higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 4

(3061014)

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09:00–12:00

This question paper consists of 13 pages and 3 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
OFFICE PRACTICE
NQF LEVEL 4
TIME: 3 HOURS
MARKS: 200

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 section on a new page.
5. Use only a black or blue pen.
6. 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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 … reports are sent to the general public.

A Internal
B Secondary
C External
D Primary

1.1.2 The readers of a report are viewed as the target …

A market.
B audience.
C viewers.
D customers.

1.1.3 People who share the same beliefs about dress code and eating certain food are said to have the same …

A personal space.
B religion.
C values.
D socioeconomic factors.

1.1.4 At an event, a … is someone who publicly announces the proceedings and introduces the performers or speakers.

A master of ceremonies
B chairperson
C caterer
D venue manager

1.1.5 When a person possesses … skills, it means he/she is able to work well with other people.

A personal
B interpersonal
C soft
D cultural

1.1.6 Use to evaluate whether or not a report meets the needs of the recipients:

A Organisational chart
B Timeline
C Organogram
D Journal

1.1.7 A … organisation focuses on making more money than what was spent on putting an event together.

A break-even
B profit-orientated
C loss-taking
D financial-sponsorship

1.1.8 A source of primary information:

A Emails
B Newspapers
C Questionnaires
D Brochures

1.1.9 All decorations, themes and visuals created at an event venue is referred to as …

A set effects.
B interior design.
C decor.
D finishing touches.

1.1.10 …are considered as legally confidential information.

A Marketing strategies
B Marketing campaigns
C External reports
D Objectives of a business

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Report writing is a crucial aspect of communication within a business organisation because it provides only top management with information that is needed to make strategic decisions regarding the day-to-day operations of the business.

1.2.2 Screening is a widely known and successfully used technique where people interact to come up with creative ideas about specific topics.

1.2.3 The use of information from previous event evaluations should be avoided when planning new events.

1.2.4 The information policy of a company ensures that the personal information of all employees is made available to everyone within the company.

1.2.5 Newspaper advertisements are more expensive than advertisements on the television.

1.2.6 Online research is an effective tool in verifying the validity of sources.

1.2.7 Recipient's suggestions on all reports must be implemented regardless of how unrealistic it might be.

1.2.8 Selecting the right service provider starts with identifying needs.

1.2.9 Event coordinators are able to draw up and approve budgets.

1.2.10 The letter 'T' in a SWOT analysis stands for turnover.

(10 × 1) (10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Process whereby two or more parties are striving for an agreement between them that satisfies all.	A	budget
		B	memory sticks
1.3.2	Financial plan	C	selling price
		D	secondary information
1.3.3	Contracted from outside the organisation	E	negotiation
1.3.4	Price paid to the supplier of goods bought to resell	F	progress report
		G	cost price
1.3.5	Use to store information	H	external service provider
1.3.6	Goods with unique characteristics	I	service contract
1.3.7	Regulates the supply of equipment.	J	speciality
1.3.8	Sources include magazines and data bases.	K	performance report
1.3.9	Compiled to evaluate employees.		
1.3.10	Compiled to provide updates on projects or tasks.		

(10 × 1) (10)

1.4 Complete the following sentences by writing only the missing word or words next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 (Depreciation/Appreciation) is the amount by which an asset increases in value each year.

1.4.2 (Archiving/Passwords) will help to protect information from any unauthorised access.

1.4.3 (Efficiency/Accuracy) involves a combination of knowledge, skills and attitude.

1.4.4 When buying (shopping/speciality) goods a comparison is made between products based on suitability, quality, price and style.

1.4.5 A framework with sections of information is called a (document/ template).

1.4.6 Site (preparation/inspection) is the process of viewing the quality of the features of the venue first hand.

1.4.7 Resources and expertise (estimates/files) are turned into actual event elements.

1.4.8 Readers keep (newspaper/magazines) longer.

1.4.9 Customer complaints indicate (dissatisfaction with/loyalty to) the service or goods of the organisation.

1.4.10 The (customer service policy/CCMA) describes the procedure for handling complaints.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Sedcol hosts Business Gala Dinner

Sedibeng TVET College (Sedcol) hosted a prestigious gala dinner aimed at fostering healthy partnerships with leaders from the business sector on Thursday 31 August.

The event took place at the well-known Lords Signature Hotel, setting the stage for a night of meaningful conversations and strategic connections. The hotel sponsored the venue and a three-course dinner for the evening.

Important external and internal stakeholders met at the venue to explore the possibility of collaborations between the college and the business world. The CEO, campus managers and heads of departments were also amongst the guests. The speakers included Dr Gwendoline van der Berg, chairperson of the college council, the MMC of finance for the Sedibeng District Municipality and Mr Vincent Jones, well known for obtaining partnerships to assist with resources for the college to acknowledged partners who deem it fit to assist with resources for the college to produce and thrive.

Professor Dipiloane Phutsisi, principal of Motheo TVET College in Bloemfontein and president of the South African Public Colleges Organisation, praised the college for organising the event.

After the formal programme, guests were treated to a three-course dinner prepared by staff members of the Lords Signature Hotel.

Evaluation of the event was conducted by requesting all guests who attended the gala to complete a feedback questionnaire.

[Adapted from: *Ster South Newspaper*, 5–11 September 2023]

2.1 Use ADDENDUM A (attached) to compile a feedback report for the Sedibeng TVET College Business Gala Dinner, assuming that you attended the event. (15)

2.2 Explain the purpose of a feedback report. (2 × 1) (2)

2.3 List FIVE benefits of using courier services as an effective way of distributing reports. (5)

2.4 Various internal and external stakeholders attended the gala evening.

2.4.1 List THREE internal stakeholders who attended the gala evening. (3)

2.4.2 List THREE external stakeholders who attended the gala evening. (3)

2.5 Give any TWO examples of business expenses that the college incurred for hosting this event. (2)

[30]

QUESTION 3

3.1 Tabulate the differences between a *formal report* and an *incident/accident report* by referring to the recipients and frequency of reporting. Present your answer in table format as indicated below.

REPORT TYPE	RECIPIENTS	FREQUENCY
Formal report		
Incident/Accident report		

(2 + 2) (4)

3.2 You have been given the task of organising the annual sports tournament at your college.

Use the following information and ADDENDUM B (attached) to compile a complete budget (with actual costs versus income) that can be used as the budget for this event.

Income

- Sponsorship R40 000

Expenses

- Designed posters R2 000
- Venue hire R5 000
- Catering R10 000
- Décor R3 000
- Entertainment R10 000

(10)

3.3 Write down the SIX questions that the five Ws and H represent. (6 × 2) (12)

3.4 Name FOUR resources from where information about the organisation can be retrieved. (4)

[30]

QUESTION 4

4.1 Use ADDENDUM C (attached) to complete the characteristics of the following event subfields and give an example of each event.

EVENT SUBFIELD	CHARACTERISTICS	EXAMPLE
Festivals/Cultural celebrations		
Meetings, conferences, seminars and workshops		
Sports events		
Hallmark events		

(8 × 1) (8)

4.2 Clients expect employees to be on time as part of their professional behaviour. List SIX aspects of good time management skills to ensure professional conduct when dealing with clients. (6)

4.3 Rearrange the steps to follow correctly when working out the critical path of an event. Write out the sentences in full. Do not write only the letters A to E.

A: Work out how much time the whole project will take.
B: List each activity's precedence.
C: List all activities.
D: Identify the critical path to put each activity in place.
E: Allocate a time to each activity. (5 × 2) (10)

4.4 Tabulate THREE types of refreshments and state when it might be served during an event.

TYPE OF REFRESHMENT	WHEN TO SERVE

(6 × 1) (6)

[30]

QUESTION 5

5.1 **Wages Journal of AJ Solar Installations for the week ended …**

Name	Normal time		Overtime		Gross wages	Deductions				Net wage
	Hours	Amount	Hours	Amount		Pension	PAYE	UIF	Total	
Sam	40	1 200	3	120	1 320	96	330	66	492	?
Tim	36	1 080	4	160	1 240	84,40	310	62	456,40	783,60
Lebo	38	1 140	2	80	?	92,60	305	61	458,60	761,40
Nick	40	1 200	0	0	1 200	?	300	60	456	744

NOTE:

- The normal rate per hour is R30,00.
- The overtime rate per hour is R40,00.
- All employees are expected to work a minimum of 40 hours per week.

5.1.1 What is the pension deduction for Nick for the week? (1)

5.1.2 How much is Lebo's gross wage for the week? (1)

5.1.3 What is the net wage for Sam for this week? (1)

5.1.4 Define the term *Unemployment Insurance Fund (UIF)*. (1)

5.1.5 Explain the term *net wages*. (1)

5.1.6 Explain the term *gross wages*. (1)

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5.2

Income statement of Maringe Traders for the year ending 28 February 2024		
Sales	800 000	
Less cost of sales	350 000	
Gross profit	(5.2.1) …	
Operating expenses/losses		
Administrative expenses	120 000	
Selling expenses	250 000	
Total operating expenses	(5.2.2) …	
Operating income	(5.2.3) …	
Discount received	3 500	
Net income before taxes	(5.2.4) …	
Income taxes	8 825	
Net income/profit	(5.2.5) …	

Calculate each of the following showing all calculations and formulas:

5.2.1 Gross profit (4)

5.2.2 Total operating expenses (3)

5.2.3 Operating income (4)

5.2.4 Net income before tax (5)

5.2.5 Net income/profit (4)
[26]

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QUESTION 6

6.1 Classify the items listed below and give the characteristics of each product or service: Present your answer in table format as indicated below.

garden services; TV sets; water and electricity supply; bread

PRODUCT CLASSIFICATION	ITEM	CHARACTERISTICS
Shopping goods		
Convenience goods		
Luxury services		
Essential services		

(8 × 1) (8)

6.2 Discuss how the efficiency of an advertisement can be measured. (4 × 2) (8)

6.3 List in each case TWO ways in which a business can deal with the following customer expectations:

6.3.1 Accuracy (2 × 1) (2)

6.3.2 Quality products and services (2 × 1) (2)

6.3.3 Helpfulness (2 × 1) (2)

6.4 Name and explain SIX steps to follow when compiling a report. (6 × 2) (12)
[34]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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ADDENDUM A **EXAMINATION NUMBER:** | | | | | | | | | | | | | | |

2.1

SEDIBENG TVET COLLEGE
FEEDBACK REPORT

To: _____

From: _____

Date: _____

FEEDBACK REPORT ON THE:

_____

Background:

_____

_____

_____

Purpose:

_____

_____

_____

Venue:

_____

_____

_____

Refreshments:

_____

_____

_____

Evaluation:

_____

_____

_____

(15)

ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | | |

3.2

ANNUAL SPORTS TOURNAMENT BUDGET		
DESCRIPTION	**INCOME**	**EXPENSES**
Total		
Net profit (loss)		

(10)

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ADDENDUM C **EXAMINATION NUMBER:** | | | | | | | | | | | | | | |

4.1

EVENT SUBFIELD	CHARACTERISTICS	EXAMPLE
Festivals/Cultural celebrations		
Meetings, conferences, seminars and workshops		
Sports events		
Hallmark events		

(8 × 1) (8)

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