higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 2

20 November 2024

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 B
1.2 C
1.3 B
1.4 C
1.5 C
1.6 A
1.7 C
1.8 D
1.9 C
1.10 B

(10 × 1) **[10]**

QUESTION 2

2.1 True
2.2 False
2.3 True
2.4 False
2.5 True

(5 × 1) **[5]**

QUESTION 3

3.1 Guarantee
3.2 Categories
3.3 Unpredictable
3.4 Negative
3.5 Discretion

(5 × 1) **[5]**

QUESTION 4

4.1 D
4.2 G
4.3 A
4.4 B
4.5 J
4.6 C
4.7 F
4.8 I
4.9 H
4.10 E

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 5

5.1
- Elizabeth – surname not given
- Message details – more information needed
- Date – month and day not given
- Time – specific time not given
- Taken by – name/signature not clear
- Telephoned/Will call back, etc. not selected (6)

5.2
- Answer quickly, at least by the third ring.
- Answer with your name, the company's name and a friendly greeting.
- Smile, the caller can hear your smile through the phone.
- Speak slowly and clearly.
- Never chew food, gum or drink anything while on the phone.
- Ask permission before placing a caller on hold. (Any 5 × 1) (5)

5.3
- Use the official telephone guide issued by Telkom.
- Use the Yellow Pages.
- Dial 1023.
- Use the internet or Google.
- Use the internal or company directory. (Any 3 × 1) (3)

5.4 What is this call in connection with?
Who would you like to talk to? (2)

5.5
- Be prepared for what you'll say if the person you're calling doesn't pick up.
- Don't mutter or talk too fast; speak clearly.
- Leave a concise voicemail message that states your purpose.
- Be clear what you want the receiver of the message to do.
- Include your full name, company name and contact information.

(Any 3 × 2) (6)

5.6 5.6.1 Check power source and/or plug machine in.

OR

There might be load shedding; wait till power comes back on.

5.6.2 The photocopy machine needs to be repaired/cleaned by a technician.

OR

Call a technician to repair/clean the machine.

5.6.3 Replace the toner/ink in the printer.

5.6.4 Replace the batteries in the remote control.

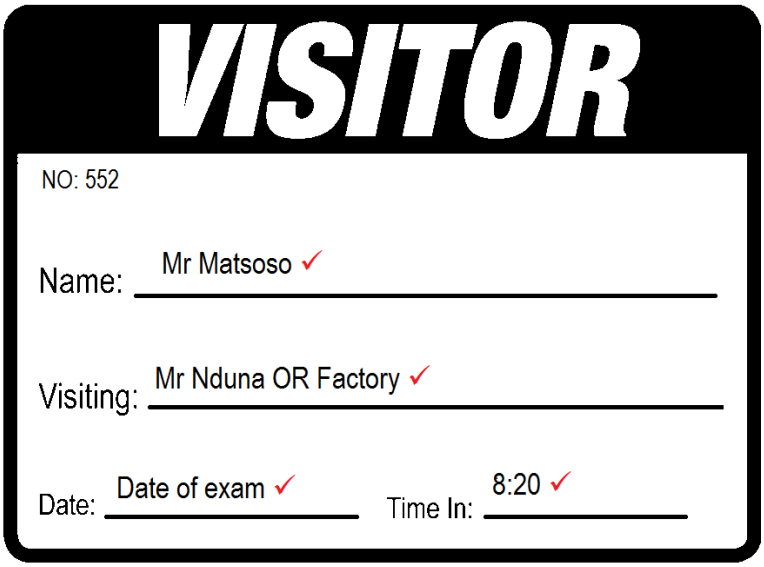
OR

Replace the faulty remote control.

(4 × 2) (8)
[30]

QUESTION 6

6.1



VISITOR'S REGISTER	
Visitor's card number:	552 ✓
Name of visitor:	Mr Brian Matsoso ✓
Organisation represented:	Department of Health ✓
Reason for visit:	Inspection of the factory ✓
Person visited:	Mr Nduna ✓
Time In:	08:20 ✓
Time Out:	10:00 ✓
Signature of visitor:	B. Matsoso ✓

(12)

6.2 6.2.1 Physical
6.2.2 Psychological
6.2.3 Semantic
6.2.4 Physiological
(4 × 1) (4)

6.3 6.3.1 Please recycle OR Item is recyclable
6.3.2 Caution: High voltage OR Caution: Electrocution can occur.
6.3.3 Caution: Highly flammable OR Caution: Fire hazard.
(3 × 1) (3)

6.4 6.4.1 20 reams (2)
6.4.2 200 ✓ – 20 ✓ = 180 reams ✓ (3)

6.5
- Double check that all content/enclosures are removed from the envelope.
- Attach (staple) enclosures to the letter and envelope.
- Don't staple legal/valuable documents or photographs.
- Any discrepancies should be noted or reported (i.e. if enclosure is missing). (Any 3 × 2) (6)

[30]

QUESTION 7

7.1 7.1.1
- Horizontal / In-tray / In-basket
- Computer filing
- Lever-arch files
- Vertical / Filing cabinet
- Telephone index book
- Box file
- Bookshelf
- Drawers (Any 4 × 1) (4)

7.1.2 Documents/messages are stored there until the staff member collects them.
It's used as an internal mailing system. (Any 2 × 1) (2)

7.1.3 Anele
Mervin
Mischa
Peter
Rowan
Sive (6)

7.1.4

- Keep confidential and important documents in a locked, fire-proof cabinet.
- Only authorised staff should have access to confidential information.
- Never leave confidential documents lying around.
- Protect computerised documentation with password.
- Confidential files should be marked clearly.
- Filing staff should know which documents contain confidential information. Keys should be kept in a safe place.
- Store backups of documents in a different place from the original records.
- Install alarm systems, smoke alarms, sprinkler systems and fire extinguishers.
- Use photo ID cards for authorised staff.
- Do not allow personnel to take confidential documents off premises.
- Report unfamiliar persons without access cards to security.

(Any 4 × 1) (4)

7.2 7.2.1

CUSTOMER ENQUIRY LOGBOOK					
Date of enquiry:	Date of exam: ✓	How was enquiry received? *(mark with an x)*	Phone	Email ✓	Walk-in
Time of enquiry:	11:20 ✓	Customer telephone:	0407012345 ✓		
Name of customer:	Juno Alba ✓	Customer email:	jalba@webmail.com ✓		
Nature of enquiry: Customer is impressed by product range and would like to sell bread and cake range ✓ at her spaza shop in Alice. ✓					
Department to handle enquiry:	Sales department ✓				
Enquiry received by:	Student name ✓				

(10)

7.2.2

- Immediately refer the enquiry to the sales department.
- Reply to the customer's email and inform them that you have forwarded their enquiry to the sales department.
- Follow up with sales manager to find out if they received the email/enquiry. (Any 2 × 2) (4)

[30]

QUESTION 8

8.1 8.1.1

- Delays in stock orders or deliveries
- Loss of business/income
- Accounts not being received/paid on time
- Deadlines not being met
- Decision-making activities will be affected
- Dissatisfied customers
- Non-attendance of a function due to invitation not received

(Any 4 × 1) (4)

8.1.2

- Obtain customer email addresses and send all correspondence via email.
- Use private courier companies/internal messengers to deliver goods.
- Create social media accounts as an alternative method of communication with customers.
- Create a website where customers can place orders or make payment.

(Any 2 × 2) (4)

8.2 8.2.1

COMPANY NAME:	SA Milling Pty Ltd ✓
ATTENTION:	Mrs D. Vellem ✓
ADDRESS:	14 Old Road ✓
CITY:	Paarl ✓
POSTAL CODE:	7646 ✓
CONTACT NUMBER:	0798765432 ✓

(6)

8.2.2 R85 + R33 + R33 ✓ = R151 ✓ (2)

8.3
E
B
A
C
G
D
F (7)

8.4
8.4.1 Dae of exam
8.4.2 11:30
8.4.3 Debbie Magwa
8.4.4 Ashwari Chetty
8.4.5 Chetty en Vennote
8.4.6 Koerier
8.4.7 ZA985678

(7 × 1) (7)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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