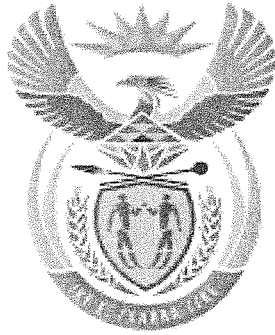


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE
NOVEMBER EXAMINATION
OFFICE PRACTICE N6
25 NOVEMBER 2014

This marking guideline consists of 7 pages.

QUESTION 1

| | | | | |
|-------------------------|--------|-------|----------|-----------|
| 1.1 | 1.1.1 | C | | |
| | 1.1.2 | A | | |
| | 1.1.3 | D | | |
| | 1.1.4 | C | | |
| | 1.1.5 | C | | |
| | 1.1.6 | D | | |
| | 1.1.7 | B | | |
| | 1.1.8 | B | | |
| | 1.1.9 | B | | |
| | 1.1.10 | B | | |
| | 1.1.11 | B | | |
| | 1.1.12 | A | | |
| | 1.1.13 | C | | |
| | 1.1.14 | D | | |
| | 1.1.15 | C | | |
| | | | (15 × 2) | (30) |
| 1.2 | 1.2.1 | E | | |
| | 1.2.2 | D | | |
| | 1.2.3 | A | | |
| | 1.2.4 | C | | |
| | 1.2.5 | B | | |
| | | | (5 × 2) | (10) |
| 1.3 | 1.3.1 | True | | |
| | 1.3.2 | True | | |
| | 1.3.3 | True | | |
| | 1.3.4 | True | | |
| | 1.3.5 | False | | |
| | | | (5 × 2) | (10) |
| TOTAL SECTION A: | | | | 50 |

SECTION B**QUESTION 2**

| | | | | |
|-----|-------|---|-----------------------------------|-------------|
| 2.1 | 2.1.1 | Informal sector | | |
| | 2.1.2 | Utility enterprise | | |
| | 2.1.3 | Close Cooperation | | |
| | 2.1.4 | Open/Public company | | |
| | 2.1.5 | Partnership | | (10) |
| 2.2 | 2.2.1 | No.✓ John was abusing his staff discount to buy food for his friends.✓✓ | (Any relevant answer) | (3) |
| | 2.2.2 | To be dismissed/ loss of job/ service terminated/ not work anymore/ etc. | (Any relevant answer) | (1) |
| | 2.2.3 | <ul style="list-style-type: none"> • Full name and address of the employer • Full name of employee and his/her occupation • Employee's place of work • Starting date of employment contract and probationary time frames • Ordinary days and hours of work plus overtime arrangements • Ordinary payment rates, overtime rates, bonuses, etc. • Details pertaining deductions such as PAYE, UIF, medical aid, etc. | (Any relevant answer) (Any 4 × 2) | (8) |
| 2.3 | 2.3.1 | Marketing is the process of creating demand for goods and services. | | |
| | 2.3.2 | Trade mark is the name or logo (symbol) used by a business to differentiate its products or services. | | |
| | 2.3.3 | Distribution is the place element in the marketing mix. | | |
| | 2.3.4 | Purchasing is the buying process. | | |
| | | | (4 × 2) | (8) |
| | | | | [30] |

QUESTION 3

- | | | | | |
|-----|-------|--|---------|--------------------|
| 3.1 | 3.1.1 | Acknowledge introduction with a smile. When asked to introduce a colleague do so promptly/quickly with efficiency. | | |
| | 3.1.2 | Give customer, colleagues and visitors a sincere greeting | | |
| | 3.1.3 | Be friendly but avoid personal entanglement which might interfere with your work | | |
| | 3.1.4 | Use the company' policy or personal preference when addressing customer, colleagues and visitors | | |
| | 3.1.5 | Colleagues should be honest and support each other in solving problems and avoid gossips | | |
| | 3.1.6 | Maintain secrecy on anything that is not for public consumption | | |
| | 3.1.7 | Assist those who are in need and be considerate to others | | |
| | 3.1.8 | Be honest and hones in your efforts to be respected by colleagues | (8 × 3) | (24) |
| 3.2 | | <ul style="list-style-type: none"> • Treat people like responsible adults • Understands human needs and put yourself in the feet of other • Create a favorable working atmosphere for the employees | (3 × 2) | (6) [30] |

QUESTION 4

- | | | |
|-----|---|--------------|
| 4.1 | Recruitment of personnel. | (2) |
| 4.2 | <ul style="list-style-type: none"> • The press✓ e.g. advertising in newspapers/magazines✓ • Radio/tv✓ e.g. regional radio station (student can give the name of a radio station or TV channel)✓ • Recruitment agencies✓ e.g. student can give an example of any recruitment agency they know✓ • Trade unions:✓ different union advertise on their newsletters✓ • Social media networks✓ e.g. Twitter, Facebook, YouTube, etc.✓ | (5 × 2) (10) |

- 4.3 The social media✓✓ because is the mostly used method due to its popularity✓✓ (Any relevant answer) (4)
- 4.4
- Personal information/background particulars: the student to provide their details or anyone's relevant details
 - Summary of high school
 - Summary of tertiary
 - Additional courses attended
 - Career history/experience
 - Interests
 - References
- (7 × 2) (14)
[30]

QUESTION 5

- 5.1
- Your conduct should be professional at all times✓✓
 - Maintain a safe distance with female colleagues✓✓
 - Address them as MS and avoiding calling their nickname's
 - Avoid to flirt with them even if they are the ones who started✓✓
 - Don't try to invite them to dinner or let alone try to touch one of them✓✓
 - They are trying to lead him so he must avoid those kisses
 - Don't even joke with them as they will take advantage of that✓✓
 - Don't tell them they are beautiful and go along with the kisses
 - Don't compliment them in public especially when they try making those moves of kissing you on the chin ✓✓
- (Any other relevant answer about advising a man/male to avoid being sexually harassed by women) (15 × 2) **[30]**

QUESTION 6

| | | | |
|-----|---|---|-------------|
| 6.1 | <p>Advantages</p> <ul style="list-style-type: none"> • Economical in terms of resources which include space, equipment, furniture, fittings, etc. • It facilitates close supervision • It improves work flow • It enhances teamwork and encourages a friendly atmosphere | <p>Disadvantages</p> <ul style="list-style-type: none"> • Electronic equipment makes noise for others in the office • Electronic equipments are sometimes big and take a lot of the office space • A lot of complains from employees about noise levels, backache, eye strains • Employees also complain about the spread of disease • Lack of privacy • Difficulty in finding the level of heating, lighting, etc. because people are different • Information can be easily breached | |
| | (4 × 2) | (Any 3 × 2) | (14) |
| 6.2 | <ul style="list-style-type: none"> • Introductory phase • Growth phase • Maturity phase • Declining phase | (4 × 2) | (8) |
| 6.3 | <ul style="list-style-type: none"> • Hunger • Thirst • Pain • Bodily contact • Inquisitiveness • Aggression | (Any 4 × 2) | (8) |
| | | | [30] |

QUESTION 7

- 7.1
- Self-development is a prerequisite for the development of managers workers.
 - In order to develop a worker to his full potential an effective training program should be implemented.
 - Training provided to assist and enable the worker to improve his job performance to maximise productivity and efficiency.
 - The raining program enables the worker to improve and develop his/her knowledge, skills and attitude in order to perform a specific job properly.
 - Training lead to increased productivity , production, loyalty, job satisfaction and profitability of the company.
 - To successfully executive training and development there should be a step to step process that identify, design, evaluate and implement the training program.
- (6 × 2) (12)
- 7.2
- Current legislation such as toilet, rest rooms, light, etc.
 - Workflow to avoid congestion and accidents and to promote efficiency
 - The ability to reorganise the layout with movable furniture, equipments, etc.
 - Allowing staff to personalise their own working area with items such as pictures, etc.
 - Privacy and the need for confidentiality by providing screened areas or interview rooms
 - Setting up team of staff who work closely together√√
 - Use of standard equipments throughout the office in the use of equipments
 - Correct use of colours textures and even plants, etc.
 - Use of acoustic hoods, screens, covers to minimise noise levels
- (9 × 2) (18)
[30]
- TOTAL SECTION B: 150**
GRAND TOTAL: 200