



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

OFFICE PRACTICE N6

(4021236)

19 November 2018 (X-Paper)

09:00–12:00

This question paper consists of 9 pages and 1 addendum.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
OFFICE PRACTICE N6
TIME: 3 HOURS
MARKS: 200

NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out ALL work you do NOT want to be marked.

INSTRUCTIONS AND INFORMATION

1. Read ALL the questions carefully.
 2. SECTION A is COMPULSORY.
 3. Answer only FIVE questions from SECTION B.
 4. Number the answers according to the numbering system used in this question paper.
 5. Write neatly and legibly.
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SECTION A**QUESTION 1**

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 A person controlling the flow of communication and access to information on behalf of an organisation or a person

- A Office assistant
- B Secretary
- C Gatekeeper
- D Personal assistant

1.1.2 It encourages employees to work harder, for example, money and travelling vouchers.

- A Remuneration
- B Car allowance
- C Medical aid
- D Incentives

1.1.3 The minimum skills, knowledge, abilities and characteristics required to execute a task

- A Job analysis
- B Job specification
- C Job enhancement
- D Job recruitment

1.1.4 Age, gender, income and occupation are examples of ...

- A psychographic factors.
- B environmental factors.
- C demographic factors.
- D personality factors.

1.1.5 According to Maslow's hierarchy of needs, ... is NOT an example of physiological needs.

- A home
- B hunger
- C sex
- D parental love

- 1.1.6 ... represent and promote economic and social welfare of their employees/members, for example, during strikes.
- A Staff organisations
 - B Labour unions
 - C Collective bargaining groups
 - D Public relation groups
- 1.1.7 Aggressive people blame others for their bad temperament and try to force their desired behaviour on others.
- A Privilege
 - B Equality
 - C Self-esteem
 - D Choice
- 1.1.8 The type of the communication which involves the transmission of data to create duplicate copies of the original document
- A Facsimile
 - B Email
 - C Telephone
 - D Posting
- 1.1.9 ... identifies and distinguishes the goods and services of a supplier from those of competitors.
- A Packaging
 - B Promotion
 - C Branding
 - D Marketing
- 1.1.10 The polite and acceptable way to behave in an office environment
- A Telephone etiquette
 - B Netiquette
 - C Office etiquette
 - D Table etiquette
- 1.1.11 The type of the interview that follows a specific pattern and each applicant's answers are judged according to the same standard using assessment forms
- A Standardised interview
 - B Panel interview
 - C Tension interview
 - D Walk-in interview

- 1.1.12 The management level that is formed by the board of directors and managing directors
- A Middle-level management
 - B Top-level management
 - C Lower-level management
 - D Bottom-level management
- 1.1.13 A barrier between a secure and trusted internal network and another network that is not seen as secure and trusted, for example, the Internet
- A LAN
 - B WAN
 - C Firewall
 - D MAN
- 1.1.14 The process whereby the Human Resource Department makes new employees feel at home in the business
- A Interview
 - B Training
 - C Induction
 - D Selection
- 1.1.15 A term used in labour law to describe an orderly established way of dealing with problems between employees and employers
- A Grievance procedure
 - B Disciplinary procedure
 - C Code of conduct
 - D Labour Law procedure

(15 × 2) (30)

- 1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–I) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	New products and services complement or replace product lines to satisfy the need	A	Code of Conduct
1.2.2	A special set of rules describing acceptable behaviour in a group or organisation	B	retrenchment
1.2.3	The situation when the management decides to terminate the contract of certain employees due to economic or technological reasons	C	encryption
1.2.4	States that everyone in the country should be treated without distinctions of any kind	D	Constitution
1.2.5	The conversion of information or data into code to prevent unauthorised access	E	product life cycle
		F	protocol
		G	Bill of Human Rights
		H	dismissal
		I	password

(5 × 2)

(10)

- 1.3 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

- 1.3.1 The process whereby the total market is identified and divided into subgroups or segments with similar needs
- 1.3.2 Something received together with a salary for performing a specific job
- 1.3.3 The tax collection agency of South Africa
- 1.3.4 A term used when the contract of employment is not terminated, but merely suspended for a short period
- 1.3.5 The transfer of duties, authorities and responsibilities by the manager to her/his juniors

(5 × 2)

(10)

[50]**TOTAL SECTION A:****50**

SECTION B

Answer only FIVE questions from this section.

QUESTION 2

Read the information below and answer the questions.

Lebo, a newly appointed management assistant at Eskop Consulting CC, went to work on a Friday wearing sweatpants, a tank top and flip-flops. She arrived 20 minutes early but found clients already queuing at the door. Instead of greeting and assisting them, she decided to use the 20 minutes to go shopping for a new pair of shoes. When she returned, she opened the office and started chatting on WhatsApp, ignoring the clients. She seemed to be clueless about how to behave while in the office.

- 2.1 Discuss TEN general guidelines concerning proper office etiquette. (20)
- 2.2 Mention FIVE things that Lebo should keep in mind when entertaining clients at the office during a function. (10)
- [30]**

QUESTION 3

- 3.1 The HR at Eskop Consulting CC must arrange training for Lebo and other newly appointed employees as it is one of his responsibilities.
- 3.1.1 Briefly explain SEVEN steps to be taken during the training process. (14)
- 3.1.2 Outline SEVEN advantages of electronic versus traditional filing. (14)
- 3.2 Explain the meaning of the word *espionage*. (2)
- [30]**

QUESTION 4

Study the letter in ADDENDUM A (attached) and answer the questions.

- 4.1 Refer to the transfer letter in ADDENDUM A and discuss TEN reasons why employees may be transferred. (20)
- 4.2 Staff members who are absent from work on a regular basis put the rest of the secretarial team under pressure to take over their duties.
- Give FIVE reasons why employees might stay away from work. (10)
- [30]**

QUESTION 5

5.1 There is a difference between a CV and a resume. CV in Latin means *course of work*. A CV is often a longer, more detailed document than a resume. The length of a CV is often subject to work experience.

[Source: www.zety.com]

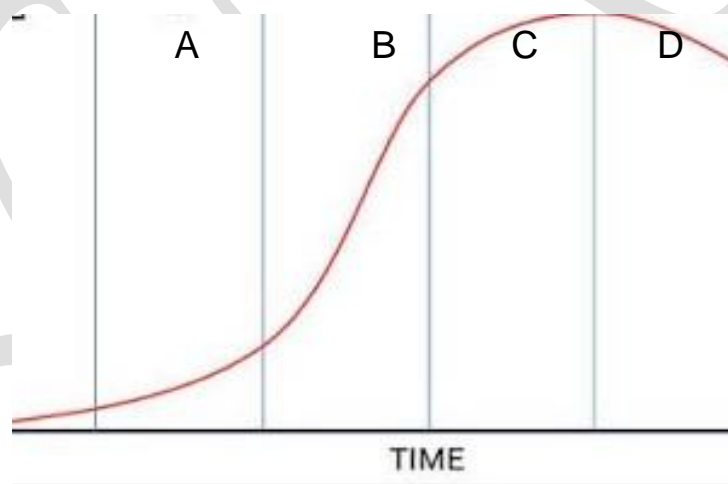
5.1.1 Discuss SEVEN headings which form part of a CV and mention at least TWO points under each heading. (21)

5.1.2 Write CV in full. (1)

5.2 Give FOUR punishment methods that can motivate employees to perform their job better. (8)
[30]

QUESTION 6

6.1 Study the graph below and answer the questions.



6.1.1 Identify the FOUR phases indicated above the graph by the letters A–D. (8)

6.1.2 Provide a brief explanation of what happens during each of the above-mentioned phases. (8)

6.2 Give SEVEN advantages of email as a method of communication. (14)
[30]

QUESTION 7

7.1 Barriers to the listening process can be external or internal and prevent you from listening to information.

Mention TWELVE possible barriers to listening. (24)

7.2 Define the following concepts:

7.2.1 Data

7.2.2 Spam

7.2.3 Internet

(3 × 2) (6)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

ADDENDUM A

37 Paramount Street
Allandale
1685
15 April 2018

Mr John Doe
Marketing Manager
ABC Organisation
35 Fuller Place
Brooklyn
Pretoria
1100

Dear Mr Doe

REQUEST FOR TRANSFER

I have been an employee at ABC Company in Cape Town since January 2014. I hereby request a transfer from my position as Marketing Executive to a similar position at the ABC Company branch in Hatfield, Pretoria.

My spouse had been reassigned to Menlyn, Pretoria for his job. To support for my family, I find it necessary to move there as well. I am particularly interested in a transfer as I have enjoyed working for the company for the last couple of years, and I appreciate all that I have learned during my tenure. This way, I can continue to work for a company that has supported me throughout my career.

I am confident that my knowledge and communication skills with clients and colleagues alike will make me a positive addition to the company's Hatfield team. I also believe that my skills and experience will be assets to the improvement of the company and its staff in Hatfield.

It is unfortunate that I will have to leave the colleagues who have helped mould me into the professional that I am today. However, I feel that my spouse and my family come first. I know that I can contribute to the company's growth in Hatfield if given the chance to do so.

Thank you so much for your kindness in considering my request. If you need information on the matter, please do not hesitate to contact me so that we can discuss the issue further in a meeting.

I hope to get a positive response from you regarding this request for a transfer.

Yours sincerely

Jane Smith
Marketing Executive
ABC Company

janesmith@mail.com