



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

LIFE ORIENTATION

(First Paper)

NQF LEVEL 4

(7601034)

29 November 2018 (X-Paper)

09:00–12:00

This question paper consists of 12 pages.

TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Start each question on a NEW page.
 5. Use only blue or black ink.
 6. Write neatly and legibly.
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SECTION A**QUESTION 1**

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (1.1–1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	An infectious disease that mainly affects your lungs	A	balanced nutrition
1.2	Short-term and very bad type of stress	B	self-management
1.3	Unfair label or mark given to a particular person, problem or situation	C	litigation
1.4	This organisation ensures free and fair elections	D	eustress
1.5	This shows your strengths, weaknesses, goals and achievements	E	personal profile
1.6	Dispute is heard and decided by a judge in court	F	stigma
1.7	Tiredness as a result of prolonged stress which leads to inability to cope	G	Tuberculosis
1.8	This helps to strengthen your immune system	H	addiction
1.9	Your ability to work without supervision	I	acute
1.10	Dependency on harmful habit-forming substances	J	burnout
		K	IEC
		L	flexibility
		M	mediation

(10 × 1)

[10]

QUESTION 2

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 (2.1–2.10) in the ANSWER BOOK.

- 2.1 Logical reasoning is the process of following reasoning ...
- A stems.
 - B steps.
 - C stops.
 - D stares.
- 2.2 HIV-positive South Africans qualify for ... treatment.
- A antireversal
 - B antirecycle
 - C antirespiration
 - D antiretroviral
- 2.3 Employers must ensure that employees living with HIV are not ... against at the workplace.
- A disjointed
 - B discriminated
 - C decriminalised
 - D dehydrated
- 2.4 Which ONE of the following is the role of the Department of Labour?
- A Fights for employees' housing subsidies
 - B Represents workers at the bargaining council
 - C Deals with pay-related claims
 - D Acts as an agent of labour brokers
- 2.5 Which ONE of the following statements shows the value of work?
- A Saves one from developing entrepreneur skills
 - B Offers the opportunity to reject assertiveness
 - C Helps one develop self-esteem
 - D Prevents one from updating skills
- 2.6 The constitution of South Africa contains the ... of rights which protects workers.
- A basket
 - B blend
 - C billion
 - D bill

2.7 The picture below is an example of a ... interview.



[Source: <http://work.chron.com/dos-job-interview>]

- A external
- B internal
- C promoted
- D presentation

2.8 Labour or ... legislation helps to promote a conducive work environment.

- A enterprise
- B empowerment
- C entity
- D employment

2.9 An employer can terminate an employee's contract if ... is proved.

- A miscommunication
- B misfortune
- C misconduct
- D misery

2.10 A grievance is a formal complaint given...

- A in writing to an employee by an employer.
- B in writing to an employer by an employee.
- C verbally to an employer by an employee.
- D verbally to an employer by another employer.

(10 × 1) [10]

QUESTION 3

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (3.1–3.5) in the ANSWER BOOK. Give a REASON for each answer.

- 3.1 Posting a CV on the internet reduces chances of employment.
- 3.2 Reflective thinking helps you to learn from your experience.
- 3.3 All types of stress help motivate us.
- 3.4 Voting promotes democracy.
- 3.5 High courts are responsible for protecting labour rights.

(5 × 2) [10]

QUESTION 4

Complete the following sentences by writing down the missing word. Write only the word next to the question number (4.1–4.5) in the ANSWER BOOK.

- 4.1 People infected and affected by HIV need ... structures.
- 4.2 Trade unions need to follow the correct ... during a strike.
- 4.3 Job-market related cognitive skills sets include creativity, critical thinking and ...
- 4.4 The type of stress that could lead to depression is ...
- 4.5 Job seekers need to complete an ... form.

(5 × 1) [5]

QUESTION 5

- 5.1 South African labour legislation gives effect to fair labour practices and supports both employees' and employers' rights during a strike.
 - 5.1.1 Name TWO rights employees have during a strike. (2)
 - 5.1.2 Name TWO rights employers can exercise during a strike. (2)
- 5.2 Describe TWO instances when a strike is legal. (2)
- 5.3 Give TWO benefits of belonging to a union. (2)
- 5.4 Explain the term *arbitration*. (2)

[10]

TOTAL SECTION A: 45

SECTION B**QUESTION 6**

Read the scenario below and answer the questions.

Donald is a 20-year old NC(V) engineering-design student. He is very angry and bitter because he failed one subject. His friends are currently doing an apprenticeship at BMW. If he had passed all his subjects, he would also be doing an apprenticeship. He blames the College.

Donald does not understand why he failed. He studied until late days before he wrote the exam. During the exam, he could not recall information he learned. He felt tired and lacked the energy to complete all the questions.

Donald went to visit his uncle, Jon. Jon advised Donald to be a lifelong learner and to use cognitive strategies. He also told Donald to improve on his argument skills.

- 6.1 Donald needs help. He is very emotional and is not thinking in a logical way. Recommend THREE ways for Donald to apply his logical reasoning skills, so that he can realise why he failed a subject. (3)
- 6.2 Suggest TWO exam preparation strategies that Donald could use. (2)
- 6.3 Which TWO exam writing errors may Donald have made *during* the exam? (2)
- 6.4 Physical and mental fitness are both important to prevent examination stress.
- 6.4.1 List THREE sources of examination stress (stressors) that may be harming Donald's progress in examinations. (3)
- 6.4.2 Give Donald advice on how to manage the stressors mentioned in QUESTION 6.4.1. (3)
- 6.5 Advise Donald on FOUR strategies he can use to become a lifelong learner. (4)
- 6.6 Recommend THREE ways for Donald to develop his argument skills. (3)

[20]

QUESTION 7

Study the picture below and answer the questions.



[Source: <https://rrvb.org/blood-facts->]

- 7.1 Pedestrians are often victims of road accidents.
- 7.1.1 Identify THREE causes of pedestrian road accidents. (3)
- 7.1.2 Refer to the statement in the picture. Create TWO persuasive messages or slogans, to encourage students at your college to donate blood. (2)
- 7.1.3 List THREE criteria to qualify as a blood donor. (3)
- 7.2 Briefly explain the importance of blood donations for hospitals. (2)
- [10]**

QUESTION 8

Study the excerpt below and answer the questions.

Be careful how you speak to your child



Your words and actions can either build them up or tear them apart.

Parenting is a fulfilling job, but it can also be challenging. Parents make mistakes at times without even knowing it. These mistakes can affect children's wellbeing. One of the most important tools that shape our children is how we communicate or speak.

Positive communication is a very important parenting tool. Sometimes parents talk to children in negative ways because they are stressed, have their own problems or do not know what to do. This can have a very negative effect on children.

[Source: adapted from *True Love*, November 2016]

- 8.1 Words can either build children or tear them apart.
- 8.1.1 Explain to the mother in the picture why talking to children in a negative way is harmful. Give THREE reasons. (3)
- 8.1.2 Give THREE reasons why children should be loved. (3)
- 8.1.3 Name THREE benefits the mother will gain by respecting her child. (3)
- 8.2 Parents need to teach and model positive behaviour to their children so that they can become responsible citizens.
- 8.2.1 Give THREE reasons why parents need to teach and model the value of work to their children. (3)
- 8.2.2 Explain why parents have a responsibility to encourage their children to practise good voter behaviour. Give THREE reasons. (3)
- 8.3 Why is child abuse wrong? Give the mother THREE reasons. (3)

[18]

QUESTION 9

Study the picture below and answer the questions.



[Source: www.google.co.za]

- 9.1 Stress and depression are serious challenges.
- 9.1.1 Explain *post-traumatic stress disorder*. (2)
- 9.1.2 Identify TWO causes of post-traumatic stress disorder. (2)
- 9.2 How can managers help workers to deal with post-traumatic stress disorder in the workplace? Suggest TWO ways. (2)
- 9.3 Advise the person in the picture how to cope with stress. Give TWO items of advice. (2)
- 9.4 Why is it important to listen to what a suicidal person says? (2)
- 9.5 Recommend TWO ways to cope with depression. (2)
- [12]**

TOTAL SECTION B: 60

SECTION C**QUESTION 10**

Look at the image below and answer the questions.



[Source: www.google.co.za]

- 10.1 Name FOUR types of interviews the you should prepare for. (4)
- 10.2 An interview can be one of the most intimidating processes you can encounter.
- 10.2.1 Briefly explain why you should prepare thoroughly for an interview. (2)
- 10.2.2 Describe TWO useful ways to prepare for an interview. (2)
- 10.3 Give honest answers to the following typical interview questions. Respond in full sentences.
- 10.3.1 What will you do to oppose stigma due to HIV and TB, in our workplace? (3)
- 10.3.2 How will you show support to a colleague living with HIV? (3)
- 10.3.3 Tell us about any volunteer work you have done in the past two years. (3)
- 10.4 After the interview some people just walk out, slam the door and shake their heads, or grumble and complain. Others call every day!
- Explain to these people THREE correct actions to take *after* an interview. (3)
- 10.5 Write a paragraph to analyse unacceptable behaviour *during* an interview. Include FIVE statements in your paragraph. (5)

[25]

QUESTION 11

Study the excerpt below and answer the questions.

Dismissing employees should be a last resort. Employers should carry out necessary investigations without unnecessary delay. South African labour laws clearly state the dismissal procedure.

- 11.1 Explain *misconduct*. (2)
- 11.2 Identify FOUR examples of misconduct. (4)
- 11.3 Why is it necessary for an employer to conduct investigations before dismissing employees? (2)
- 11.4 *The Basic Conditions of Employment Act* is not always applied.
- 11.4.1 Identify THREE common employee grievances that occur because *The Basic Conditions of Employment Act* is not followed. (3)
- 11.4.2 For each of the THREE grievances mentioned in QUESTION 11.4.1, state what should happen according to *The Basic Conditions of Employment Act*. (3)
- 11.5 It is important that prospective employees understand the concepts used in a job contract.
- Compare and contrast the following situations:
- Retrenchment
 - Unfair dismissal
 - Resignation
- (3 × 2) (6)
- [20]**

TOTAL SECTION C: 45

GRAND TOTAL: 150