higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

LIFE SKILLS AND COMPUTER LITERACY

NQF LEVEL 3

(First paper)

(7601053)

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09:00–11:30

This question paper consists of 9 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
LIFE SKILLS AND COMPUTER LITERACY
NQF LEVEL 3
(First paper)
TIME: 2½ HOURS
MARKS: 120

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.
7. One-word answers are not enough if the question asks you to “describe or explain.”

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SECTION A

QUESTION 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 (1.1–1.5) in the ANSWER BOOK.

1.1 An example of workplace bullying is …

A when someone does not get a promotion because of their gender.
B when your boss is making inappropriate sexual remarks.
C when a colleague is trying to undermine and sabotage your work.
D when you are female and you are only allowed to make tea.

1.2 A student will understand and remember something better when he/she feels it, rather than when it is just explained in words or pictures.

A Kinaesthetic (Tactile) learning style
B Visual learning style
C Auditory learning style
D Gustatory learning style

1.3 Summary as a study technique means …

A a freeform diagram, in the shape of a tree, that gives an outline of a topic.
B a representation of similarities and differences of certain concepts.
C important facts about something in a brief, concise and clear way.
D a range from simple process charts to more complex flows of thought.

1.4 Verbal abuse includes …

A when some is stalking you and destroying your property.
B offensive language, insults, mean or belittling comments.
C rape, adultery, or any form of forced sexual act by someone.
D exclusion and ignoring someone or being cold towards them.

1.5 Not hiring someone because of their gender is an example of …

A gender harassment.
B gender discrimination.
C gender bullying.
D workplace bullying.

(5 × 1) **[5]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing 'True' or 'False' next to the question number (2.1–2.5) in the ANSWER BOOK. Give a reason for each answer.

2.1 Drowning is a potential risky situation that can happen in water.

2.2 If one can swim, one does not necessarily have to follow all the warning signs in the oceans, dams and rivers.

2.3 The side effects of Roofies and Gomma-hydroxybutyrate (GHB) are not life threatening.

2.4 Language and religion are examples of diversity and culture.

2.5 The Equity court is the highest court in the country and its decisions cannot be changed by any other court.

(5 × 2) **[10]**

QUESTION 3

Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Printed (e.g. newspapers, magazines), broadcasting (e.g. radio, TV) and digital media (emails)	A	personal development plan
3.2	An internal way of advertising vacant jobs	B	study technique
3.3	Your natural way of learning new things	C	networking
3.4	A tool to assess where one is in life and linking that with where one wants to be	D	unethical
3.5	Trying to meet new people because they may be useful to know in future	E	volunteering
3.6	Learning new skills on the job	F	mass media
3.7	Wrong; dishonourable; unprincipled	G	arbitration
3.8	Spending time doing something to benefit others without expecting payment	H	hearing
3.9	Formal way of dealing with conflict in the workplace	I	work experience
3.10	An official meeting to gather facts about a problem	J	noticeboards
		K	strengths
		L	learning style
		M	Bill of Rights

(10 × 1) **[10]**

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QUESTION 4

Complete the following sentences by choosing a word from the list below. Write only the answer next to the question number (4.1–4.5) in the ANSWER BOOK.

retaliate; pathogens; assertive; reviewed; bacteria; antibodies; CPR; STIs; read; rude; peer pressure; monocytes; jealousy

4.1 When a text is … it means to go over the text again quickly and underline the keywords and phrases.

4.2 Being … means being self-assured and confident without being aggressive to defend a right point of view.

4.3 If a drowning victim has been rescued and they are not breathing you need to perform …

4.4 Antigens and … are responsible for hundreds of diseases and infections.

4.5 Different parts of the body form a highly effective system for fighting microorganisms, such as viruses and harmful …

(5 × 1) **[5]**

QUESTION 5

Read the scenario below and answer the questions that follow.

Patricia is your best friend and she has been taking medication for HIV and AIDS since 2016. She does not see or feel the need to keep on taking the medication as she feels healthy.

5.1 Explain TWO ways in which Patricia could have gotten infected with HIV.

(2 × 2) (4)

5.2 Patricia believes there is a cure for HIV and AIDS.

Indicate whether the above statement is TRUE or FALSE by writing 'True' of 'False' next to the question number (5.2). (1)

Provide a reason for your answer. (1 × 2) (2)

5.3 Tuberculosis (TB) is an opportunistic disease caused by bacteria that attacks the lungs.

Provide THREE symptoms of tuberculosis (TB). (3)

[10]

TOTAL SECTION A: 40

SECTION B

QUESTION 6

Read the scenario below and answer the questions that follow.

Thomas works in his uncle's big hardware company in Boksburg. When he first started working two years ago, he was very enthusiastic, a team player and he had big plans for the company. In the beginning Thomas use to be on time for work and he met all the deadlines that his uncle set for him. Recently, he finds himself hanging around and gossiping throughout the day. He is playing on his cell phone and catching up on his social media posts. He fails to understand what has happened to the passion he had for this company.

6.1 Copy and complete the table below in your ANSWER BOOK.
From the scenario above, provide THREE examples of *morally acceptable* and THREE examples of *morally unacceptable behaviour* in the workplace.

MORALLY ACCEPTABLE BEHAVIOUR	MORALLY UNACCEPTABLE BEHAVIOUR
(3 × 1)	(3 × 1)

(6)

6.2 Last year Thomas found out that his uncle's company will not be able to give the employees a raise. The reason for this was that someone stole money from the company.

6.2.1 Explain how corruption can affect an individual like Thomas.

Mention THREE ways. (3)

6.2.2 List THREE other types of corruption. (3)

6.2.3 Describe how corruption affects society.

Give THREE responses. (3)

6.3 Thomas decided to look for another job since he no longer feels passionate about his uncle's company.

6.3.1 Recommend THREE ways that Thomas can use to conduct basic career research to investigate employment opportunities. (3)

6.3.2 Give THREE reasons why networking is important for his future job prospects. (3)

6.3.3 After completing his career research, Thomas is still not sure which new career he must start following.

How can *job shadowing* help him with this decision? (1 × 2) (2)

6.3.4 Explain to Thomas how a *Skills Audit* can help him get ready for a new job. (1 × 2) (2)

[25]

QUESTION 7

Study the picture below and answer the questions that follow.



WIN defines sexual harassment as 'unwanted and offensive behaviour of a sexual nature, that violates a person's dignity and makes them feel degraded, humiliated, intimidated or threatened'. The organisation's mission is 'to advance and establish stable media environments that embrace equality in content and in the way people are treated, regardless of gender'. WIN believes that this goal cannot be achieved if sexual harassment of any kind is tolerated and is, therefore, working to get rid of harassment through research and the development of tools for the media.

[Source: *https://www.comminit.com/media-development-africa/content/sexual-harassment-media-2020-2021-research*]

7.1 Employees are often unwilling to report sexual harassment in the workplace.

7.1.1 Provide FOUR reasons why the above statement is true. (4)

7.1.2 Explain FOUR ways in which you can prevent sexual harassment in the workplace. (4)

7.2 Describe FOUR personal conflict resolution strategies that can help an employee to cope with the conflict situations at work. (4)

7.3 Give TWO examples of each of the following at the workplace:

7.3.1 Physical sexual harassment (2)

7.3.2 Verbal sexual harassment (2)

7.3.3 Non-verbal sexual harassment (2)

7.4 How do you think employers benefit from having a diverse group of employees in their business? Discuss THREE benefits. (3 × 2) (6)

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7.5 Should you ever be the victim of discrimination in the workplace, where can you go to report the incidence? (1)

[25]

TOTAL SECTION B: 50

SECTION C

QUESTION 8

Study the picture below and answer the questions that follow.



[Source: *https://europeanschool.ge/en/community-project-presentation/*]

8.1 State THREE community projects that one can be involved in to bring about change in one's community. (3)

8.2 Which leadership skills do you have that can positively contribute to these types of community projects? Name THREE. (3)

8.3 Whether you are at work or participating in a community project, you need to be careful to stereotype people.

8.3.1 Describe the concept *stereotype*. (1 × 2) (2)

8.3.2 Provide TWO examples of stereotyping that you have experienced. (2)

8.4 An action plan is a set of steps that need to be taken to reach your academic goals.

List TWO things that you need to take into consideration when you create such a plan? (2)

8.5 Mention THREE characteristics of someone who is right-brain dominant. (3)

[15]

QUESTION 9

Study the scenario below and answer the questions that follow.

Economic crime: A South African pandemic

Economic crime remains a serious challenge to business leaders, government officials and private individuals in South Africa according to The PwC Global Economic Crime Survey, 2016. In this survey it was found that the trend has remained unchanged from 2014, with 69% of South African respondents indicating that they had experienced some form of it in the 24 months preceding the survey. When compared to the global statistics of 36%, South Africans are faced with the hard reality that economic crime is at a pandemic level!

[Source: *https://www.whistleblowing.co.za/economic-crime/*]

9.1 How do you think economic crimes and corruption can be stopped in our country? Mention THREE ways. (3)

9.2 Briefly explain the term *tax evasion.* (1 × 2) (2)

9.3 Suzie is a grade 10 learner whom, together with her classmates, were given a project to complete. The learners have the option of doing the project individually or in groups of three. Suzie is undecided about the option to choose, and she needs to think about this so that she does not make a poor decision.

9.3.1 Describe TWO study techniques that Suzie can use to study for her exams. (2 × 2) (4)

9.3.2 In a paragraph, explain a decision-making method that Suzie can use to help her to make this decision. (6)

[15]

TOTAL SECTION C: 30
GRAND TOTAL: 120

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