higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

LIFE SKILLS AND COMPUTER LITERACY

(First paper)

NQF LEVEL 3

(7601023)

29 November 2023 (X-paper)
09:00–11:30

This question paper consists of 10 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
LIFE SKILLS AND COMPUTER LITERACY L3 P1
TIME: 2 ½ 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. Use only a black or a blue pen.
5. Write neatly and legibly.
6. If the question states, describes, explain and advice, one-word answers will not be sufficient.
7. Any work that you do not want to be marked must be clearly crossed out.

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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 diversity is …

A discrimination
B language
C stereotyping
D human rights

1.2 Accepting diversity means that …

A one is always right and it is only your opinion that matters.
B you only practice and respect your own culture and religion.
C one is willing to learn from others and their experiences.
D only your opinion matters when decisions have to be made.

1.3 Which of the following is not a benefit of respecting diversity at work?

A Diversity helps that employers cannot discriminate against a certain culture or race in the work place.
B Diversity prevents that employees of certain races become selfish and demanding over others.
C Diversity makes it easier for employees to isolate themselves from other employees of different cultures.
D The language skills in an organization increases which allows for a wider clientele base to be serviced.

1.4 What is a skills audit?

A It shows which skills and qualifications are required for various kinds of jobs you are interested in.
B It is a plan that you can use to form goals for what you want to achieve in your professional career.
C It is a tool to plan where you are going to gain work experience and various skills for your personal life.
D It is a tool that identifies your strengths, weaknesses and various skills you still need to develop for your career.

1.5 Work shadowing means …

A that a future employee can deliver a service at a place of work for free.
B that one watches another employee and give feedback on what is happening.
C an employer pays a monthly stipend to some of their employees as a "thank you."
D an employee follows and closely observe another employee perform the role.

(5 × 1) **[5]**

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QUESTION 2

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

2.1 Section 9 of the Constitution of the Republic of South Africa deals with equity and forbids unfair discrimination based on people's race, ethnic origin, language, religion or culture.

2.2 The United Nations deals with matters relating to workplace bullying.

2.3 The first step in basic problem-solving, is to propose a possible solution.

2.4 Looking people in the eye when communicating with them is an assertive skill that will help one cope in a conflict situation.

2.5 If one's dignity or work relations are affected by any form of harassment, first try to speak to the offender directly.

(5 × 2) **[10]**

QUESTION 3

Choose a term 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	Being tolerant and forgiving, but won't allow someone to take advantage of you	A	genocide
3.2	Stealing work property	B	xenophobia
3.3	Preconceived, negative feeling or opinion about someone or a group	C	human trafficking
3.4	Deliberate killing of a large number of people	D	action plan
3.5	Capturing people through the use of violence and deception and exploiting them for personal or financial gain	E	prejudice
3.6	Intense dislike, fear or hatred of foreigners	F	tactile learning
3.7	Survey; question; read; recite; review	G	unproductive behaviour
3.8	A way of linking key concepts using lines and links	H	auditory learning
3.9	One learns a lot by talking about problems and possible solutions	I	assertiveness
3.10	A set of steps to be taken in order to reach a goal	J	mind maps
		K	discrimination
		L	SQ3R method
		M	child abuse

(10 × 1) **[10]**

QUESTION 4

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

trend; mediation; prejudice; opportunities; skills; arbitration; workplace; functions; networking; negotiation; resuscitation; stereotype; xenophobic; resurrection

4.1 The process of … is when a third party makes a final decision in a conflict situation that both parties need to adhere to.

4.2 A direction in which the job market is moving is called a …

4.3 When you are in a conflict situation with a colleague at work, and you have tried to negotiate, the next step will be …

4.4 Cardiopulmonary … is used if a drown victim is not breathing.

4.5 A belief about a group of people which is not based on facts is called …

(5 × 1) **[5]**

QUESTION 5

5.1 Peer pressure can either be positive or negative.

Give THREE instances (examples) that illustrate when peer pressure is positive and constructive. (3)

5.2 One can avoid negative peer pressure by resisting and fighting back in an acceptable way.

Suggest THREE refusal strategies that you can use to avoid negative peer pressure. (3)

5.3 Apply assertive skills to respond to the FOUR statements given below. Give a response for each statement.

5.3.1 Everybody does it!

5.3.2 Nobody will know.

5.3.3 You are not smart enough.

5.3.4 You are such a loser!

(4 × 1) (4)

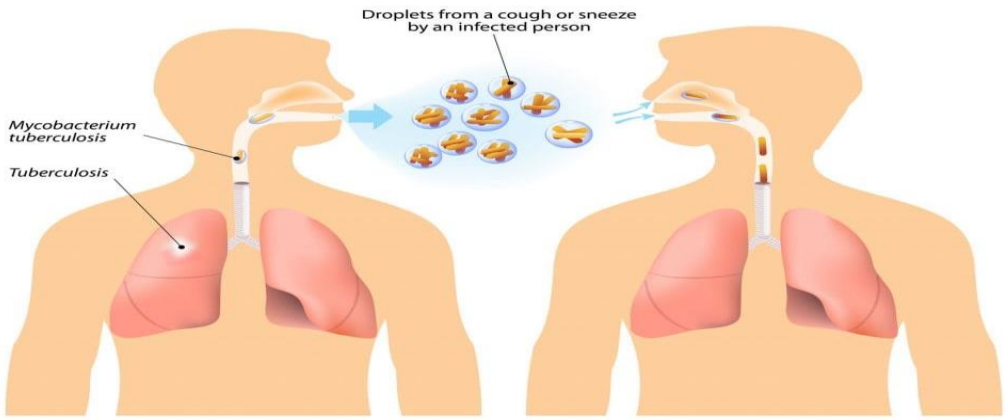
[10]

TOTAL SECTION A: 40

SECTION B

QUESTION 6

Look at the picture below and then answer the questions that follow.



[https://healthissuesindia.com/2022/03/24/a-tb-free-india-by-2025-health-minister-reaffirms-commitment/]

6.1 Tuberculosis is an opportunistic disease caused by bacteria in the lungs.

6.1.1 Indicate TWO ways in which TB can be prevented. (2)

6.1.2 List TWO symptoms of TB. (2)

6.1.3 Why do you think TB is considered an opportunistic disease? (1 × 2) (2)

6.2 People living with HIV are more likely than others to become sick with TB.

List THREE different ways in which HIV is transmitted and explain in your own words how transmission happens. (3 × 2) (6)

6.3 We all have a right to make decisions when it comes to our health and well-being.

Briefly explain TWO decision-making methods that you can use to help you make smart choices about your health. (2 × 2) (4)

[16]

QUESTION 7

Read the scenario below and answer the questions that follow.

CORRUPTION TODAY!

Corruption is attracting a lot of attention around the world. Various studies about it shows issues related to the causes, consequences, and scope of corruption and possible corrective actions. The studies emphasise the cost of corruption in terms of economic growth and inflation. Furthermore, it emphasises that the fight against corruption may not be cheap and cannot be independent from the reform (make changes) of the state. If certain changes are not made, corruption is likely to continue to be a problem regardless of actions directly aimed at curtailing (reducing) it.

[adapted from: https://www.imf.org/external/pubs/ft/wp/up9863]

7.1 What do you understand by the term, *corruption*? (1 × 2) (2)

7.2 Cheating while counting money in a shop till is an example of an economic crime.

Give THREE more examples of economic crimes in our society. (3)

7.3 Your best friend, Tina, wants to report corruption that is taking place within your TVET college, but she is not certain how reporting this will help anyone.

Advise Tina on THREE benefits of reporting corruption. (3 × 2) (6)

7.4 Learning styles are used to describe how learners gather, interpret and come to a conclusion about information for further use. If a learner is not aware of their learning style they will use the wrong study technique; this will result in them struggling to remember and recall information.

Provide TWO study techniques that will help learners that use the following learning styles:

7.4.1 Visual (seeing) (2 × 1) (2)

7.4.2 Kinaesthetic (moving) (2 × 1) (2)

7.4.3 Auditory (hearing) (2 × 1) (2)

7.5 In class you also learnt what left and right brain dominance is.

7.5.1 What is your brain dominance? (1)

7.5.2 List TWO characteristics that is relevant to your answer in Q7.5.1 (2)

[20]

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QUESTION 8

Read the scenario below and then answer the questions that follow.

In the South African Employment Equity Act (EEA) it states that no person may unfairly discriminate, directly or indirectly, against an employee in any employment policy or practice, on one or more grounds, including race, gender, pregnancy, marital status, family responsibility, ethnic or social origin, colour, sexual orientation, age, disability, religion, HIV-status, conscience, belief, political opinion, culture, language or birth (RSA, 1998). *[Adopted from: Scielo.org.za]*

8.1 What is *gender discrimination*? (1 × 2) (2)

8.2 Gender discrimination can affect everyone.

Give THREE examples of gender discrimination. (3)

8.3 Suppose you become president of South Africa one day, what will you do to counter gender discrimination in our society. Provide TWO ways. (2 × 2) (4)

8.4 Unproductive behaviour is wrong and not acceptable in the workplace.

In a paragraph, write FOUR points to support this statement. (5)
[14]

TOTAL SECTION B: 50

SECTION C

QUESTION 9

Study the information below and answer the questions that follow.

Sibonise is a final-year mechanical engineer student at a TVET college. All she wants is to become a successful mechanical engineer in the near future.

9.1 Advise Sibonise on where she can search for a job or employment opportunity after her studies.

Mention THREE places/resources. (3)

9.2 A personal development plan (PDP) is one of the most important aspects in one's career path.

Give at least TWO purposes of a PDP. (2 × 2) (4)

9.3 Sibonise wants to do work shadowing at a local company.

Briefly explain to her THREE values of work shadowing. (3 × 2) (6)

9.4 Morals are what one believes to be right or wrong.

9.4.1 Provide THREE examples of morally unacceptable behaviour in the workplace. (3)

9.4.2 Create a personal code for work ethics that will help you to perform morally acceptable in the work place. Include THREE values in your code. (4)

9.5 Corruption is a form of unacceptable behaviour at work. In the news there are continually reports of corruption that takes place in our country.

How does corruption effect South Africa (country)? Describe TWO ways. (2 × 2) (4)

9.6 Sibonise found out that their campus manager used the student's fees to go on an overseas holiday with his family.

In a paragraph of FIVE sentences, explain to Sibonise how to report corruption. (6)

TOTAL SECTION C: 30
GRAND TOTAL: 120

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