



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE  
NOVEMBER EXAMINATION  
OFFICE PRACTICE N6  
25 NOVEMBER 2013**

**This marking guideline consists of 7 pages.**

**QUESTION 1**

- |     |        |                                 |          |      |
|-----|--------|---------------------------------|----------|------|
| 1.1 | 1.1.1  | Flexi time√√                    |          |      |
|     | 1.1.2  | primary needs√√                 |          |      |
|     | 1.1.3  | A mediator√√                    |          |      |
|     | 1.1.4  | Promotion√√                     |          |      |
|     | 1.1.5  | Remuneration√√                  |          |      |
|     | 1.1.6  | Selection√√                     |          |      |
|     | 1.1.7  | Internal recruitment√√          |          |      |
|     | 1.1.8  | Management√√                    |          |      |
|     | 1.1.9  | Hardware√√                      |          |      |
|     | 1.1.10 | Fringe benefits√√               |          |      |
|     | 1.1.11 | need√√                          |          |      |
|     | 1.1.12 | Job analysis√√                  |          |      |
|     | 1.1.13 | Training√√                      |          |      |
|     | 1.1.14 | Human or interpersonal skills√√ |          |      |
|     | 1.1.15 | planning√√                      |          |      |
|     |        |                                 | (15 × 2) | (30) |
| 1.2 | 1.2.1  | supervisor√√                    |          |      |
|     | 1.2.2  | needed√√                        |          |      |
|     | 1.2.3  | essential√√                     |          |      |
|     | 1.2.4  | handling√√                      |          |      |
|     | 1.2.5  | contact√√                       |          |      |
|     | 1.2.6  | management assistant√√          |          |      |
|     | 1.2.7  | demands√√                       |          |      |
|     | 1.2.8  | organisational planning√√       |          |      |
|     | 1.2.9  | training√√                      |          |      |
|     | 1.2.10 | development√√                   |          |      |
|     |        |                                 | (10 × 2) | (20) |

**TOTAL SECTION A: 50**

**SECTION B****QUESTION 2**

- 2.1
- It provides an opportunity to mix with others✓✓
  - It broadens outlook✓✓
  - It develops confidence✓✓
  - It encourages the sharing and interchange of ideas✓✓
  - It boosts the morale✓✓
  - It improves communication skills✓✓
  - It encourages collective approaches to decision making and problem solving✓✓
  - It enables team members to use their expertise and to benefit from that of others✓✓
  - It helps members to develop different perspectives✓✓
  - It reduces anxiety✓✓
- (10 × 2) (20)
- 2.2
- Usually a large amount of capital is needed to found an enterprise like this✓✓
  - The demand for goods and services guarantees production on a large scale✓✓
  - Functions at national level to the advantage of the majority of the population✓✓
  - Unimportant competitors in the market lead to the development of monopolies✓✓
  - Consumers are limited in the satisfaction of their needs due to the lack of competitors✓✓
  - The prices of goods and services are not market related✓✓
- ANY RELEVANT ANSWER ABOUT THE VALUE OF TEAM WORK
- (Any 5 × 2) (10)  
[30]

**QUESTION 3**

- 3.1 The student to provide his/her own information on the given headings

**NB: THE INFORMATION PROVIDED BY THE STUDENT SHOULD BE EQUAL TO THE MARKS ALLOCATED PER HEADING.**

**[30]**

**QUESTION 4**

- 4.1 4.1.1
- Interview-objectives should be determined before the interview✓✓
  - Beware of overlapping questions✓✓
  - Measure the applicant on the grounds of the following characteristics: good/poor manners, personal appearance, emotional stability, etc✓✓ (3 × 2) (6)
- 4.1.2
- The interviewer will have to decide what type of interview will be conducted✓✓
  - Factors that will influence this decision are the type of evaluation notes made✓✓ (2 × 2) (4)
- 4.1.3
- The application form, CV background information and interview file must be worked through✓✓ (1 × 2) (2)
- 4.1.4
- The interviewer is responsible for creating a clean and unblemished atmosphere✓✓
  - The atmosphere must be relaxed in order to put the interviewee at ease and to establish rapport✓✓
  - Using an ice breaker may come in handy, choose a suitable topic✓✓
  - List possible questions and allow space for open conversations✓✓ (4 × 2) (8)
- 4.1.5
- Questions should be asked in such a manner that encourages the interviewee to talk✓✓
  - Avoid open ended questions and ask questions where you will obtain more information from the interviewee✓✓ (2 × 2) (4)
- 4.1.6
- Notes with regards to the candidate should be made immediately✓✓ upon completion of the interview
  - Allow time for the interviewee to summarize thoughts✓✓
  - Avoid making notes during interviews✓✓ (3 × 2) (6)
- [30]**

**QUESTION 5**

- 5.1
- The head of department must regularly make contact with the new employee and his colleagues in order to determine his/her progress✓✓
  - The head of department must notify the personnel department about the new employee's problems and training required✓✓
  - A standard report form can be designed and be completed by the new employees, establishing their problems and training requirements✓✓
  - The follow up process must not be regarded as spying but as control to determine whether the new employee has fitted in and is completely happy✓✓
  - An induction audit may be conducted to determine the success/failure of the programme and to prevent similar mistakes in future✓✓
  - The new employee must be granted the opportunity to settle down before the follow up is done✓✓
  - When content that he/she has fitted in successfully attention may be given to formal training where necessary✓✓ (7 × 2) (14)
- 5.2
- To keep abreast and informed about what is currently going on in the business, in the country and the world✓✓
  - To develop political awareness✓✓
  - To be aware of recent development in the arts, e.g. theatres, concerts, and ballet, films, exhibitions, etc✓✓
  - To know about current affairs✓✓
  - To find information about selected events (local, countrywide or international)✓✓
  - To develop your own character and personality, general knowledge and opinions by following the course of current affairs and so becoming aware of your own place and your firm place in the world around you✓✓
  - Knowledge of what is going on a broad is vital to a businessman and it is therefore important that the secretary knows what is going on in the business world✓✓
  - Stock exchange prices, the money market, advice on investment, news of company✓✓ developments, closures, mergers and new companies, exports, imports, banking and insurance matters, trade figures, etc✓✓ (8 × 2) (16) [30]

**QUESTION 6**

- 6.1 6.1.1 Non durable goods: the goods are purchased by individuals and households, e.g. food, clothing, etc.√√
- 6.1.2 Durable goods: The goods lasts for a long period of time before it must be replaced, e.g. television, microwave oven√√
- 6.1.3 Convenience goods: goods are available at most outlets close to the consumer, and consumers have a good knowledge of prices, availability and market trends√√
- 6.1.4 Shopping goods: goods are less known by consumers and are only available at limited outlets and consumers compare prices and quality, e.g. clothing√√
- 6.1.5 Speciality goods: goods have unique features and consumers normally insist on a specific trade name, only available at exclusive outlets, e.g. jewellery, wedding accessories, etc.√√ (5 × 2) (10)
- 6.2
- Remuneration(salary, wage, bonus)√√
  - Fringe benefits and services√√
  - Payment whilst absent from work√√
  - Grievance and disciplinary procedures
  - Termination of service (reasons must be√√ given if worker is dismissed, etc)√√ (ANY OTHER RELEVANT ANSWER) (5 × 2) (10)
- 6.3
- Can only be used by electronic mail users√√
  - It must be the same or compatible system√√
  - More expensive than mail√√
  - If your computer is left open, fraud can be committed using your details√√
  - Network challenges can disturb the message for being received by the recipient or sent by the sender√√ (ANY RELEVANT ANSWER) (5 × 2) (10)
- [30]

**QUESTION 7**

- 7.1
- Your conduct should be professional, be considerate, but always correct with your female counterparts√√
  - Rather use miss as first name, this ensures a correct safe distance between you and her√√
  - Maintain a polite distance all the time even at office functions√√
  - Play safe do not touch her or lean against her during conversations√√
  - Never invite your female counterpart (her) alone for dinner√√
  - Some women might lead you on with their soft manipulative talk, beware of such women√√
  - Some young pretty women (athletes) can shamelessly entice you√ √
  - Never compliment women/athletes' in the/during the olympics/office about their beauty√√
  - Avoid room visits (visiting rooms of your female counterparts the entire duration of the Olympics)√√
  - Avoid physical contact at all costs, either at dinner or at the running field√√

(Any 10 × 2) (20)

7.2

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION
7.2.1 Theft√√	Summary dismissal		
Negligence	7.2.2 written warning√√	7.2.3 severe written warning√√	Termination of employment
7.2.4 clock card offences√√	Severe written warning	7.2.5 Termination of employment√√	

(5 × 2) (10)  
[30]

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**