



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

OFFICE PRACTICE N6

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This question paper consists of 8 pages.

**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. ALL work you do not want to be marked must be crossed out clearly.

INSTRUCTIONS AND INFORMATION

1. SECTION A is COMPULSORY.
 2. Answer any FIVE questions in 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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SECTION A: COMPULSORY**QUESTION 1**

1.1 Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

- 1.1.1 ... management deals with the implementation of policies and tactical planning.
- 1.1.2 Hunger, thirst, parental love and sex are examples of ... needs in Maslow's hierarchy of needs.
- 1.1.3 A piece of code that can corrupt a computer system/application or destroy data ...
- 1.1.4 ... refers to the design and production of a container or wrapping to store or protect a product.
- 1.1.5 ... is another word for working together for a common goal in an organisation.
- 1.1.6 ... involves movement from one rank/position to a higher rank within the organisation.
- 1.1.7 ... spells out what a worker is supposed to do within an organisation.
- 1.1.8 ... is a very expensive method to inform consumers about new product developments.
- 1.1.9 When dealing with sexual harassment: If you detect something untoward, the use of negative body language, crossing your arms and your legs and avoiding eye contact is a ...
- 1.1.10 ... moves data between applications, while the Internet Protocol (IP) transfers data between host computers.
- 1.1.11 ... occurs when posts are advertised internally and any employee can apply.
- 1.1.12 ... is the process where the total market is identified and divided into sub-groups with similar needs.
- 1.1.13 Delegation is the process of assigning ... to subordinates/individuals.
- 1.1.14 The absence from work for whatever reason is ...
- 1.1.15 ... refers to the second C of the abbreviation CCMA.

(15 × 2) (30)

- 1.2 Choose the a/an word/item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–N) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.2.1	Refers to the design and production of a container or wrapping to store or protect a product	A structured interview
		B advertising
1.2.2	During an interview, the employer and applicant will each discuss what they can offer and agree on mutual beliefs and perceptions	C organogram
		D paperless
1.2.3	The correct conduct in a company	E physical contract
		F fringe benefits
1.2.4	It is also called an 'in-depth interview'	G etiquette/discipline
1.2.5	It is controlled, non-personal, outward communication about goods or services	H packaging
		I flexitime
1.2.6	The diagram of an organisation drawn up to indicate the control structure of the business	J branding
		K panel interview
1.2.7	This term refers to flexible work hours	L burn-out
1.2.8	When a staff member at any level and in any job is exposed to extreme stress over a long period of time	M soft/human skills
		N office automation
1.2.9	The ability to deal with and get along with other people	
1.2.10	Something received together with wages/salary for doing a specific job	

(10 × 2)

(20)
[50]**TOTAL SECTION A: 50**

SECTION B

Choose any FIVE questions in this section.

QUESTION 2

Identify the following aspect of marketing strategy and answer the questions.



FIGURE 1

- | | | | |
|-----|--|---------|-------------|
| 2.1 | Define the above aspect of marketing strategy. | (1 × 3) | (3) |
| 2.2 | Companies sell goods and services at different prices.

What are the TWO factors that will influence the price that the consumer pays? | (2 × 2) | (4) |
| 2.3 | Explain FOUR phases that exist in the life cycle of a general product or service. | (4 × 2) | (8) |
| 2.4 | Name FIVE different types of needs and give TWO examples of each need. | (5 × 3) | (15) |
| | | | [30] |

QUESTION 3**FIGURE 2**

Study the above picture (FIGURE 2) to show the differences between assertive and aggressive people using the following headings:

- 3.1 A Standing up for yourself
 B Privileges
 C Accountability
 D Choices
 E Equality
 F Self-esteem

(6 × 4) (24)

- 3.2 How can assertive and aggressive people both improve their listening skills?

(3 × 2) (6)
[30]

QUESTION 4

There are two main options for inviting applications for a vacancy, namely by providing an application form for applicants to complete and return or by asking applicants to send a copy of their CVs.

- 4.1 Discuss FOUR advantages and disadvantages of the application form option. (8 × 2) (16)
- 4.2 Name three requirements with which a recruitment policy should comply in terms of the new Labour Relations Act. (3 × 2) (6)
- 4.3 Define the following terms:
- 4.3.1 Job analysis
 - 4.3.2 Trade unions
 - 4.3.3 Job description
 - 4.3.4 Job enrichment
- (4 × 2) (8)
[30]

QUESTION 5

Successful supervisors are aware of what is going on in their organisations. They also know what their organisations' objectives and plans are.

- 5.1 Outline FIVE requirements of a good supervisor. (5 × 2) (10)
- 5.2 One of the responsibilities of a Management Assistant is to design a training programme for junior secretaries about liaising with executive clients. Design the part dealing with courtesy.
- Name the TEN guidelines on how to be courteous when liaising with clients. (10 × 2) (20)
[30]

QUESTION 6

Most employees want interesting and challenging jobs where they feel they can make a real difference to other people's lives. One of the key factors in good job design is task enrichment.

- 6.1 Name SIX ways in which task enrichment usually takes place. (6 × 2) (12)
- 6.2 Mrs Mazibuko is selling 'vetkoeks' and bunny chows at the college. Sometimes when there are soccer matches/games at the stadium, she also sells potato chips and soft drinks
- Identify Mrs Mazibuko's type of company. (2)
- 6.3 Discuss in detail the founding procedure for the company you have identified in QUESTION 6.2.1. (4 × 2) (8)
- 6.4 Name any FOUR characteristics of the above-mentioned company in QUESTION 6.2.1. (4 × 2) (8)
- [30]**

QUESTION 7

In the current office environment with technological, economic and social changes, it is very important that secretaries/management assistants adapt to an ever-changing business environment.

Katlego, a junior human capital consultant, has been requested to recruiting a management assistant for your CEO. Advise her on writing a job description that is internationally acceptable and emphasises job responsibilities.

Discuss the job responsibilities of management assistant/secretaries as described internationally.

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200