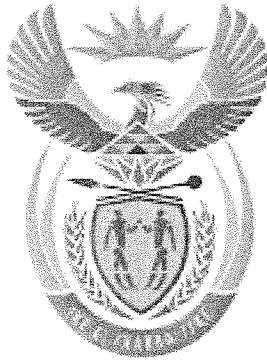


201311H200



# higher education & training

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

**N1100(E)(N25)H  
NOVEMBER EXAMINATION  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N6**

(4021236)

**25 November 2013 (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 N6**

**TIME: 3 HOURS**

**MARKS: 200**

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**NOTE:** If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked, must be clearly crossed out.

**INSTRUCTIONS AND INFORMATION**

1. SECTION A is compulsory.
  2. Answer any FIVE questions from SECTION B.
  3. Read ALL the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Start each question on a NEW page.
  6. Write neatly and legibly.
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**QUESTION 1****SECTION A (COMPULSORY)**

- 1.1 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.
- 1.1.1 The system that allows workers to determine their starting and ending time is called (flexi time/burn out).
- 1.1.2 If these needs are not met, it will be difficult to live (secondary needs/primary needs).
- 1.1.3 (A mediator/An arbitrator) is an intermediate person appointed to settle a dispute.
- 1.1.4 (Transfer/Promotion) involve movement from one rank to another.
- 1.1.5 (Remuneration/Indirect remuneration) is a reward or payment given for labour or work by the employer.
- 1.1.6 (Selection/Paper selection) is the process where the most suitable candidate is selected from all applicants.
- 1.1.7 (External recruitment/Internal recruitment) means vacancies are filled from within the company.
- 1.1.8 (Management/Managerial success) is the process used to achieve the objectives or goals of the business.
- 1.1.9 (Hardware/Software) is the physical components of a computer system such as a processor, screen, keyboard and printer.
- 1.1.10 (Fringe benefits/Wages) include housing subsidies, medical fund contributions and unemployment benefits.
- 1.1.11 A (need/want) is the desire or craving for something, goods and services that gives us physical, social or psychological satisfaction.
- 1.1.12 (Job analysis/Job specification) is the process whereby all relevant information regarding a specific post is collected, including the responsibilities, tasks and duties attached to the post.
- 1.1.13 (Training/Development) entails the expansion of knowledge and skills necessary to fill a specific post.
- 1.1.14 (Human or interpersonal skills/Technical skills) is the ability to work as part of a group and subsequently enable cohesion and co-operation.

1.1.15 Through (planning/organising) the manager selects his/her objectives and anticipate future business trends. (15 × 2) (30)

1.2 Complete the following sentences by filling in about the relationship between the management assistant, manager and peers. Write only the word(s) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

Training; supervisor; organisational planning; essential; development, management assistant; handling; demands; workers; needed; contact

The 1.2.1 ... must implement specific objectives on operational level. To be able to do this, the support and co-operation of people are 1.2.2 ... . Meetings and planning sessions have to be attended and regular contact with seniors is 1.2.3 ... Due to the 1.2.4 ... of the basic level of management, the supervisor has the most 1.2.5 ... The 1.2.6 ... knows her staff and their needs. The management assistant also conveys objective related 1.2.7 ... and expectations of top management and rely on information received from the supervisor and often use this information for 1.2.8 ... The supervisor makes suggestions about 1.2.9 ... and 1.2.10 ... of all employees within the organisation. (10 × 2) (20)

**TOTAL SECTION A: 50**

**SECTION B**

Answer any FIVE questions in this SECTION.

**QUESTION 2**

Look at the picture, read the case study below and answer the questions.

Team SA para-olympians brought home 29 medals in total. The team demonstrated team work amongst paraolympians. We are proud of champions such as Oscar Pistorius and Natalie du Toit.



2.1 Discuss the 10 advantages of being part of a team. (10 × 2) (20)

2.2 The South African Airways is a utility enterprise and the official sponsor of the Olympians in London 2012.

Discuss the FIVE characteristics of a utility enterprise as form of ownership. (5 × 2) (10) [30]

**QUESTION 3**

After the London Olympics, a position for a team secretary was advertised.

Compile a curriculum vitae to submit to the team management of para-olympic team S.A. using the following headings:

Background particulars	Summary of high school career	Post School/tertiary qualifications	Career History	Interests	References
(5 × 2 = 10)	(2 × 2 = 4)	(2 × 2 = 4)	(2 × 2 = 4)	(1 × 2 = 2)	(3 × 2 = 6)

[30]

**QUESTION 4**

Your application for the team secretary position was amongst thousands of applicants. The management had a huge job of selecting the right person for the right position. This will be done through a process of interviews.

- 4.1 How would the management of the South African team prepare themselves for your interview? Use the following headings as a guideline:
- |       |  |         |             |
|-------|--|---------|-------------|
| 4.1.1 | Determine the specific purpose of the interview.                                   | (3 × 2) | (6)         |
| 4.1.2 | Determine the method that will be applied to reach the objective of the interview. | (2 × 2) | (4)         |
| 4.1.3 | The interviewer must gain as much knowledge about the interviewee as possible.     | (1 × 2) | (2)         |
| 4.1.4 | Intellectual (mental) preparation  | (4 × 2) | (8)         |
| 4.1.5 | Compiling the questions  | (2 × 2) | (4)         |
| 4.1.6 | Making notes   | (3 × 2) | (6)         |
|       |  |         | <b>[30]</b> |

**QUESTION 5**

After a long process of selection and interviews, you are appointed as the team's secretary for Brazil 2016 and beyond, meaning that you are now a new employee. As a new employee you are confronted with numerous new things within the organisation, therefore it is essential for the supervisor in your department to do an induction and a follow up.

- 5.1 Discuss SEVEN aspects to be taken into account when doing a follow up on a new employee. (7 × 2) (14)
- 5.2 As the new secretary, you need to keep abreast with the outside world. You need to do research in order to assist with the preparations for Brazil 2016 Olympics. You need to interact with your counterparts in other countries abroad.
- Give EIGHT reasons why it is important for secretaries to scan the media. (8 × 2) (16)
- [30]**

**QUESTION 6**

Different individuals have different needs and they purchase consumer products to satisfy their own needs.

- 6.1 Discuss FIVE classifications of consumer products. (5 × 2) (10)
- 6.2 As the newly appointed secretary for team S.A. you are entitled to compulsory benefits and services.  
Name FIVE employee benefits and services you are going to get as part of your package. (5 × 2) (10)
- 6.3 Discuss FIVE disadvantages of e-mail. (5 × 2) (10)
- [30]**

**QUESTION 7**

- 7.1 As a management assistant/secretary of the team, you sometimes handle difficult situations. Some male team members might take advantage sexually to the female team members, especially when they are away out of the country.  
Give male team members 10 guidelines to avoid sexual harassment. (10 × 2) (20)
- 7.2 If a male Olympian can sexually harass his female counterpart, a disciplinary action according to the organisation's policy will be followed. Below is an example of a disciplinary code that the male Olympians might go through if found guilty of the offence.

Complete the disciplinary code below.

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION
7.2.1 _____	Summary dismissal		
Negligence	7.2.2 _____	7.2.3 _____	Termination of employment
7.2.4 _____	Severe written warning	7.2.5 _____	

(5 × 2) (10)  
**[30]**

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