 Deviation</td> <td>B settles disputes</td> </tr> <tr> <td>1.4.3 Affirmative action</td> <td>C data protection</td> </tr> <tr> <td>1.4.4 Western Europe</td> <td>D has a great impact on the achievement of goals</td> </tr> <tr> <td>1.4.5 Labour Relations Act</td> <td>E disobeying the code of conduct</td> </tr> <tr> <td>1.4.6 HIV</td> <td>F entrusting your subordinates to do the job</td> </tr> <tr> <td>1.4.7 Thumbs up</td> <td>G ensures job opportunities to the previously disadvantaged people</td> </tr> <tr> <td>1.4.8 Delegate</td> <td>H comprises the greatest number of visitors to South Africa</td> </tr> <tr> <td>1.4.9 Team dynamics</td> <td>I attacks the immune system</td> </tr> <tr> <td>1.4.10 Mediator</td> <td>J protects the rights of the workers</td> </tr> </tbody> </table> <p>(10 x 1) (10)</p>	COLUMN A	COLUMN B	1.4.1 Password	A non-verbal communication	1.4.2 Deviation	B settles disputes	1.4.3 Affirmative action	C data protection	1.4.4 Western Europe	D has a great impact on the achievement of goals	1.4.5 Labour Relations Act	E disobeying the code of conduct	1.4.6 HIV	F entrusting your subordinates to do the job	1.4.7 Thumbs up	G ensures job opportunities to the previously disadvantaged people	1.4.8 Delegate	H comprises the greatest number of visitors to South Africa	1.4.9 Team dynamics	I attacks the immune system	1.4.10 Mediator	J protects the rights of the workers
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6 AUG 2020		<p>SECTION B</p> <p>QUESTION 2</p> <p>Read the extract below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">NANDO'S FRANCHISE</p> <p>Nando's is a fast food outlet that sells mainly chicken products. This business has been franchised and there are many outlets across South Africa as well as in other countries like England, Australia and New Zealand. Nando's goals include making a profit and offering the best quality to customers. It offers nutritional facts about its products and encourages healthy eating.</p> </div> <p>2.1 Discuss the FOUR factors of production that Nando's should use in conducting its business. (4 x 2) (8)</p> <p>2.2 Briefly explain how the following types of environments would impact Nando's in its day-to-day operations. Give examples to explain your answers:</p> <p>2.2.1 Market environment (2 x 2) (4) 2.2.2 Technological environment (2 x 2) (4) 2.2.3 International environment (2 x 2) (4)</p> <p>2.3 Give FIVE examples each of Nando's:</p> <p>2.3.1 Internal customers (5 x 1) (5) 2.3.2 External customers (5 x 1) (5)</p> <p>2.4 List FIVE ways in which the Human Resources manager could help his employees to maintain confidentiality in the organisation. (5 x 1) (5)</p> <p style="text-align: right;">[35]</p>
7 AUG 2020		<p>QUESTION 3</p> <p>3.1 Read the extract below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">PROMOTING TEAM WORK</p> <p>At the base of things, man is a social animal and thrives well in the company of others. At any workplace, the nature of the job expects that you interact with your colleagues. Why? Because the projects and assignments demand it. That is why it becomes very important that you get along well with your colleagues so that the work can be carried out effectively and efficiently. And in that way you'll truly work as a professional team, with no personal biases and preferences influencing the quality of your work.</p> <p>It is important to learn how to promote teamwork in the workplace because the efficiency and productivity of the workers directly depend on this. How can teamwork be promoted within an organisation?</p> <p>The basic aspect of promoting teamwork in the workplace is that there has to be increased interaction among the employees or team members. Team-building activities are some of the most common devices used for promoting teamwork in the workplace. Why is that? These activities aim not only at promoting teamwork, but also at enhancing the many skills required in a company.</p> <p style="text-align: right; font-size: small;">(Adapted from www.buzzle.com, viewed on 17/1/2011)</p> </div> <p>3.1.1 Before employees can work together as a team, a set of rules (criteria) must be established. Briefly discuss any THREE rules. (3 x 2) (6)</p> <p>3.1.2 Briefly discuss how positive feedback can take place. (3 x 2) (6)</p> <p>3.1.3 One way in which teamwork can be promoted is by showing support – whether this is done by team members, leaders or managers. Discuss THREE types of behavioural support. (3 x 2) (6)</p> <p>3.1.4 Team dynamics is one of the forces that has a great impact on the success of a team. Name SIX other forces that may influence or affect team performance. (6 x 1) (6)</p> <p>3.1.5 List any FOUR ways in which the team can build relationships with external stakeholders. (4 x 1) (4)</p> <p>3.2 Choose one of the words between brackets below. Write only the word next to the question number (3.2.1 – 3.2.2) in the ANSWER BOOK.</p> <p>3.2.1 Good communication in a team is essential. An (assertive/aggressive) communication style totally disregards the rights and feelings of others. (1)</p> <p>3.2.2 A (non-assertive/responsive) communication style recognises that others can contribute strengths, resources and differing ideas. (1)</p> <p style="text-align: right;">[30]</p>