higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 2

12 November 2024

This marking guideline consists of 17 pages.

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INSTRUCTIONS TO MARKERS

1. All guidelines given in the Subject and Assessment Guides and/or circulars received from the department are applicable.

2. The total of the question paper is 300 marks.

3. QUESTION 1: The mark schedule on page 3 must be used for the marking of all accuracy errors. This question is marked with red pen only.

4. 2 marks will be deducted per accuracy error and 1 mark per display error for QUESTIONS 2 to 7.

5. Marks are allocated for correct answers as indicated in QUESTION 1 – no marks are deducted for grammar or spelling in QUESTION 1 only.

6. Errors made repeatedly are to be penalised ONCE only per question.

7. Mark as follows:

   7.1 Accuracy with a red /

   7.2 Display errors with a blue X

   7.3 Encircle repetitive errors: accuracy in red, display in blue. These encircled errors are not penalised.

8. Accuracy errors include:

   8.1 Omissions and/or additions: one error for the first 5 strokes and thereafter one error for every 10 strokes.

   8.2 NOTE: When a entire paragraph is keyed in where a 'del' instruction was given – it is only one display error (blue).

   8.3 In QUESTION 1, the speed reached is endorsed on the ANSWER SHEET as follows:

No. of errors	**5**
Mark achieved	**13**
WPM achieved	**25 wpm**

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QUESTION 1: TIMED ACCURACY TEST

MARK SCHEDULE FOR SPEED AND ACCURACY

The following schedule is used to allocate marks for this test.

MARGIN OF ERRORS	**5%**	**5%**	**5%**
Words per minute	**25**	**30**	**35**
MAXIMUM ERRORS PERMITTED TO PASS	**7**	**8**	**10**
MARKS PER ERROR DEDUCTED	**1.5**	**1.2**	**1**
POSSIBLE MARKS	**20**		
NUMBER OF ERRORS/MARKS DEDUCTED	**MARK ACHIEVED**		
0	20	20	20
1	19	19	19
2	17	18	18
3	16	16	17
4	14	15	16
5	13	14	15
6	11	13	14
7 Passed 25 wpm	**10**	12	13
8 Passed 30 wpm	8	**10**	12
9	7	9	11
10 Passed 35 wpm	5	8	**10**
11	4	7	9
12	2	5	8
13	1	4	7
14		2	6
15		1	5
16		0	4
17			3
18			2
19			1
20			0

How to mark the timed accuracy test:

- Repetitive errors are penalised once only per accuracy test.
- If words are omitted: the first 5 strokes are regarded as one error and thereafter every 10 strokes are counted as an additional error.
- If a student omits an entire line, sentence or paragraph, and it is keyed in at the end of the accuracy test, do not penalise.
- One or more incorrect characters in a word = 1 error.
- Space between words omitted = 1 error.
- Do not penalise incorrect margins or justification.
- Do not penalise incorrect line spacing.
- Do not penalise incorrect hyphenation.
- Do not penalise incorrect upper case or lower case.
- Do not penalise any incorrect display errors.

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Office administration is a set of day-to-day activities that are related to financial planning, record keeping and billing, personnel, physical distribution and logistics, within an organisation. An employee that undertakes these activities is commonly called an office administrator or office manager, and plays a key role in any organisation's infrastructure, regardless of the scale. Many administrative positions require of the candidate to have an advanced skills in the software applications Microsoft Word, Excel and Access.

An office administrator has the responsibility of ensuring that the administrative activities within an organisation run efficiently, by providing structure to other employees throughout the organization. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees. These responsibilities can vary depending on the employer and level of education.

The importance of an office administrator to an organisation is substantial due to the duties that they are entrusted with; therefore, specialised training is required in order for the employee to work efficiently and productively.

There is an extensive range of roles that can be associated with an office administrator, these being; organisations advertise junior office administrator vacancies targeted at students that are currently studying or who have left secondary school or college, the opportunity to gain experience or build a career through full-time work or an internship over the course of a summer break.

25 wpm

30 wpm

Receptionists play a key role in the organisation's management, as they are entrusted with arranging and greeting the clients, suppliers and visitors directly via emails, phone calls…

35 wpm

[20]

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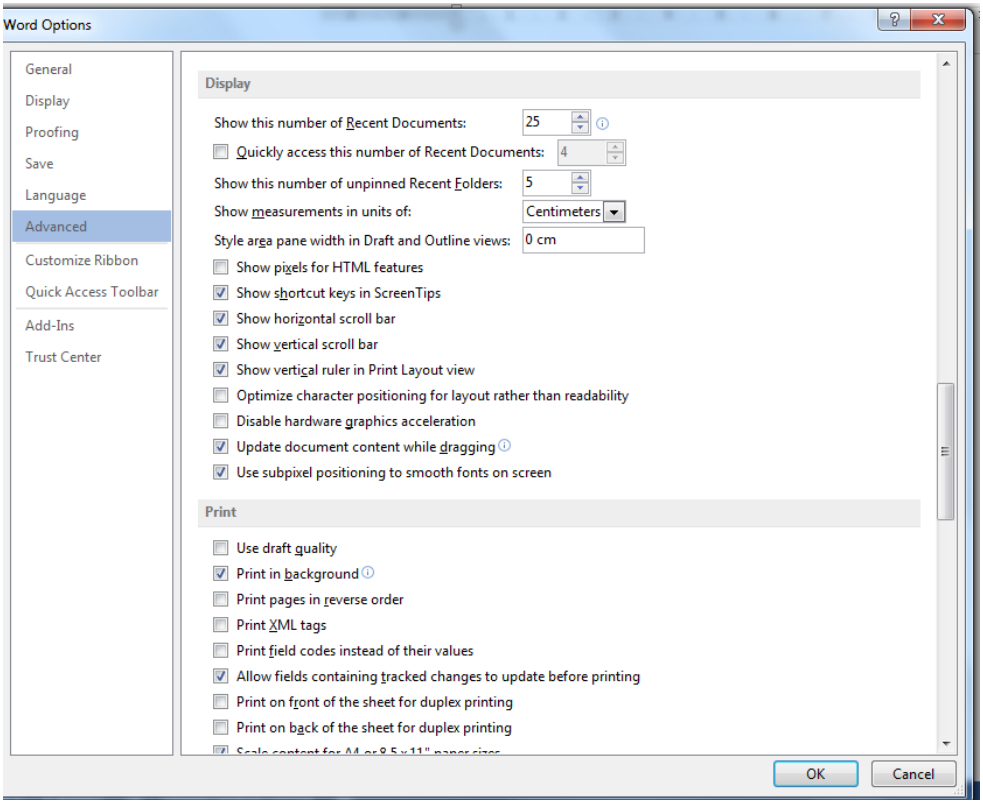
QUESTION 2: COMPUTER CONCEPTS AND FILE MANAGEMENT

2.1

- Rest your wrists when you are not typing.
- Take a short break after every hour by standing up and stretching your r body
- Give your eyes a rest, by taking regular breaks.
- Position the screen in a way that no light reflects on it.
- Install a glare filter on the screen.
- Close blinds or curtains in the room so that no light reflects on the screen

(Any 3 × 1) (3)

2.2



File✓
Options✓
Advanced✓
Centimetres✓
Print screen✓

(5)

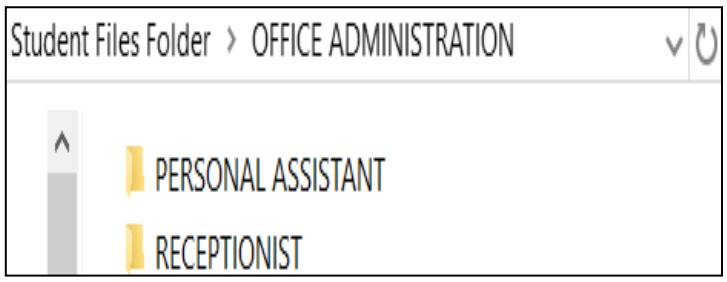
2.3 Hardware

- Refers to the physical components a computer needs to function or operate.✓ e.g. mouse, tower, monitor, etc.✓✓

Software

- Set of instructions, data or programs used to operate computers and execute specific tasks.✓ e.g. application software✓, operating system software✓ OR Microsoft Word, PowerPoint, Excel, Internet Explorer, Firefox, Chrome. (2 × 3) (6)

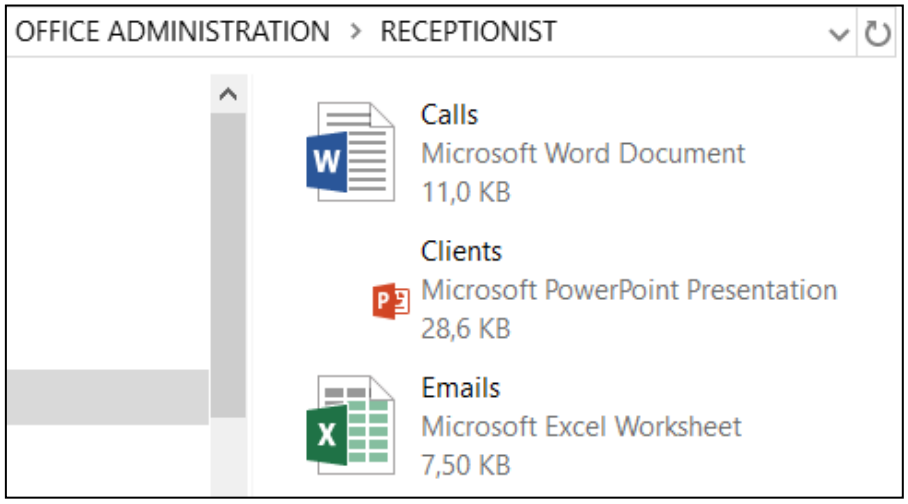
2.4



STUDENT FILES FOLDER✓
Main folder: OFFICE ADMINISTRATION✓✓
Sub-folder: PERSONAL ASSISTANT✓✓
Sub-folder: RECEPTIONIST✓✓
Print screen✓

(8)

2.4.1



Main folder: RECEPTIONIST✓

doc - Calls✓✓

ppt - Clients✓✓

xls - Emails✓✓

Print screen✓

(8)

[30]

QUESTION 3: LETTER OF REJECTION

100% (Completed)				75% (¾ done)				50% (½ done)				25% (¼ done)		
A	**D**	**T**		**A**	**D**	**T**		**A**	**D**	**T**		**A**	**D**	**T**
32	**8**	**40**		**24**	**6**	**30**		**16**	**4**	**20**		**8**	**2**	**10**

ACCURACY ERRORS: **-2 PER ERROR** **Mark ACCURACY with RED /**	• Incorrect spelling of words • Omission of word/s – count out 5/10/10 • If words omitted appear at the end of the document, mark as display error

DISPLAY ERRORS: -1 PER ERROR **Mark DISPLAY with BLUE X**	
ERR NO	**GROUPING OF ERRORS**
1	Fit to letterhead Paper size Margins Justification Header/footer
2	Font/ Font size
3	Line spacing (including spacing between paragraphs) Letter spacing
4	Upper case Lower case Date inserted
5	Bold Italics Spelling
6	Insert 'the' Stet Transpose New paragraph
7	Recipient's details Move text
8	Closure

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CAPE TOWN Email:
8000 info@excellentsolutions.co.za

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1 LM 3.81 cm/1.5" **1 fit to letterhead,** **1 RM 2.54 cm/1"**

Today's date in full **4 insert and date format**

╪ **2 font and font size**

Mr P. Mandisi **7 recipient details**
25 Uys Street **1 justification**
De Mist
UITENHAGE **4 uppercase**
6229

╪ **3 letter/line spacing**

Dear Mr Mandisi

╪ **3 line spacing**

APLICATION FOR THE POSITION OF OFFICE ADMINISTRATION ¼
FACILITATOR **4 uppercase** **7 move heading**

4 uppercase **6 insert 'the'**

We thank you for your application for the abovementioned position.

5 spelling **6 new paragraph** **6 insert 'the'**

Unfortunately your application has been unsuccessful as the position has already been filled. ½

╪ **6 stet**

We are keeping your documents on record and therefore suggest that you apply again should we have future vacancies.

╪ **6 transpose**

Allow us to wish you the best of luck for the future. ¾

╪

Yours sincerely

╪
╪

X. BEKWA **8 closure**
HUMAN RESOURCES MANAGER **4 upper case** **5 spelling**

EXAMINATION NUMBER **1 footer**
QUESTION 3

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QUESTION 4: NUMBERED PARAGRAPHS

100% (Completed)				75% (¾ done)				50% (½ done)				25% (¼ done)		
A	**D**	**T**		**A**	**D**	**T**		**A**	**D**	**T**		**A**	**D**	**T**
32	**8**	**40**		**24**	**6**	**30**		**16**	**4**	**20**		**8**	**2**	**10**

ACCURACY ERRORS: **-2 PER ERROR** **Mark ACCURACY with RED /**	• Incorrect spelling of words • Omission of word/s – count out 5/10/10 • If words omitted appear at the end of the document, mark as display error.

DISPLAY ERRORS: -1 PER ERROR **Mark DISPLAY with BLUE X**	
ERR NO	**GROUPING OF ERRORS**
1	Paper size Margins Justification: Left, right, centre, full Header and footer
2	Font Font size Line spacing (including spacing between paragraphs) Letter spacing
3	Upper case Lower case Spaced caps
4	Bold Italics Underline
5	Stet Transpose Insert text
6	Delete text Insert 'the' In full
7	New paragraph Run on Join words Spelling
8	Paragraph numbers Indentation Arrange paragraphs

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1 LM 2.54 cm/1" **1 RM 2.54 cm/1"**

3 uppercase

The purpose of the workshop in Office Administration is to further equip those in need of fresh strategies and efforts as an executive bookkeeper that will enhance their abilities to allow them to become *employable* or *work effectively* as an **4 ital** Executive Office Administrator, Receptionist and Office Assistant, etcetera. **6 in full** **2 line spacing**

6 insert 'the' **5 transpose**

The knowledge you gain in each successive segment of this workshop builds on the previous, allowing you to take on key functions and increased responsibilities in the workplace.

3 uppercase **4 bold**

1. SKILLS, QUALITIES AND ATTRIBUTES REQUIRED FOR SUCCESS

8 paragraph numbering **8 indentation**

1.1 How to realise our full potential. What should we expect from ourselves?

2 line spacing

2. UNDERSTANDING PEOPLE **3 uppercase** **4 bold**

7 new paragraph

2.1 Why we relate really well to some people and simply don't understand others. A module on personality profiling and how to effectively implement the knowledge. **5 stet** **7 run on**

3. SETTING CLEAR GOALS AND EXPECTATIONS **3 uppercase** **4 bold**

7 spelling

3.1 Goal setting made real. Theoretical and practical approach to goal setting.

8 paragraph numbering **8 indentation** **3 uppercase** **4 bold**

4. IDENTIFYING URGENT VERSUS IMPORTANT TASKS AND REALISTIC DEADLINES **7 join**

8 paragraph numbering **8 indentation**

4.1 Practical exercise on prioritising – the time matrix explained.

3 uppercase **4 bold**

5. CLEAR COMMUNICATION, DELEGATION AND ASSERTIVE SPEECH

5.1 All aspects of communication, internal and external; the art of delegation; how to set effective boundaries and communicate these clearly.

6 insert 'the'

6. THE KEY TO EFFECTIVE WRITTEN COMMUNICATION **3 uppercase** **4 bold**

5 transpose

6.1 All aspects of written communication discussed in detail with practical exercises.

6 delete text

8 arrange paragraphs and sub-paragraphs

EXAMINATION NUMBER QUESTION 4 **1 footer**

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QUESTION 5: CIRCULAR

100% (Completed)				75% (¾ done)				50% (½ done)				25% (¼ done)		
A	**D**	**T**		**A**	**D**	**T**		**A**	**D**	**T**		**A**	**D**	**T**
48	**12**	**60**		**36**	**9**	**45**		**24**	**6**	**30**		**12**	**3**	**15**

ACCURACY ERRORS: **-2 PER ERROR** **Mark ACCURACY with RED /**	• Incorrect spelling of words • Omission of word/s – count out 5/10/10 • If words omitted appear at the end of the document, mark as display error

DISPLAY ERRORS: -1 PER ERROR **Mark DISPLAY with BLUE X**	
ERR NO	**GROUPING OF ERRORS**
1	Fit to letterhead Paper size Margins Justification Header/footer
2	Font Font size
3	Line spacing (including spacing between paragraphs) Letter spacing
4	Upper case Lower case
5	Bold Italics Underline
6	Stet Transpose Join words/Delete letter space
7	Spelling In full
8	Insert text/Delete text Insert 'the' Insert current year
9	New paragraph Run on Page break
10	Bullets Indentation Block text
11	Tab stops Leader dash/dots Symbols
12	Date format Check boxes Closure

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1 fit to letterhead **1 justification**

Today's date in descending order **12 date format**

╪

CIRCULAR LETTER NO. 1 OF 2020 **4 uppercase** **5 underline** **8 current year**

TO: ALL CUSTOMERS **4 uppercase** **10 block text** **2 Courier New 12 pt**
ALL MANAGERS

╪ **4 uppercase** **5 bold** **1 align right** **2 font size 14 pt**

ENROLMENT POLICIES & PROCEDURES

3 letter spacing

COMPANIES/STUDENTS **4 uppercase** **5 bold**
10 bullet & indentation **7 in full**

- Enrolment forms must be completed and returned before courses begin.

  ╪

- Full payment must be confirmed before the course can commence or per agreed terms.

  ╪ **3 line spacing**

- Strictly no refunds. **6 stet**

╪

CLASSES **4 uppercase** **5 bold**
10 bullet & indentation **8 insert 'the'**

- Students are expected to attend a minimum of 70% of the classes otherwise they will be asked to repeat the course at their own cost. **6 delete letter space**
  9 new paragraph
- If the company is paying for the course, the Human Resources Department or manager in charge of the student will be notified accordingly.
  9 new paragraph **10 bullet indentation**
- Irregular attendance of classes (especially arranged and missed more than 3 times) can lead to cancellation of the entire agreed training sessions and you will be requested to register and enrol afresh which will incur renewed payments for your own account. **7 run on**

7 spelling **9**

---------- pg break ----------

EXAMINATION NUMBER QUESTION 5 **1 footer**

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REQUIREMENTS FOR TRAINING **4 uppercase 5 bold**

- Writing pad. **10 bullet & indentation**
- Other related needs in line with your training.
- Training will be conducted at own risk.

3 line spacing

P. MHLANA (MS) **12 correct closure**
ENROLMENT MANAGER **4 uppercase 5 bold**

1 centre 2 14 pt 4 bold

Complete and return the response form.

11 symbol **11 15,75 cm/6,2" with leader dash**

✂ ----------

Please forward my contact details to reputable labour brokers to enable employment opportunities.

Yes ☐

12 check boxes (using tables)

No ☐

11 right tab at 15,75 cm/6,2" with leader dots

I .....
(print full names and surname) have read and understood the above terms and conditions and I will adhere to them.

3 line spacing

11 7 cm"/2,76" with leader dots " 11 8 cm"/3,15" 11 15,75 cm/6,2" with leader dots

Date:..... Signature: .....

8 delete text

EXAMINATION NUMBER QUESTION 5

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QUESTION 6: WORD PROCESSING

EXAMINATION NUMBER **6.1 header (left)✓ 6.1 retrieve QUESTION 6✓**
6.2.1 LM 2.54 cm/1"✓ 6.2.2 Courier New 12 pt✓ entire document✓ 6.2.1 RM 2.54 cm/1"✓
6.2.3 full justification✓ hyphenate entire document✓

OFFICE ADMINISTRATOR **6.2.5 uppercase✓ bold✓ 16 pt✓**

An office administrator has the responsibility of ensuring that the administrative activities within an organisation run efficiently, by providing structure to other employees throughout the organisation. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees. These responsibilities can vary depending on the employer and level of education.**6.2.6 1½ shadow border✓ centre✓**

(6.2.4 line spaces) **6.2.7 spell check✓**

Skill Set **6.2.8 heading style✓** **6.2.9 line spacing 1.5✓ align right✓**

The importance of an office administrator to an organisation is substantial due to the duties that they are entrusted with, therefore specialised training is required in order for the employee to work efficiently and productively, these being;

6.2.7 spell check✓

6.2.10 bullets✓ indentation✓ **6.2.4 line spaces✓**

- Payroll training that involves the responsibility in ensuring that all employees receive their pay slips on time.
- To have good communication skills in order to coordinate with other employees around the organisation.
- The ability of being able to supervise support workers
- Show good initiative. **6.2.12 delete sentence✓**
- To be able to work under pressure when given a task that is of vital importance to the organisation. **6.2.7 spell check✓**

(6.2.4 line spaces)

Roles **6.2.8 heading style 1✓** **6.2.11 indent left and right margins (2 cm/0.8")✓✓**

There is an extensive range of roles that can be associated with an office administrator, these being; organisations advertise junior office administrator vacancies targeted at students that are currently studying or who have left secondary school or college, to give them the opportunity to gain experience or build a career through full-time work or an internship over the course of a holiday.

6.2.13✓

---------- pg break ----------

1 **(6.2.19)**

6.2.14 run on/join paragraphs✓ **6.2.15 tab (x2)✓**

Receptionists play a key role in the organisation's management, as they are entrusted with arranging and greeting the clients, suppliers and visitors directly via *emails, phone calls or direct mail*. The employee undertaking the role of a receptionist must show good organisational, communication and customer service skills in order to ensure efficiency in the organisation. The receptionist should be aware of those scammers who try to obtain the inner information of your office/medical practice to abuse or exploit it.

6.2.7 spell check✓ **6.2.16 italic✓✓**



6.2.17 insert picture✓✓ **6.2.18 centre✓ height (5 cm/1.97")✓**

6.2.19 page number - bottom centre✓ both pages✓ **6.2.20 print✓**

[40]

6.2.19 page number - bottom centre✓ both pages✓

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QUESTION 7A: SPREADSHEETS

100% (Completed)		
A	**D**	**T**
20	**5**	**25**

75% (Completed)		
A	**D**	**T**
14	**4**	**18**

50% (Completed)		
A	**D**	**T**
9	**3**	**12**

25% (Completed)		
A	**D**	**T**
4	**2**	**6**

1 portrait

2 row & column headings not typed

EXAMINATION NUMBER
QUESTION 7A

1 header (left)

3 font & font size (Arial 10 pt/Calibri 12 pt)

Excellent Training Solutions
Profit and Loss Statement
March 20.. to April 20..

¼

	March 20..	April 20..
Income		
Affiliates	1153,76	1000,25
Downloads	4555,30	5000,00
Courses	8000,92	5700,00
Costs	546,64	600,00
Expenses		
Operating	1518,44	1520,44
Marketing	151,84	200,00
Employee	3036,87	4000,00
Legal	4555,00	4555,00

2 uppercase/lowercase

4 currency, 2 decimals

½

5 column widths

¾

EXAMINATION NUMBER

QUESTION 7B

7.6 header – QUESTION 7B✓

7.7.4 merge & centre✓ columns A to C✓

Excellent Training Solutions

7.7.1 Tempus Sans ITC✓ 20 pt✓

Profit and Loss Statement

7.7.2 bold italic✓ 14 pt✓

March 2020 to April 2020

7.7.3 underline✓ current year✓

7.7.5 open row✓ (½)

	March 2020	**April 2020**
7.7.5 open row✓ (½)		
Income		
Affiliates	R 1 153,76	R 1 000,25
Downloads	R 4 555,30	R 5 000,00
Courses	R 8 000,92	R 5 700,00
TOTAL INCOME	R13 709,98	R 11 700,25
7.7.5 open row✓ (½)	**7.7.9 (A) formula✓✓**	
Costs	R 546,64	R 600,00
GROSS PROFIT	R14 256,62	R 12 300,25
7.7.5 open row✓ (½)	**7.7.10 (B) formula✓✓**	
Expenses		
Operating	R 1 518,44	R 1 520,44
Marketing	R 151,84	R 200,00
Employee	R 3 036,87	R 4 000,00
Legal	R 4 555,00	R 4 555,00
TOTAL EXPENSES	R 9 262,15	R 10 275,44
	7.7.11 (C) formula✓✓	
INCOME BEFORE TAX	R 4 994,47	R 2 024,81
TAX (15%)	R 749,17	R 303,72
NET INCOME	4245,30	1721,09

7.7.3 current year✓

7.7.6 bold✓ centre✓ 16 pt✓

7.7.7 uppercase, bold✓

7.7.7 uppercase, bold✓

7.7.16 currency✓ 2 decimals✓

7.7.12 (D) formula✓✓

7.7.13 (E) formula✓✓

7.7.14 (F) formula✓✓

7.7.17 horizontal borders✓
vertical borders✓

7.7.15 copy ALL formulas✓

7.7.18 adjust column widths✓

7.7.19 print✓

7.7.8 uppercase, bold, align right✓✓✓✓✓ accuracy✓✓✓✓

[70]

TOTAL: 300

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