



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N6

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This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	Curriculum vitae		
	1.1.2	Office assistant		
	1.1.3	Job enrichment		
	1.1.4	Induction		
	1.1.5	Spam		
	1.1.6	Ergonomics		
	1.1.7	Indirect remuneration		
	1.1.8	CCMA		
	1.1.9	Packaging		
	1.1.10	Advertising		
	1.1.11	Logo		
	1.1.12	Convenience goods		
	1.1.13	Training		
	1.1.14	Service contract		
	1.1.15	Line organisational structure		
			(15 × 2)	(30)
1.2	1.2.1	F		
	1.2.2	M		
	1.2.3	A		
	1.2.4	G		
	1.2.5	B		
	1.2.6	N		
	1.2.7	L		
	1.2.8	H		
	1.2.9	D		
	1.2.10	E		
			(10 × 2)	(20)
				[50]
			TOTAL SECTION A:	50

SECTION B**QUESTION 2**

- 2.1
- Acknowledge introductions with a friendly smile and sincere greetings.
 - Be friendly at work but avoid any serious personal entanglement.
 - Follow the policy and use names and titles.
 - Be loyal and do not gossip about fellow workers.
 - Secrecy, because some information is confidential and must not be made known to the public.
 - Helpfulness and thoughtful gestures are far more effective than words.
 - Getting along with others helps you to win the acceptance and respect of colleagues. (8 × 2) (16)
- 2.2
- Introduction phase✓ – informing potential customers about a new product.✓
 - Growth phase✓ – the product becomes more familiar to consumers.✓
 - Maturity phase✓ – unit sales stabilise and minor fluctuations take place ✓
 - Declining phase✓ – unit sales decline and customers start looking for a new product or service✓ (4 × 2) (8)
- 2.3
- Geographical factors✓ – regional boundaries, population density✓
 - Demographical factors✓ – age, gender, income, occupation, culture and education✓
 - Psychographic factors✓ – class, lifestyle, personality✓
 - Behaviouristic factors✓ – benefits, loyalty, sensitivity✓ (3 × 2) (6)
- [30]**

QUESTION 3

- 3.1
- Economic: the business cannot afford to continue employing an employee.
 - Technological: advanced technology has made the employee redundant.
 - The restructuring of a company. (3 × 2) (6)
- 3.2
- Meet clients promptly.
 - Greet them in a friendly way with a smile.
 - Invite them to state their reasons for the business call.
 - Listen to them with attention
 - Show an interest in their business.
 - Be tolerant and patient.
 - Use positive words and expressions.
 - Speak in a pleasant voice.
 - Treat clients as if they were important people.
 - Address them appropriately.
 - Show your appreciation of their contact with the company. (Any 6 × 2) (12)

The informal sector

- Participants do not register their enterprise officially.
- They have no official business domicilium (address).
- They do their business in different places according to the needs of their consumers.
- Their bookkeeping is very elementary. (Any TWO of the above)

(2 × 2) (4)

4.3.2 Close corporations

- One to 10 natural persons form a close corporation.
- The profits are taxed.
- An accounting officer takes care of the financial procedures.
- It has no share capital.
- The name of the enterprise ends with 'CC'.
- Members enjoy a certain degree of limited liability.

The informal sector

- It is easy to start.
- Limited capital is needed to start this business.
- The market is not regulated by law.
- Activities are labour intensive.
- Family members take part in the business activities.

(Any 3 × 2) (6)

- 4.4 Consumer behaviour is the behavioural patterns of decision-making individuals or groups of individuals ✓ directly involved in the identification, ✓ purchasing and usage of goods and services to satisfy their needs. ✓

(3)
[30]**QUESTION 5**

- 5.1 5.1.1
- It must be determined whether training is really necessary.
 - The purpose/objective of the training must be established before any programme starts.
 - Identify who must be trained or who the group is that has to be trained.
 - Set up the programmes, determine the length and the period.
 - Orientation of personnel. They should be notified about the actual presentation of the programme, for example, the training methods and aids to be used.
 - Upon conclusion, the programme needs to be evaluated.

(7 × 2) (14)

- 5.1.2
- Case studies
 - Computerised training
 - In-basket training
 - Management games
 - Role play training
 - Syndicate training
- (6)
- 5.2
- Your conduct should be professional.
 - Rather use miss, instead of a first name.
 - Maintain a polite distance, even at office functions.
 - Play safe: do not touch her or lean against her.
 - Never invite her alone out for dinner.
 - Beware of women that lead you on.
 - Never compliment a woman in the office on her beauty.
 - Avoid cracking jokes with a sexual content.
 - Don't make a habit of touching female colleagues; women detest it.
 - Some women see a successful businessman as a potential spouse.
- (10)

[30]**QUESTION 6**

- 6.1
- Walk-in interview – the prospective applicant finds out more about a job when collecting forms.
 - Standardised interview – various pre-selected questions are given to the applicant.
 - Structured or In-depth interview – information is gathered from the applicant.
 - Open/unstructured interview
 - Panel interview – includes a number of panel members and one person who will be the applicant's colleague.
 - Tension/stress interview – when the panel adopts an openly hostile attitude towards the applicant. (6 × 2)
- (12)
- 6.2
- It provides an opportunity to work with others.
 - It broadens team members' outlook.
 - It develops self-confidence.
 - It encourages the exchange of ideas.
 - It boosts the morale.
 - It improves communication skills.
 - It reduces anxiety.
 - It enables team members to use their expertise and to benefit from that of others.
 - It helps team members to develop different perspectives.
 - It encourages collective approaches to decision-making. (7 × 2)
- (14)

- 6.3
- Task orientated – it entails the setting and achieving of objectives, the successful execution of duties and responsibilities to ensure the smooth running of an organisation.
 - People orientated – good interpersonal relations and positive interaction between superiors and subordinates.

(2 × 2)

(4)
[30]

QUESTION 7

7.1

ELECTRONIC FILLING	TRADITIONAL FILING
<ul style="list-style-type: none"> • Information is stored and filed digitally. • Filing is done by using disks, drives and other digital devices. • The same file can be accessed by numerous people. • Digital information can be easily searched. • It is not time consuming. • The speed for recovering files is high. • It does not take up office space. • Files can be quickly edited, changed and updated. 	<ul style="list-style-type: none"> • Physical hard copies of paper printouts are filed. • Papers are filed in filing cabinets, drawers and folders. • Only one person can access or use a file. • Documents, files and folders can be lost. • It is time consuming and tedious. • Searching and retrieving takes time. • Filing and cabinets takes up office space. • Paper documents cannot be easily be edited or revised.

(Any 5 × 4)

(20)

- 7.2
- 7.2.1 An employee is regularly moved from one department to another depending on how the task fits in.
- 7.2.2 A worker does practical work under the supervision of a moderator or mentor.
- 7.2.3 A senior person is appointed to develop a worker's potential.
- 7.2.4 Senior managers give junior managers problems to solve.
- 7.2.5 A person is employed by an organisation where certain tasks are already being performed.

(5 × 2)

(10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200