



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N6

20 NOVEMBER 2019

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	C		
	1.1.2	A		
	1.1.3	B		
	1.1.4	C		
	1.1.5	C		
	1.1.6	D		
	1.1.7	C		
	1.1.8	B		
	1.1.9	D		
	1.1.10	A		
	1.1.11	D		
	1.1.12	D		
	1.1.13	B		
	1.1.14	A		
	1.1.15	B		
			(15 × 2)	(30)
1.2	1.2.1	C		
	1.2.2	I		
	1.2.3	F		
	1.2.4	A		
	1.2.5	B		
			(5 × 2)	(10)
1.3	1.3.1	Gatekeeper		
	1.3.2	Market segmentation		
	1.3.3	Service contract		
	1.3.4	Remuneration		
	1.3.5	Burnout		
			(5 × 2)	(10)
				[50]
TOTAL SECTION A:				50

SECTION B

Candidates must answer FIVE questions in this section.

QUESTION 2

- 2.1 2.1.1 • Personal details – provides the employer with information on who you are.
 • Personal profile – a positive statement about your attributes.
 • Education and training – details of all your educational qualifications.
 • Employment history – relevant employment you have been engaged in.
 • Additional skills and experience – skills that may be relevant to a potential employer.
 • Interests and any relevant information that is not part of any other section.
 • References – details of the person who agreed to be a reference. (7 × 2) (14)
- 2.1.2 • Curriculum vitae
 • Application form/letter of application
 • Interview rating form
 • Results of selection
 • Evaluation instruments
 • Results of medical examination
 • Proof of work experience
 • Reports written by references/testimonials
 • Security clearance
 • Job description
 • Copy of driver's license
 • Copy of ID
 • Names of other participants at the interview
 • Information about the interview (Any 6 × 1) (6)
- 2.2 • They are a cheap form of communication.
 • They are a very fast means of communication.
 • You can use bulk email to send the same message to multiple recipients.
 • You can easily share data.
 • It serves as an electronic record.
 • They are non-invasive.
 • They are versatile and can be used for many different purposes. (Any 5 × 2) (10)
- [30]**

QUESTION 3

- 3.1 3.1.1 • Employees feel overlooked or not part of the team, and they experience dissatisfaction.
 • Employees are overloaded with work and deadlines.
 • Employees are burnt out, stressed and tired.
 • Employees are frustrated with the working conditions and are uninspired.
 • Employees are lazy, uncommitted and careless and have no loyalty to their job.
 • Employees have a bad attitude towards work or superiors.
 • Employees have personal issues. (7 × 2) (14)
- 3.1.2 • Appoint the right person in the right position.
 • Ensure that all new employees attend an induction programme.
 • Create opportunities for workers to perform.
 • Pay workers what they deserve.
 • Create opportunities for training and development.
 • Use rewards or punishment to discourage workers from being absent.
 • Use company policy to address negative attitudes in the office. (7 × 2) (14)
- 3.2 Line organisational structure is the type of authority where only one person (the senior member) gives orders. (2)
[30]

QUESTION 4

- 4.1 • To keep abreast of and informed about what is currently going on in the business
 • To develop political awareness
 • To know about current sporting events
 • To be aware of recent developments in the arts
 • To offer better customer service by immediately responding to online enquiries
 • To get information about selected events
 • To get information about competitors' products, processes, procedures and crises
 • To develop the character and personality of your own business
 • To obtain knowledge of what is going on abroad, which is vital to business
 • To keep informed about the stock exchange, the money market and advice on investments
 • To solve customers' problems before they start sharing these with the world
 • To constantly monitor the business image and the perception people have of the organisation (Any 8 × 2) (16)

- 4.2
- As an assistant:✓ loyalty, integrity, tact and cooperation.✓✓
 - As an executor of tasks:✓ initiative, resourcefulness, accuracy, delivery on time.✓✓
 - As a supervisor:✓ delegating, checking, helping development.✓✓
 - As a receptionist:✓ charm, courtesy, alertness, perception, rapport.✓✓
- (4 × 3) (12)
- 4.3 You can closely follow or monitor what is written about your company and be updated.
- (2)
[30]

QUESTION 5

- 5.1 5.1.1
- Natural needs✓ – light, water, air.✓✓
 - Essential needs✓ – food, clothing, shelter.✓✓
 - Convenience needs ✓ – well-being, cars, telephones.✓✓
 - Cultural needs✓ – education, music.✓✓
 - Luxury needs✓ – expensive cars, jewellery, expensive cell phones.✓✓
- (5 × 2) (10)
- 5.1.2
- Influencing the decision-making process of the consumer in need.
 - Identify different options and various ways of addressing and satisfying a particular need.
 - Assisting the consumer with verified information to speed up the purchasing decision.
 - Expose the consumer to the product or service by means of demonstration.
 - Remind the consumer on a continual basis about the benefits of satisfaction included in the product.
- (5 × 2) (10)
- 5.2
- Visits to schools, colleges and universities
 - Labour bureaus
 - Job seekers and waiting lists
 - Recruitment media
 - The provision of student bursaries
 - Personal contact with the potential employee
 - Employment agencies
- (7)
- 5.3 Unfair labour practice – any unfair act or omission that arises between an employer and an employee.✓✓ For example, discrimination, equal employment.✓
- (3)
[30]

QUESTION 6

- 6.1 6.1.1 B (2)
- 6.1.2 Transfer involves lateral movement/changes in jobs that are not accompanied by changes in salary,✓✓ whilst promotion involves movement from one rank to another within the company.✓✓ (2 + 2) (4)
- 6.1.3
 - To keep abreast of changes in the business
 - To offer employees the opportunity to improve their skills and experience
 - To expose employees to areas of interest to them
 - To expose the employees to areas where promotion opportunities are better
 - As a result of disciplinary action
 - For personal reasons (for example to be near doctors or hospitals)
 - Increased cost of transport or accommodation
 - When the employee struggles to work with colleagues
 - When the employee is not treated well in one branch
 - When the business has financial problems (Any 8 × 2) (16)
- 6.2
 - Personal information is revealed and might contribute towards discrimination against the applicant.
 - The applicant might not be able to demonstrate his/her strong points.
 - Reference reports and testimonials should accompany the application form.
 - It should be kept for a certain period and might contribute to more paperwork.
 - It is normally necessary to obtain additional information, for example a CV. (Any 4 × 2) (8)**[30]**

QUESTION 7

- 7.1 7.1.1
 - Top management – formulates executive policies, determines long-term objectives, strategic planning
 - Middle management – implementation of policies, tactical planning and control
 - Operating management – supervision in the execution of specific tasks, routine activities
 - Employees – actors under supervision in the implementation of the policies (4 × 2) (8)
- 7.1.2 The vertical approach to management is hierarchical, with graduating levels of responsibility and power,✓✓ whilst the horizontal approach has a flat organisational chart, and managers have their own departments.✓✓ (2 + 2) (4)

7.2 Plan

- Help each worker set objectives.
- Interpret, know and convey firm policy to workers.
- Stay up to date with new developments.
- Improve work methods.

Organise

- Delegate work to qualified group members.
- Allocate work to persons.
- Determine explicit behavioural relations amongst group members.
- Maintain good worker-to-worker relations.

Activate

- Inform workers about responsibilities.
- Evaluate each individual's work and give feedback.
- Develop workers
- Provide for workers' needs.

Control

- Comply with suggested practice and procedures.
- Utilise existing standards.
- Evaluate work output in terms of costs.
- Control accuracy and quality of work delivered. (Any 4 × 2) (8)

7.3 7.3.1 Hacker – a person who gains unauthorised access to data in a system.

7.3.2 Paperless office – the use of and the need for paper are greatly reduced.

7.3.3 Virus – a piece of code that can corrupt a system or destroy data.

7.3.4 Video conferencing – a digital conference that replaces interpersonal, face-to-face communication with electronic communication.

7.3.5 Ergonomics – the science of the relationship between employees and their working environment.

(5 × 2) (10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200