higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

LIFE SKILLS AND COMPUTER LITERACY

(First paper)

NQF LEVEL 4

(7601064)

20 November 2023 (X-paper)
09:00–12:00

This question paper consists of 11 pages.

169Q1N2320

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
LIFE SKILLS AND COMPUTER LITERACY
NQF LEVEL 4
PAPER 1
TIME: 3 HOURS
MARKS: 150

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 blue or black pen.
6. Write neatly and legibly.

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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 (1.1–1.10) in the ANSWER BOOK.

1.1 Facts are …

A an alternative truth.
B true and can be proved.
C fake news.
D unproven reality.

1.2 Logical reasoning tests one's ability to … information.

A interpret
B shape
C visualise
D prepare

1.3 A second interview means the candidate is …

A informed that he/she is not suited for the job.
B invited to sign the job contract.
C a step closer to the job.
D invited to a new interview because he/she missed the first interview.

1.4 Picketing happens …

A inside the workplace.
B outside the workplace.
C in management offices.
D outside in the parking area.

1.5 Litigation is the process of settling disputes in …

A a tribal authority.
B a bargaining council.
C the negotiation process.
D a court of law.

1.6 A blood donor must …

A be within the age group of 16–48 years old.
B not use drugs regularly.
C weigh a minimum of 50 kg.
D have a normal pulse rate between 80 to 100 beats per minute.

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1.7 Stolen elections are usually held in … states.

A autocratic
B democratic
C conservative
D liberal

1.8 Reflective thinking means …

A remembering the important goals to be achieved.
B writing down the future goals to be achieved.
C understanding what you did and why it was important.
D writing down the past goals that you failed to achieve.

1.9 General elections are regularly held in South Africa because …

A the IEC has the power to set election dates.
B an opposition party can vote to demand elections.
C people can embark on violent strikes to demand elections.
D the constitution makes provision for regular elections.

1.10 Post-traumatic stress disorder (PTSD) ...

A is a mental disorder that may be caused by hereditary factors.
B can cause a person to experience distressing events before they happen.
C can cause a person to experience distressing events for a short period of time.
D can cause a person to relive distressing events through flashbacks or nightmares.

(10 × 1) **[10]**

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 ONE reason for each answer.

2.1 Problem-solving helps to boost memory.

2.2 A stressor is a cure for stress.

2.3 Post-traumatic stress disorder (PTSD) may last for months or years with triggers.

2.4 Employees have the sole responsibility to manage stress.

2.5 Attempting suicide is a cry for help.

(5 × 2) **[10]**

QUESTION 3

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

COLUMN A		COLUMN B	
3.1	A worker elected by workers to represent them in discussions with the management	A	labour dispute
3.2	Happens when an employer terminates a contract without good cause	B	shop steward
3.3	Employee behaviour that is inappropriate for the workplace	C	trade union
3.4	Lack of honesty either by employer or employee	D	dispute resolution
3.5	A disagreement between workers and employers regarding terms of employment	E	labour strike
3.6	The process of parties bargaining in an attempt to reach an agreement	F	unfair dismissal
3.7	An association of workers formed to protect and further their rights	G	misconduct
3.8	The process of resolving disputes between parties	H	bad faith
3.9	The mass refusal of employees to work	I	negotiation
3.10	The process in which the people reduce their demands to reach an agreement	J	deadlock
		K	compromise
		L	employment rights

(10 × 1) **[10]**

QUESTION 4

Complete the following sentences by filling in the missing word or words. Write only the answer next to the question number (4.1–4.5) in the ANSWER BOOK.

4.1 Study … help students to easily recall information learned.

4.2 Reflective strategies help students when …

4.3 Road … measures help to reduce traffic accidents.

4.4 Monitoring the voting … contributes to fair elections.

4.5 During a/an … government election, voters choose councils and mayors.

(5 × 1) **[5]**

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QUESTION 5

5.1 Extreme weather conditions require special skills from drivers to be safe on the road.

5.1.1 Name THREE weather conditions that are likely to cause accidents.

5.1.2 State THREE ways in which bad weather conditions challenge drivers.

(2 × 3) (6)

5.2 When driving in bad weather, drivers must follow certain tips.

5.2.1 State TWO ways in which drivers can drive safely in bad weather.

5.2.2 Mention what can possibly happen if drivers are not safety conscious when driving in bad weather?

(2 × 2) (4)
[10]

TOTAL SECTION A: 45

SECTION B

QUESTION 6

Study the scenario below and answer the questions.

Nicolette is an employee at Vuma and Sons Holdings. She recently complained that the work is putting too much pressure on her. She also has to take care of her sick husband and raise five children. The children complain that they do not receive care. She complains of a lack of sleep and constant tension headaches. She received a letter from the college indicating that one of her sons was suspended because of bullying. Out of anger, Nicolette slaps her son.

Nicolette worked overtime so that she can pay for her husband's medication. She has noted that since she complained about not being paid enough for overtime last month, her manager is giving her more work. The management insists that they have paid all the amounts due to her. She is not a union member. She feels that her rights are being violated. One of the employees advised her to go on a go-slow.

6.1 Nicolette is experiencing distress.

6.1.1 State what do you understand by distress. (1)

6.1.2 State TWO mental symptoms of the stress that Nicolette may be experiencing. (2)

6.1.3 Stress can impact on how a person does his/her job.

Apart from the scenario above, state TWO ways in which stress can impact a person's work situation. (2)

6.1.4 State TWO strategies you would suggest that management implement to assist employees with *stress management*. (2)

6.2 Children need caring and guidance.

6.2.1 State TWO ways in which distress may impact parenting.

6.2.2 State TWO effects of child abuse.

(2 × 2) (4)

6.3 Work is very important for various reasons.

6.3.1 Give TWO reasons why work is important.

6.3.2 Where can Nicolette complain when she feels she is not being paid enough for overtime?

(2 × 2) (4)

6.4 Unhappy employees need to understand laws regarding striking.

6.4.1 Explain the term *go-slow*. (1)

6.4.2 Would you advise Nicolette to go slow? Answer 'Yes' or 'No' and give ONE reason for your answer. (2 × 1) (2)

6.5 Unhappy employees need to use legislation to protect their rights.

6.5.1 Instead of a go-slow what would you suggest to Nicolette?

6.5.2 What could happen if the employers continually fail to listen to Nicolette's complaints?

(2 × 1) (2)

[20]

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QUESTION 7

Study the passage below and answer the questions.

HOW MUCH SLEEP DO COLLEGE STUDENTS GET?

Key concepts:

- Over half of college students sleep less than seven hours a night during a typical semester.
- During the last week of the finals, the average college student only sleeps 6,36 hours per night.
- Sleep deprivation worsens cognitive performance and mood and increases a student's risk of depression and weight gain and can cause driving accidents due to drowsiness.

[Source: *https://www.sleepfoundation.org/school-and-sleep/final-exams-and-sleep*]

7.1 Students can more easily prepare well when having enough sleep. Students who are not alert will have difficulty preparing for the examinations.

7.1.1 State TWO errors that students who lack enough sleep, can make when writing an examination. (2)

7.1.2 State TWO strategies that you would suggest to students to prevent them from making the errors you mentioned in QUESTION 7.1.1. (2)

7.1.3 State THREE important points that students should remember when writing an examination. (3)

7.2 Employees who lack enough sleep may become tired and unable to perform their duties and if this continues over a period of time, they may eventually become depressed. They are likely to sleep during working hours.

7.2.1 Sleeping at work is a misconduct.

Explain the term *misconduct*. (2)

7.2.2 State THREE instances of employee misconduct. (3)

7.2.3 State TWO possible results when an employee is found guilty of a misconduct. (2)

7.2.4 State TWO changes that can be recommended to employers to help employees manage *depression*. (2)

7.3 Drivers who are sleepy are more likely to be involved in accidents.

7.3.1 State TWO ways in which a lack of sleep can have an impact on driving.

7.3.2 State TWO precautionary measures that drivers could apply to avoid driving while sleepy.

(2 × 2) (4)

[20]

QUESTION 8

Study the picture below and answer the questions.



[Source: *wedishamerican.org/swedes-health-blog/five-ways-keep-your-relationship-healthy-during-postpartum-dep*]

8.1 Postnatal depression usually sets in later and lasts longer than baby blues.

8.1.1 Mention what is *postnatal depression.* (2)

8.1.2 State what is the difference between *depression* and *postnatal depression.* (2)

8.1.3 State TWO possible causes of postnatal depression. (2 × 2) (4)

8.1.4 State TWO symptoms of postpartum depression. (2)

8.2 Parents need to respect children to encourage a healthy relationship.

8.2.1 Using logical reasoning, state TWO ways in which parents should respect children.

8.2.2 Using reflective thinking, give TWO reasons why it is important to respect children.

(2 × 2) (4)

8.3 Women suffering from postnatal depression need support.

8.3.1 State THREE ways in which family, relatives and friends can offer support. (3)

8.3.2 Name THREE support structures available for new parents. (3)

[20]

TOTAL SECTION B: 60

SECTION C

QUESTION 9

Study the picture below and answer the questions.



[Source: // *https://www.best-job-interview.com/group-interview-questions.html*]

9.1 Group interviews are popular in certain industries and companies.

9.1.1 Give the meaning of the term group 'interview'. (2)

9.1.2 State THREE skills tested during group interviews. (3)

9.1.3 Give TWO typical group interview questions. (2)

9.1.4 Give THREE guidelines on how to prepare for a group interview. (3)

9.2 Your behaviour and what you say during a group interview can guarantee success.

9.2.1 State THREE ways of behaving that could make an interviewee stand out during a group interview. (3)

9.2.2 State THREE ways of behaving that an interviewee should avoid. (3)

9.2.3 State THREE ways in which candidates should not answer questions during a group interview. (3)

9.2.4 Explain why it is important to nod (move your head downward and upward) during a group interview. (1)

[20]

QUESTION 10

Study the picture below and answer the questions.



[Source: *https://d1d8vslyhr7rdg.cloudfront.net/Pictures/1024x536/6/0/3/30603_ls_grievance.jpg*]

10.1 Unhappy employees normally launch a grievance or file a dispute with the CCMA.

10.1.1 Briefly explain what a *grievance procedure* in the workplace is. (2)

10.1.2 Mention what do you understand by *a grievance hearing* in the workplace. (2)

10.1.3 Give FOUR examples of labour disputes that can be referred to the CCMA. (4)

10.2 Sometimes grievances could trigger strikes to solve labour disputes.

Write a paragraph of FIVE sentences to evaluate why trade unions will start a strike. (5)

10.3 Resolving grievances and disputes helps to create a peaceful working environment.

10.3.1 Name THREE methods of dispute resolution. (3)

10.3.2 State FOUR advantages of resolving employee disputes by making use of reflective thinking. (4)

10.4 Elections give people the right to select the government of their choice.

10.4.1 State TWO ways in which voters should behave on election day. (2)

10.4.2 Briefly state THREE roles of the IEC in elections. (3)

[25]

TOTAL SECTION C: 45
GRAND TOTAL: 150

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