



**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 (COMPULSORY)**QUESTION 1**

1.1	1.1.1	C		
	1.1.2	C		
	1.1.3	A		
	1.1.4	D		
	1.1.5	B		
	1.1.6	D		
	1.1.7	D		
	1.1.8	B		
	1.1.9	D		
	1.1.10	C		
	1.1.11	A		
	1.1.12	C		
	1.1.13	D		
	1.1.14	C		
	1.1.15	D		
			(15 × 2)	(30)
1.2	1.2.1	C		
	1.2.2	B		
	1.2.3	E		
	1.2.4	A		
	1.2.5	F		
	1.2.6	J		
	1.2.7	D		
	1.2.8	H		
	1.2.9	I		
	1.2.10	G		
			(10 × 2)	(20)
				[50]
			TOTAL SECTION A:	50

SECTION B**QUESTION 2**

- 2.1
- Helps to implement employer regulations
 - Negotiates pension arrangements
 - Assists with negotiation on the redeployment of staff
 - Assists with health and safety aspects
 - Assists with the training and development of employees
 - Assists in unfair discrimination, redundancy payment, disputes and unfair dismissal (Any 5 × 2) (10)
- 2.2
- 2.2.1 Employee regularly moved from one department to the other
- 2.2.2 Person employed but receives theoretical training
- 2.2.3 Appointing a senior person to help develop a worker's potential
- 2.2.4 Worker does practical work under supervision (4 × 2) (8)
- 2.3
- Case studies: hypothetical or simulated situation analysed
 - Computerised training: training done on a computer
 - In-basket training: trains a person to organise and solve problems
 - Management games: trains employee for manager position using board games
 - Role play: simulated situation created and each person given a role
 - Syndicate training: employees divided into groups and each group is assigned tasks that should be performed within the group (6 × 2) (12)
- [30]**

QUESTION 3

- 3.1
- It must catch the eye of the consumer.
 - It must suit the product.
 - It must be designed for the target market.
 - It must give the product its own identity and promote sales.
 - It should promote the image of the business.
 - It should be suitable for display purposes.
 - It should be strong, well designed and easy to handle.
 - It should comply with the requirements of retailers.
 - It should be different from that of competitors. (Any 6 × 2) (12)
- 3.2
- Natural needs: light , water, air
 - Essential needs: shelter, clothing
 - Convenience needs: cellphones, cars
 - Luxury needs: jewellery, overseas trips
 - Cultural needs: music, religion, customs (5 × 2) (10)

- 3.3
- It helps to identify the product.
 - The supplier of the product is also identifiable.
 - A uniform standard and the quality of the products are ensured.
 - The consumer enjoys a measure of protection as the supplier is known to him/her.
 - The consumer gets better products as a result of trademark competing.
 - It guarantees that spare parts will be available.
 - The consumer can avoid a certain trademark if it does not measure up to his/her expectations.
- (4 × 2) (8)
[30]

QUESTION 4

- 4.1
- Meet clients promptly.
 - Greet them in a friendly way with a smile.
 - Invite them to state their reasons for a business call.
 - Listen to them with attention.
 - Show interest in their business.
 - Be tolerant and patient.
 - Use positive words and expressions.
 - Speak in a pleasant voice.
 - Treat clients as important people.
 - Address clients appropriately.
 - Show appreciation for their contact with the company.
- (Any 10 × 2) (20)
- 4.2
- 4.2.1 Self-actualisation: developing interests
- 4.2.2 Self-esteem: recognition and appreciation
- 4.2.3 Social needs: to belong
- 4.2.4 Security/Safety needs: a place to stay, permanent job and crime-free zone
- 4.2.5 Physiological needs: hunger, thirst, parental love, sex
- (5 × 2) (10)
[30]

QUESTION 5

- 5.1
- To keep abreast and informed about what is currently going on in the business
 - To develop political awareness
 - To know about current sporting events
 - To be aware of recent developments in the arts
 - To offer better customer service by immediately responding to online enquiries
 - To find information about selected events
 - To get information on a competitor's products, processes, procedures and crises
 - To develop one's own character and personality
 - To know what is going on abroad
 - To understand stock exchange, money markets, advice on investments
 - To solve customers' problems before they start sharing it with the world
 - To constantly monitor the business image and the perception people have of the organisation (Any 8 × 2) (16)
- 5.2
- The electronic equipment may be larger than the equipment it replaces and not fit well.
 - Electronic equipment also brings noise into the office.
 - Complaints arise around eyestrains, backaches and headaches.
 - Diseases spread.
 - There is a lack of privacy.
 - It is difficult to find acceptable lighting and ventilation to suit all tastes.
 - There are more chances of a breach in security of information. (7 × 2) (14)
- [30]**

QUESTION 6

- 6.1
- Information can easily be edited, updated, changed and spellchecked.
 - Electronic diaries have unlimited pages and space for entries.
 - Entries, updates and schedules can be shared among team members.
 - A number of appointed schedules and lists can be kept simultaneously.
 - Multimedia elements can be added to the text.
 - Invitations and reminders can be sent electronically.
 - Digital information can be backed up and kept and kept safe.
 - Information can be protected with passwords and other security measures.
 - Clients' details can be categorised and saved on a database.
 - Entries and information can be searched too quickly. (10 × 2) (20)
- 6.2
- 6.2.1 Assertive refers to exercising one's rights without treading on others,✓ whilst aggressive totally disregards the rights of other people.✓
- 6.2.2 Internal recruitment occurs when posts are advertised for employees within the company✓ and external recruitment occurs when people outside the company are allowed to apply.✓
- 6.2.3 The person who executes the management duties is the manager✓ and management is a process involving planning, organising and leading.✓
- 6.2.4 A transferred employee is moved to a new post of the same rank,✓ whilst a promoted employee is moved to a more senior position.✓
- 6.2.5 In vertical management all three levels operate on a vertical line,✓ whilst different managers in a horizontal line operate on the same level.✓
- (5 × 2) (10)
[30]

QUESTION 7

- 7.1
- It provides an opportunity to work with others.
 - It broadens one's outlook.
 - It develops confidence.
 - It encourages the sharing and interchanging of ideas.
 - It boosts morale.
 - It improves communication skills.
 - It reduces anxiety.
 - It enables the team members to use their expertise and benefit from that of others.
 - It helps members develop different perspectives.
 - It encourages collective approaches to decision making. (Any 9 × 2) (18)
- 7.2
- Walk-in interview: The prospective applicant finds more about the job while collecting the forms.
 - Standardised interview: Various preselected questions are given to the applicant.
 - Structured/In-depth interview: The detail is gathered from the applicant.
 - Open/Unstructured interview
 - Panel interview: It includes the number of panels and one person who will be the applicant's colleague.
 - Tension/Stress interview: An openly hostile attitude is taken towards the applicant by the panel. (6 × 2) (12)
- TOTAL SECTION B: 150**
GRAND TOTAL: 200