



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

OFFICE PRACTICE N6

(4021236)

31 May (X-Paper)

09:00–12:00

This question paper consists of 7 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
OFFICE PRACTICE
TIME: 3 HOURS
MARKS: 200

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. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.
- 1.1.1 ... contains more information about the applicant than the application form does.
- 1.1.2 ... a person assisting in the flow of communication and access to information in the office on behalf of an organisation or the manager.
- 1.1.3 ... refers to giving employees more control and decision-making power to manage their tasks and solve their own work problems.
- 1.1.4 ... the process whereby Human Resources makes a new employee feel at home in the business.
- 1.1.5 ... an unwelcome and unwanted message sent over the internet to large numbers of users.
- 1.1.6 ... the science that explores ways in which a safe, comfortable and productive workspace can be created.
- 1.1.7 ... the type of remuneration that is more than just the money that an employee is paid.
- 1.1.8 ... a dispute resolution body established in terms of the Labour Relations Act to solve the challenges between the employer and the employee.
- 1.1.9 ... the design and production of a container or a wrapping to store or protect a product.
- 1.1.10 ... it is a form of communication, either written or oral, that attempts to sell a product or service.
- 1.1.11 ... the total design of the corporate identity.
- 1.1.12 ... these goods are available at most outlets close to the consumer and the consumer has a knowledge of their prices.
- 1.1.13 ... employees are taken away and taught skills.
- 1.1.14 ... a written contract between the employer and the employee.
- 1.1.15 ... a structure according to which only one person gives orders and this person is the senior member of the staff.

- 1.2 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–N) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	A unique mark associated with a product item or range of products Y	A	flexi-time
1.2.2	The most important step in the selection process	B	labour unions
1.2.3	When employees need to balance their professional responsibilities with their personal lives and family commitments	C	packaging
1.2.4	Pulses of ones and zeros for transferring information digitally	D	email
1.2.5	They help in implementing government regulations governing the employer	E	physical layout
1.2.6	Informal discussion in a workplace that can easily turn into hurtful teasing and lies	F	branding
1.2.7	One of the motivational management styles which motivates junior staff	G	binary
1.2.8	It involves ending or terminating workers' services	H	retrenchment
1.2.9	The most recent and popular method of communication used by businesses Y	I	motivation
1.2.10	It determines if an enterprise is easily accessible for consumers	J	dismissal
		K	burnout Y
		L	consultation
		M	interview
		N	gossip

(10 × 2)

(20)
[50]**TOTAL SECTION A: 50**

SECTION B

Answer any FIVE questions.

QUESTION 2

Good office etiquette is easily achieved by showing common courtesy as a matter of course.

Y

One of the biggest mistakes a new professional can make is to be unaware of the various rules and etiquette that exist within an office.

- | | | | |
|-----|--|---------|-------------|
| 2.1 | Briefly discuss EIGHT specific guidelines for office etiquette. | (8 × 2) | (16) |
| 2.2 | It is normal and natural for the product to go through a cycle.
Y
Describe FOUR cycles of a product. | (4 × 2) | (8) |
| 2.3 | Mention THREE factors which can influence market segmentation and give ONE example of each. | (3 + 3) | (6) |
| | | | [30] |

QUESTION 3

- | | | | |
|-------|--|---------|-------------|
| 3.1 | Management must do everything in its power to minimise the effects of retrenchment on employees.

Name and discuss THREE causes of retrenchment. Y | (3 × 2) | (6) |
| 3.2 | Outline SIX guidelines for liaising courteously with a client. | (6 × 2) | (12) |
| 3.3 | Differentiate between the following concepts: | | |
| 3.3.1 | Dismissal and retrenchment | (2 + 2) | (4) |
| 3.3.2 | Layoff and retirement of staff Y | (2 + 2) | (4) |
| 3.3.3 | Essential needs and luxury needs | (2 + 2) | (4) |
| | | | [30] |

QUESTION 4

- 4.1 There are different ways in which dispute or dissatisfaction at work can be settled.
 Briefly explain three of these ways. (3 × 3) (9)
- 4.2 Discuss FOUR factors which can influence the distribution of products. (4 × 2) (8)
- 4.3 Use the following headings to show the difference between a close corporation and the informal sector.
- 4.3.1 TWO founding procedures (2 × 2) (4)
- 4.3.2 THREE characteristics (3 × 2) (6)
- 4.4 Give a detailed explanation of the term *consumer behaviour*. (3) **[30]**

QUESTION 5

- 5.1 Employees perform their tasks effectively if they receive training.
- 5.1.1 Discuss SEVEN steps to follow in the training process. (7 × 2) (14)
- 5.1.2 It is an organisational choice to train staff either at the workplace or away from the workplace.
 List SIX techniques which can be used when training staff away from the workplace. (6)
- 5.1.3 Mention TEN guidelines that men could follow to deal with or avoid sexual harassment at the workplace. (10) **[30]**

QUESTION 6

- 6.1 Job hunting can be strenuous at times. When applicants are invited for an interview, they should familiarise themselves with the various types of interviews.
 Discuss SIX types of interviews. (6 × 2) (12)
- 6.2 Name SEVEN advantages or benefits of working as a team. (7 × 2) (14)
- 6.3 Distinguish between *task orientated* and *people orientated*. (2 × 2) (4) **[30]**

QUESTION 7

7.1 Study the pictures below and answer the question.



Outline FIVE ways in which you would compare and show the differences between electronic filing and traditional filing. Υ (5 × 4) (20)

7.2 Explain each of the following concepts.

7.2.1 Work rotation

7.2.2 Internship

7.2.3 Coaching

7.2.4 Junior boards Υ

7.2.5 Trade

(5 × 2) (10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200