



**higher education  
& training**

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

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N6**

**19 NOVEMBER 2018**

**This marking guideline consists of 6 pages.**

**SECTION A****QUESTION 1**

1.1	1.1.1	C		
	1.1.2	D		
	1.1.3	B		
	1.1.4	C		
	1.1.5	A		
	1.1.6	B		
	1.1.7	D		
	1.1.8	A		
	1.1.9	C		
	1.1.10	C		
	1.1.11	A		
	1.1.12	B		
	1.1.13	C		
	1.1.14	C		
	1.1.15	B		
			(15 × 2)	(30)
1.2	1.2.1	E		
	1.2.2	F		
	1.2.3	B		
	1.2.4	G		
	1.2.5	C		
			(5 × 2)	(10)
1.3	1.3.1	Market segmentation		
	1.3.2	Perks		
	1.3.3	SARS/South African Revenue Services		
	1.3.4	Lay-offs		
	1.3.5	Delegation		
			(5 × 2)	(10)
				<b>[50]</b>
<b>TOTAL SECTION A:</b>				<b>50</b>

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

- 2.1
- Always act in a way that will portray the company in the best possible light.
  - Respect cultural and language differences between you and others without passing judgments.
  - Always follow the proper channel of communication when contacting someone in a higher position.
  - Follow the company's netiquette rules so as not to offend anyone online or email them unwanted messages.
  - Be polite and tactful when dealing with clients and customers.
  - Be courteous in all your dealings with colleagues and respect others.
  - Do your work with integrity and in a professional, honest and honourable way.
  - Take pride in your work and perform your duties to the best of your ability.
  - Be polite and punctual, loyal and trustworthy when acting as a representative of the organisation.
  - Remember that you represent your company and manager at work and outside of work. (10 × 2) (20)
- 2.2
- Make provision for the basic needs of the clients.
  - Attract clients with your attitude of hospitality – do it with style.
  - Pour tea in front of the client.
  - Use good tea and coffee, a neat tray and tray cloth, and good quality cups.
  - Serve tea in a ceramic teapot – it tastes much better.
  - Make sure that there is always a hot water jug.
  - Make pouring tea a ritual – it is reassuring. (Any 5 × 2) (10)
- [30]**

**QUESTION 3**

- 3.1
- 3.1.1
- Determining the training needs
  - Determining the training objective
  - Identifying the training group
  - Setting up a programme
  - Orientation of personnel
  - Implementation of the programme
  - Evaluating the programme (7 × 2) (14)
- 3.1.2
- Information is stored and filed digitally.
  - Filing is done using disks, drives and other digital devices.
  - Information does not take up office space.
  - Digital information can be easily searched.
  - The same file can be accessed by numerous people.
  - Less time is used for filing.
  - Files are retrieved faster.
  - The information on files can quickly be edited. (Any 7 × 2) (14)

- 3.2 The act of spying to get information on another organisation (2)  
**[30]**

**QUESTION 4**

- 4.1
- To keep abreast of the changes in the business
  - To offer employees the opportunity to improve their skills and experience
  - To expose employees to an area of interest
  - To expose employees to areas where promotion opportunities are better
  - Because of disciplinary action
  - For personal reasons, for example, to be near doctors or hospitals
  - Increased cost of petrol or accommodation
  - The employee struggles to work with colleagues
  - The employee is not treated well in the current branch
  - The business has financial problems (10 × 2) (20)
- 4.2
- They feel overlooked, not part of the team and experience dissatisfaction.
  - They are overloaded with work and deadlines.
  - They are burnt out, stressed and tired.
  - They are frustrated with the work conditions and feel uninspired.
  - They are lazy, uncommitted and careless and have no loyalty to their job.
  - They have a bad attitude to work or superiors.
  - They have personal issues. (Any 5 × 2) (10)  
**[30]**

**QUESTION 5**

- 5.1 5.1.1
- Personal details  
Full names, address, telephone or email address (Any TWO)
  - Personal profile  
Personal positive statement, relevant to the job (Any TWO)
  - Education and training  
Relevant education and training, dates, names of institutions  
(Any TWO)
  - Employment history  
List of previous employers, dates and names of companies.  
(Any TWO)
  - Additional skills and experience  
Skills you have acquired, level of skills, membership of  
professional bodies, language skills (Any TWO)
  - Interests  
Hobbies, sports involvement (Any TWO)
  - References  
Names and contact details (Any TWO)  
(Student may give a full CV with his/her details) (7 × 3) (21)

- 5.1.2 Curriculum vitae (1)
- 5.2
- A reprimand or written warning
  - A penalty, fine or loss of bonus or commission
  - Suspension from work or demotion to a lower level
  - Correction in front of the whole team
  - Refusing to promote the employer or increase his or her salary (Any 4 × 2) (8)
- [30]**

**QUESTION 6**

- 6.1 6.1.1 A Introductory phase  
B Growth phase  
C Maturity phase  
D Decline phase (4 × 2) (8)
- 6.1.2 A The sales curve ascends.  
B Sales ascend faster, and profits increase.  
C Sales reaches a peak and the growth of sales slows down.  
D The sales curve levels off and descends. (4 × 2) (8)
- 6.2
- Speed in transmission
  - Communication time is cut from days to minutes
  - Improves internal information flow
  - Can transmit graphics
  - Can have a two-way conversation
  - It is economical, no stamps or envelopes
  - Messages can be stored and recalled permanently
  - Can be accessed globally
  - Security – access can be restricted (Any 7 × 2) (14)
- [30]**

**QUESTION 7**

- 7.1
- Stereotyping – makes you believe something about a person that is not true
  - Credibility – the quality of being trusted and believed in
  - Xenophobia – irrational fear of foreign people
  - Non-verbal behaviour – gestures and facial expressions can be distracting
  - Mental clutter – focusing on and figuring out your personal problems
  - Daydreaming
  - Disagreement
  - Personal preferences or grievances
  - Personal beliefs and values
  - Choosing not to listen through ignorance
  - Language, if the actual words are not understood
  - Excessive talking
  - Physical noise such as a phone ringing or the sound of a truck
- (Any 12 × 2) (24)
- 7.2
- 7.2.1 Data is information in the form of facts, statistics or numbers.
- 7.2.2 Spam is unwelcome and unwanted messages sent over the Internet to a large numbers of users.
- 7.2.3 The Internet is a global network connecting millions of computers in order to exchange data.
- (3 × 2) (6)  
**[30]**
- TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**