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Business Management IA

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EXAMINERS

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Closed book examination

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INSTRUCTIONS FOR COMPLETING THIS EXAMINATION PAPER:

This examination paper consists of 23 pages plus instructions for completion of a mark-reading sheet

Please complete the attendance register on the back page, tear it off and hand it to the invigilator

Answer all the questions on a **mark-reading sheet** and **circle the correct answers on the examination question paper as well.**

READ THE CASE STUDY BELOW AND ANSWER ALL THE QUESTIONS THAT FOLLOW.

CASE STUDY: GREEN THUMB LANDSCAPING SERVICES

After completing her Diploma in Horticulture at Unisa, while working for a big nursery in Johannesburg, Grace Majola decided that she wanted to be her own boss She resigned from her job and decided to start an enterprise that renders landscaping services Due to the low start-up costs of such a business, there were quite a lot of competitors offering landscaping services in Johannesburg Grace realised that, unless she could offer more specialised services, she would not survive in this competitive market She considered the rendering of four services a basic garden maintenance service, tree felling and pruning of trees and shrubs, irrigation installations as well as domestic and commercial landscaping and design

Grace decided to first conduct market research to determine the need for more specialised landscaping services The outcome of the market research revealed the following findings

- The demand for landscaping services will never decline, as people prefer to rather use a formal service rather than hiring someone from the street to work in their gardens
- Although the demand for landscaping services declines during the winter months, it increases again as soon as spring arrives
- Since Johannesburg is known as the city that has more trees than inhabitants, people usually replace a tree once it has been cut down This means that there will be a constant demand for the pruning and felling of trees
- There are quite a lot of new developments in the area that would need her expertise in landscaping

Grace decided to include her two sons, Simba and Obakeng, and her daughter Rose, in the enterprise Simba and Obakeng also completed a course in horticulture at Unisa Simba would be in charge of running the garden maintenance services, which consisted of the mowing of lawns, trimming of edges and the general cleaning up of

the gardens Obakeng would be responsible for the irrigation installations as well as tree felling and the pruning of trees and shrubs, while Grace would concentrate on the domestic and commercial landscaping and design Grace's daughter, Rose, agreed to handle the administration and finances of the enterprise as she had completed her Business Administration Diploma

They registered the enterprise, *Green Thumb Landscaping Services*, as a private company with Grace as the director, and Simba, Obakeng and Rose as shareholders Grace invested R70 000 of her pension money in the enterprise and Simba, Obakeng and Rose each contributed R10 000 of their savings They needed capital to buy four second-hand bakkies, equipment such as lawnmowers and edge trimmers, garden tools and chainsaws, as well as office equipment To finance these expenses, they applied for a loan of R300 000, which would be paid back over a period of five years

As this type of service is labour intensive, the enterprise had to employ quite a lot of new employees Rose appointed Juliet to help her with the administrative work Simba decided to appoint two supervisors and allocated a team of four workers to each supervisor Obakeng decided that he was going to start with only one team and appointed three experienced tree fellers to help him As tree felling is sometimes executed under extremely dangerous conditions, they had to take out insurance for their employees before they could start to work

To render a service on an order basis requires extremely good planning, as well as excellent administration Rose has to take all the orders and plan the daily activities of the teams very carefully Every morning the workers report to the office, from where they are transported to the different gardens, together with the necessary equipment Rose has to calculate the time that is spent on the transportation of the teams from one garden to another to determine the shortest route to follow in order to save time and transport costs It takes about 90 minutes to render a basic garden service, consisting of the maintenance of a standard garden Should the client request extra services, Rose has to make provision for extra time She also has to take into account that rain can prevent them from rendering the service and that those gardens then have to be serviced on another day The time spent for pruning and tree felling will be

determined by the size of the tree and how difficult the job would be, and the time spent installing irrigation will depend on the size of the garden and its layout If a client calls with a request for pruning, tree felling or irrigation, Rose must first make an appointment for Obakeng to visit the site in order to give a quotation to the client and to determine the amount of time that will be needed to complete the job, before she can schedule his day Rose must also make appointments for Grace to visit the clients that request landscaping and designs and provide the necessary labour and equipment to help her with the planting of a new garden

Today Green Thumb Landscaping Services is one of the biggest and best-known garden services in Johannesburg The owners of *Green Thumb Landscaping Services* believe that a healthy cash flow forms the cornerstone of any enterprise and all their operating expenses are financed by means of cash They also realise that their income must first be used to buy new stock, to pay creditors, wages, salaries, tax and current expenses They advertise in the local newspaper, and their name and contact details are displayed on their vehicles Grace, however, believes that satisfied clients telling others about their services offer the best exposure an enterprise can get For this reason, the enterprise is always available, even on weekends This means that they sometimes have to work seven days a week

Other reasons for their success are that they are constantly on the look-out for more efficient ways of rendering their services After dumping the garden refuse and trees at a dumping site for quite a while, the shareholders decided to use it to their own benefit They bought the necessary equipment and a piece of land in Kaya Sands where the garden refuse is now being used to make compost which they then use to fertilise the gardens The wood of some of the trees is being cut into smaller pieces to be sold to inhabitants of a nearby squatter camp Grace also uses some of the tree stumps as decorations when she does the landscaping The irrigation system which they use is a new water-wise system that is not available in South Africa yet, and this gives them a competitive advantage over other landscaping service companies

MULTIPLE-CHOICE QUESTIONS

Chapter 1

1 The shareholders of *Green Thumb Landscaping Services* are **constantly on the look-out for more efficient ways of rendering their services** and could, therefore, be regarded as _____

1) entrepreneurs
2) business managers
3) small business managers
4) franchisors

2 The shareholders of *Green Thumb Landscaping Services* registered their enterprise as a **private company and employed quite a lot of employees** Therefore, the *Green Thumb Landscaping Services* can be considered as a/an _____ enterprise

1) informal, micro
2) formal, small
3) informal, small
4) formal, very small

3 With reference to your answer in question 2, an **advantage** of being this form of **enterprise** is that *Green Thumb Landscaping Services* _____

1) does not need to keep financial records
2) does not need to have recognised business premises
3) has to pay tax
4) has easier access to finance

4 Grace **invested her pension money** and Simba, Obakeng and Rose each **contributed their savings** This could be regarded as an example of their _____

1) positive attitude and approach
2) involvement in the enterprise
3) commitment to the enterprise
4) perseverance

5 The shareholders of *Green Thumb Landscaping Services* decided to **use the garden refuse to make compost**, which they then use to fertilise the gardens This could be regarded as an example of their _____

1) commitment to the enterprise
2) involvement in the enterprise
3) willingness to take calculated risks
4) creativity and innovative abilities

6 The shareholders of *Green Thumb Landscaping Services* sometimes had to work seven days a week, which indicates that **they are hard workers that are determined to make a success of their enterprise** This could be regarded as an example of their _____

1) positive attitude and approach
2) perseverance
3) willingness to take calculated risks
4) creativity and innovative abilities

7 Grace believes that **satisfied clients telling others about their services offer the best exposure an enterprise can get** Their ability to _____ would, therefore, play an extremely important role in the success of their enterprise

1) maintain sound human relations
2) carry on despite setbacks
3) take calculated risks
4) use their own money to establish the enterprise

8 The shareholders of *Green Thumb Landscaping Services* realise that their income must first be used to buy new stock, to pay creditors, wages, salaries, tax and current expenses Their ability to **plan their cash carefully** could be regarded as an example of how they display their _____

1) knowledge of their target market
2) insight into expenditure, income, profit and loss
3) general management skills
4) knowledge of competitors

Chapter 2

9 *Green Thumb Landscaping Services* **renders a basic garden service, tree felling, irrigation installations and landscaping services** The enterprise could, therefore, be classified under the _____ branch of industry

1) manufacturing
2) commercial
3) service
4) garden services

10 *Green Thumb Landscaping Services* **renders a basic garden service, tree felling, irrigation installations and landscaping services** The enterprise could, therefore, be classified under the _____ production branch

1) manufacturing
2) commercial
3) service
4) garden services

11 Because *Green Thumb Landscaping Services* **renders landscaping services**, they could be classified under the _____ sector

1) primary
2) secondary
3) tertiary
4) manufacturing

12 The **internal environment** of *Green Thumb Landscaping Services* is also known as the _____ environment

1) micro-
2) market
3) macro-
4) social

13 When *Green Thumb Landscaping Services* places their advertisements, they should keep in mind that they should **not mislead the clients by withholding information about their services** Their consumers have the right to _____

1) be informed
2) exercise personal choice
3) be heard
4) be protected

14 As soon as a person decided that they needed help with their garden, he/she had to **choose whether they wanted to make use of a formal garden service, or hire someone from the street** This relates to competition between _____

1) the needs of consumers
2) the ways that a need can be satisfied
3) product forms
4) trademarks

15 **Homeowners who prefer to work in their own gardens themselves** could be regarded as _____ competition for *Green Thumb Landscaping Services*

1) direct
2) indirect
3) no
4) unlimited

16 Residents of Johannesburg **preferred to use a formal service rather than hiring someone from the street to work in their gardens** This is an example of how the _____ environment could influence *Green Thumb Landscaping Services*

1) economic
2) social
3) political
4) physical

17 The **disposable income of the residents of Johannesburg** would determine how much money they would be willing to spend on their gardens The disposable income of consumers is influenced by the _____ environment

1) economic
2) social
3) international
4) political

18 Rose has to take into account that **rain can prevent them from rendering the services** and that those gardens then have to be serviced on another day This is an example of how the _____ environment could influence *Green Thumb Landscaping Services*

1) economic
2) social
3) political
4) physical

19 The irrigation they are installing uses a new water-wise system that is not available in South Africa yet, which gives them a competitive advantage over other landscaping services This is an example of how the _____ environment could influence *Green Thumb Landscaping Services*

1) economic
2) social
3) political
4) technological

20 As tree felling is sometimes executed under **extremely dangerous conditions**, *Green Thumb Landscaping Services* had to **take out insurance for their employees** before they could start to work This regulation is determined by the _____ environment

1) economic
2) social
3) political
4) physical

Chapter 3

21 Grace **conducted market research** to determine the need for more specialised garden services during the _____ stage in the creation of *Green Thumb Landscaping Services*

1) idea
2) feasibility
3) planning
4) implementation

22 Grace realised that unless she could offer more specialised services, she would not survive in this competitive market She had to **logically evaluate her ideas in order to choose the best idea** This refers to her ability to _____

1) actively seek ideas
2) apply divergent thinking
3) apply convergent thinking
4) write down her ideas

23 In order to come up with creative ideas for her proposed enterprise, Grace had to **cultivate a creative attitude** She could have _____ to improve her creative abilities

1) explored grey areas
2) paid attention to existing problems
3) used other sources
4) paid attention to everyday activities

24 Grace **worked for many years** at a big nursery in Johannesburg She used her _____ to generate her business idea

1) skills
2) expertise
3) talents
4) aptitudes

25 Simba and Obakeng both **completed a course in horticulture** at Unisa This is an example of how Grace applied their _____ in the enterprise

1) skills
2) experience
3) expertise
4) aptitudes

26 Grace would have used **a bow-tie diagram** to develop and evaluate her business idea in terms of _____

1) profitability
2) the possible combination of ideas
3) cost-effectiveness
4) competitiveness

27 Grace would have done a **feasibility study** to determine _____

1) her ability to convert her idea into an enterprise
2) how many clients would use the garden services
3) whether her idea would be profitable
4) whether her idea would be sustainable

Chapter 4

28 Grace decided to conduct **market research** to _____

1) gather more information on the market for garden services
2) divide the total market into smaller homogeneous groups
3) determine the feasibility of her idea
4) calculate the profit potential of her idea

29 Grace's market research indicated that **people prefer to use a formal service rather than hiring someone from the street to work in their gardens** This relates to the _____ segment of the total potential market for garden services

1) geographic
2) demographic
3) psychographic
4) behaviouristic

30 **Tree felling would not be needed on a regular basis** and **landscaping could be regarded as a once-off request** This relates to the _____ segment of *Green Thumb Landscaping Services'* total potential market

1) geographic
2) demographic
3) psychographic
4) behaviouristic

31 Grace's target market would consist of **homeowners in the middle to higher income groups** This relates to the _____ segment of the total potential market for garden services

1) geographic
2) demographic
3) psychographic
4) behaviouristic

32 *Green Thumb Landscaping Services* renders the services to **homeowners who stay in Johannesburg** This is an example of the _____ segment of the total potential market for garden services

1) geographic
2) demographic
3) psychographic
4) behaviouristic

33 The **specific market segments** at which *Green Thumb Landscaping Services* **directs their garden services** are known as their _____

1) market segmentation
2) total potential market
3) target market
4) market share

34 *Green Thumb Landscaping Services* had to employ quite a lot of **new, inexperienced employees** who probably **needed training** They could list this as a/an_____ in their SWOT analysis

1) strength
2) weakness
3) opportunity
4) threat

35 There are quite a lot of **new developments in the area** that would need Grace's expertise in landscaping This could be regarded as a/an _____ for *Green Thumb Landscaping Services*

1) strength
2) weakness
3) opportunity
4) threat

36 The fact that Simba and Obakeng both **completed a course in horticulture** at Unisa could be listed as a/an _____ in *Green Thumb Landscaping Service's* SWOT analysis

1) strength
2) weakness
3) opportunity
4) threat

37 **Water restrictions due to droughts** would result in a decrease in the demand for garden services This could be regarded as a/an _____ for *Green Thumb Landscaping Services*

1) strength
2) weakness
3) opportunity
4) threat

38 There were quite a lot of competitors offering garden services in Johannesburg The **percentage of the market** that *Green Thumb Landscaping Services* **could serve** is known as their _____

1) target market
2) market segment
3) market share
4) total market

39 Obakeng decided that he was going to start with **only one team** and appointed three experienced tree fellers to help him The _____ would restrict the number of services that he could render within a certain period

1) buying power of the target market
2) size of the market
3) capacity of the team
4) economy of the country

40 The amount that *Green Thumb Landscaping Services* has to spend on **fuel** to transport the garden workers from one garden to another, could be regarded as _____ costs

1) indirect
2) overhead
3) fixed
4) variable

41 To **calculate the total costs per unit** of rendering garden services, they would have divided the total costs per month by the _____

1) direct labour costs
2) direct material costs
3) overheads per month
4) hours worked per month

42 When the shareholders of *Green Thumb Landscaping Services* **determine the selling price** of the garden services, they should keep in mind that the selling price _____

1) should cover all the costs incurred to render the garden services
2) does not have to be in line with the competitors' prices
3) should only cover the garden workers' wages
4) does not have to make provision for profit

43 The **total number of garden services** that must be sold for their **income and expenditure to be equal**, is known as *Green Thumb Landscaping Services*' _____

1) price per unit
2) gross profit margin percentage
3) net profit margin percentage
4) break-even point

44 To **calculate the break-even point in rand value**, *Green Thumb Landscaping Services* should divide their fixed costs by their _____

1) price per unit
2) gross profit margin percentage
3) total costs per unit
4) net profit margin percentage

45 The shareholders of *Green Thumb Landscaping Services* could **use their cash budget** to determine their _____

1) long-term credit needs
2) profit potential
3) break-even point
4) short-term credit needs

Chapter 5

46 When the shareholders of *Green Thumb Landscaping Services* compiled their business plan, they had to keep in mind that the **purpose of a business plan** is to _____

1) determine how many employees they should employ
2) determine where they should locate the business
3) obtain financing
4) communicate with their competitors

47 The shareholders of *Green Thumb Landscaping Services* had to keep in mind that the _____ of a business plan means that the **information in the business plan should correspond**

1) analysis
2) integration
3) communication
4) action

48 The shareholders of *Green Thumb Landscaping Services* know that their business plan should be _____ and that it should _____ according to the **principles of a business plan**

1) developed by the entrepreneurs, be a flexible planning document
2) developed by a professional company, be updated on a regular basis
3) developed by the entrepreneurs, be a fixed planning document
4) updated on an irregular basis, serve as a road map

49 Which of the following **guidelines** can the shareholders of *Green Thumb Landscaping Services* use for writing their business plan?

a) Keep the plan relatively short
b) Capture the reader's interest
c) Write in first person
d) Avoid exaggeration
e) Avoid indicating the critical risks
f) Orient the plan towards the future

Choose the correct combination

1) a, b, c, f
2) c, d, e, f
3) a, b, d, f
4) b, c, d, e

50 When they wrote their business plan, the shareholders of *Green Thumb Landscaping Services* had to indicate what they wanted to achieve over the short, medium and long-term They would have **addressed the goals and objectives** when they wrote the _____

1) description of the enterprise
2) marketing plan
3) management plan
4) financial plan

51 Grace invested R70 000 of her pension money and Simba, Obakeng and Rose each contributed R10 000 of their savings According to their capital contribution, **Simba, Obakeng and Rose each own** _____ of *Green Thumb Landscaping Services*

1) 100%
2) 70%
3) 30%
4) 10%

52 *Green Thumb Landscaping Services* had to apply for a loan of R300 000 The shareholders could have **offered their home as security for this loan** because it forms part of their _____

1) fixed assets
2) current assets
3) long-term liabilities
4) short-term liabilities

53 *Green Thumb Landscaping Services* had to draw up a pro forma income statement for their financial plan **Pro forma** means that the financial statement is based on _____ figures

1) actual
2) realistic
3) unrealistic
4) estimated

54 To calculate their **net profit** in the income statement, the shareholders of *Green Thumb Landscaping Services* would _____ the gross profit

1) deduct the expenses from
2) add the cost of sales to
3) deduct the cost of sales from
4) add the expenses to

55 The **cash budget** would reflect the _____ of *Green Thumb Landscaping Services*

1) assets and liabilities
2) income and expenditure
3) profit and loss
4) cash receipts and cash payments

56 To **calculate the closing cash balance**, the shareholders of *Green Thumb Landscaping Services* would _____ the net cash balance

1) deduct the opening cash balance from
2) add the opening cash balance to
3) add the total cash receipts to
4) deduct the total cash payments from

57 *Green Thumb Landscaping Services*' **balance sheet** would indicate the _____ of the enterprise

1) profit and loss
2) income and expenditure
3) financial position
4) cash receipts and cash payments

58 When the shareholders of *Green Thumb Landscaping Services* compile their balance sheet, they would indicate the _____ as **capital employed**

1) loan of R300 000
2) four second-hand bakkies
3) land in Kaya Sands
4) lawn mowers and edge trimmers

Chapter 6

59 One of the factors that Grace and the other shareholders had to keep in mind when they had to choose a form of enterprise is **legal personality** They decided to register the enterprise as a **private company**, which means that *Green Thumb Landscaping Services* _____

1) can exist independently from Grace and the other shareholders
2) cannot exist independently from Grace and the other shareholders
3) can transact in the name of the owners
4) cannot own its own assets

60 Grace and the other shareholders had to consider the degree to which they would be responsible for the debts of the enterprise Because they have registered the enterprise as a private company, their **liability** would be _____

1) unlimited, which means that they could lose their private assets if the enterprise goes bankrupt
2) limited to their own personal debts
3) limited to the debts incurred by the enterprise
4) limited to the capital they have invested in the enterprise

61 Grace and the other shareholders also had to keep the **continuity** of the enterprise in mind *Green Thumb Landscaping Services* would _____

1) have limited continuity
2) have an indefinite lifespan
3) cease to exist if one of the shareholders were to die
4) cease to exist if they decide to involve more shareholders

62 **Setting up** *Green Thumb Landscaping Services* as a private company, entailed _____

1) reserving a name for the company and drawing up a Memorandum of Association and Statutes
2) a written agreement between shareholders that must be signed and stamped according to the Stamp Duties Act 77 of 1968
3) obtaining a trading name and a trading licence
4) only a few legal requirements

63 Because *Green Thumb Landscaping Services* is a private company, **their name** _____

1) may be any legal name
2) must end with "& Co"
3) must end with "CC"
4) must end with "(Pty) Ltd"

64 To be allowed to set up a business, Grace and the other shareholders should have **full legal capacity** This means that they _____

1) must be solvent
2) have to comply with the rules and regulations of the local authorities
3) may be under judicial management
4) will be unable to pay their suppliers

65 As tree felling is sometimes executed under extremely dangerous conditions, *Green Thumb Landscaping Services* had to take out insurance for their employees before they could start to work **If an accident happens, the tree fellers can claim compensation** from the _____

1) local authorities
2) Receiver of Revenue
3) Unemployment Insurance Fund
4) Workmen's Compensation Commissioner

66 The **most important establishment factor** that *Green Thumb Landscaping Services* had to consider was the _____

1) availability of raw materials
2) market
3) nature of the end product
4) climate

67 Placing advertisements in the Yellow Pages and local newspapers is the responsibility of the _____ function of *Green Thumb Landscaping Services*

1) marketing
2) public relations
3) purchasing
4) general management

68 The **physical rendering of the landscaping services** is the responsibility of the _____ function of *Green Thumb Landscaping Services*

1) marketing
2) public relations
3) purchasing
4) operations

69 Which of the following **record-keeping systems** must Rose develop for the new enterprise?

a) A system for keeping information about clients
b) A system for the control of cash
c) A stock control system
d) A system for keeping records of marketing, enquiries and sales

Choose the correct combination

1) a
2) a, b
3) a, b, c
4) a, b, c, d

70 Grace, Simba, Obakeng and Rose are each in charge of a specific division of the enterprise The **division of tasks** forms part of the _____ element of the general management function of *Green Thumb Landscaping Services*

1) planning
2) organising
3) leading
4) control

TOTAL: 70

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EXAMINATION MARK READING SHEET EKSAMEN-MERKLEESBLAD

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1 STUDY UNIT e.g. PSY100-X / STUDIE-EENHEID bv. PSY100-X

2 PAPER NUMBER / VRAESTELNOMMER

3 INITIALS AND SURNAME / VOORLETTERS EN VAN

4 DATE OF EXAMINATION / DATUM VAN EKSAMEN

5 EXAMINATION CENTRE (E.G. PRETORIA) / EKSAMENSENTRUM (BV. PRETORIA)

6 STUDENT NUMBER / STUDENTENOMMER

7 (0 1 2 3 4 5 6 7 8 9)

8 UNIQUE PAPER NO. / UNIEKE VRAESTEL NR.

9 (0 1 2 3 4 5 6 7 8 9)

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7 CHECK THAT ONLY ONE ANSWER PER QUESTION HAS BEEN MARKED
8 DO NOT FOLD

BELANGRIK

1 GEBRUIK SLEGS N HB POTLOOD OM HIERDIE BLAD TE VOLTOOI
2 MERK AS VOLG
3 KONTROLEER DAT U VOORLETTERS EN VAN REG INGEVUL IS
4 VUL U STUDENTENOMMER VAN LINKS NA REGS IN
5 KONTROLEER DAT U DIE KORREKTE STUDENTENOMMER VERSTREK HET
6 KONTROLEER DAT DIE UNIEKE NOMMER REG INGEVUL IS
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PART 2 (ANSWERS/ANTWOORDE) DEEL 2

10

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7	(1 (2 (3 (4 (5	42	(1 (2 (3 (4 (5	77	(1 (2 (3 (4 (5	112	(1 (2 (3 (4 (5
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12	(1 (2 (3 (4 (5	47	(1 (2 (3 (4 (5	82	(1 (2 (3 (4 (5	117	(1 (2 (3 (4 (5
13	(1 (2 (3 (4 (5	48	(1 (2 (3 (4 (5	83	(1 (2 (3 (4 (5	118	(1 (2 (3 (4 (5
14	(1 (2 (3 (4 (5	49	(1 (2 (3 (4 (5	84	(1 (2 (3 (4 (5	119	(1 (2 (3 (4 (5
15	(1 (2 (3 (4 (5	50	(1 (2 (3 (4 (5	85	(1 (2 (3 (4 (5	120	(1 (2 (3 (4 (5
16	(1 (2 (3 (4 (5	51	(1 (2 (3 (4 (5	86	(1 (2 (3 (4 (5	121	(1 (2 (3 (4 (5
17	(1 (2 (3 (4 (5	52	(1 (2 (3 (4 (5	87	(1 (2 (3 (4 (5	122	(1 (2 (3 (4 (5
18	(1 (2 (3 (4 (5	53	(1 (2 (3 (4 (5	88	(1 (2 (3 (4 (5	123	(1 (2 (3 (4 (5
19	(1 (2 (3 (4 (5	54	(1 (2 (3 (4 (5	89	(1 (2 (3 (4 (5	124	(1 (2 (3 (4 (5
20	(1 (2 (3 (4 (5	55	(1 (2 (3 (4 (5	90	(1 (2 (3 (4 (5	125	(1 (2 (3 (4 (5
21	(1 (2 (3 (4 (5	56	(1 (2 (3 (4 (5	91	(1 (2 (3 (4 (5	126	(1 (2 (3 (4 (5
22	(1 (2 (3 (4 (5	57	(1 (2 (3 (4 (5	92	(1 (2 (3 (4 (5	127	(1 (2 (3 (4 (5
23	(1 (2 (3 (4 (5	58	(1 (2 (3 (4 (5	93	(1 (2 (3 (4 (5	128	(1 (2 (3 (4 (5
24	(1 (2 (3 (4 (5	59	(1 (2 (3 (4 (5	94	(1 (2 (3 (4 (5	129	(1 (2 (3 (4 (5
25	(1 (2 (3 (4 (5	60	(1 (2 (3 (4 (5	95	(1 (2 (3 (4 (5	130	(1 (2 (3 (4 (5
26	(1 (2 (3 (4 (5	61	(1 (2 (3 (4 (5	96	(1 (2 (3 (4 (5	131	(1 (2 (3 (4 (5
27	(1 (2 (3 (4 (5	62	(1 (2 (3 (4 (5	97	(1 (2 (3 (4 (5	132	(1 (2 (3 (4 (5
28	(1 (2 (3 (4 (5	63	(1 (2 (3 (4 (5	98	(1 (2 (3 (4 (5	133	(1 (2 (3 (4 (5
29	(1 (2 (3 (4 (5	64	(1 (2 (3 (4 (5	99	(1 (2 (3 (4 (5	134	(1 (2 (3 (4 (5
30	(1 (2 (3 (4 (5	65	(1 (2 (3 (4 (5	100	(1 (2 (3 (4 (5	135	(1 (2 (3 (4 (5
31	(1 (2 (3 (4 (5	66	(1 (2 (3 (4 (5	101	(1 (2 (3 (4 (5	136	(1 (2 (3 (4 (5
32	(1 (2 (3 (4 (5	67	(1 (2 (3 (4 (5	102	(1 (2 (3 (4 (5	137	(1 (2 (3 (4 (5
33	(1 (2 (3 (4 (5	68	(1 (2 (3 (4 (5	103	(1 (2 (3 (4 (5	138	(1 (2 (3 (4 (5
34	(1 (2 (3 (4 (5	69	(1 (2 (3 (4 (5	104	(1 (2 (3 (4 (5	139	(1 (2 (3 (4 (5
35	(1 (2 (3 (4 (5	70	(1 (2 (3 (4 (5	105	(1 (2 (3 (4 (5	140	(1 (2 (3 (4 (5

Specimen only

MARK READING SHEET INSTRUCTIONS

Your mark reading sheet is marked by computer and should therefore be filled in thoroughly and correctly

USE ONLY AN HB PENCIL TO COMPLETE YOUR MARK READING SHEET

PLEASE DO NOT FOLD OR DAMAGE YOUR MARK READING SHEET

Consult the illustration of a mark reading sheet on the reverse of this page and follow the instructions step by step when working on your sheet

Instruction numbers ❶ to ❿ refer to spaces on your mark reading sheet which you should fill in as follows

❶ Write your paper code in these eight squares, for instance

P	S	Y	1	0	0	-	X

❷ The paper number pertains only to first-level courses consisting of two papers

WRITE | 0 | 1 | for the first paper and | 0 | 2 | for the second If only one paper, then leave blank

❸ Fill in your initials and surname

❹ Fill in the date of the examination

❺ Fill in the name of the examination centre

❻ WRITE the digits of your student number HORIZONTALLY (from left to right) Begin by filling in the first digit of your student number in the first square on the left, then fill in the other digits, each one in a separate square

❼ In each vertical column mark the digit that corresponds to the digit in your student number as follows [-]

❽ WRITE your unique paper number HORIZONTALLY

NB Your unique paper number appears at the top of your examination paper and consists only of digits (e g 403326)

❾ In each vertical column mark the digit that corresponds to the digit number in your unique paper number as follows [-]

❿ Question numbers 1 to 140 indicate corresponding question numbers in your examination paper The five spaces with digits 1 to 5 next to each question number indicate an alternative answer to each question The spaces of which the number correspond to the answer you have chosen for each question and should be marked as follows [-]

♦ For official use by the invigilator Do not fill in any information here

Fill-in/MCQ

attendance register (university copy) UNISA

Examination period

Student number

Surname

First Names

Subject

Code of paper — Number of paper

Centre Date

This is to certify that I have read the rules governing the examinations as set out on the inside cover of this examination answer book and in the examination instructions

That the information supplied by me in this answer book is correct and valid

I undertake to adhere to the procedures rules and regulations of the University of South Africa as published in the official brochures

Signature of candidate

ID Number

Batch No
28092015MCQ

Signature of invigilator

UNISA invigilator's personnel number

NOTE Not a valid document if not completed by the Invigilator

Tear

Fill-in/MCQ

attendance register (student copy) UNISA

Examination period

Student number

Surname

First Names

Subject

Code of paper — Number of paper

Centre Date

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UNISA invigilator s personnel number

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Tear