higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

26 November 2024

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D		
	1.1.2	D		
	1.1.3	C		
	1.1.4	D		
	1.1.5	B		
	1.1.6	A		
	1.1.7	A		
	1.1.8	D		
	1.1.9	B		
	1.1.10	A		
			(10 × 1)	(10)
1.2	1.2.1	Cross reference		
	1.2.2	Telephone directory		
	1.2.3	Dual diary		
	1.2.4	Attendance register		
	1.2.5	E-mail		
	1.2.6	Re-order level		
	1.2.7	Answering machine		
	1.2.8	Quantity		
	1.2.9	Telephone message form		
	1.2.10	Cellphone		
			(10 × 1)	(10)
1.3	1.3.1	J		
	1.3.2	F		
	1.3.3	E		
	1.3.4	C		
	1.3.5	H		
	1.3.6	A		
	1.3.7	B		
	1.3.8	D		
	1.3.9	I		
	1.3.10	G		
			(10 × 2)	(20)
1.4	1.4.1	False		
	1.4.2	True		
	1.4.3	False		
	1.4.4	False		
	1.4.5	False		
	1.4.6	True		
	1.4.7	False		
	1.4.8	True		
	1.4.9	True		
	1.4.10	False		
			(10 × 1)	(10)

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1

ADDENDUM A

REF: MOJJY256 **MAEZA MUNICIPALITY**

MAX: 600
MIN: 100

STOCK CONTROL CARD

RE-ORDER: 200

DATE	QUANTITY RECEIVED	QUANTITY ISSUED	ISSUED TO DEPARTMENT/NAME	BALANCE
01/03/2024✓				300
25/04/2024✓	200✓			500✓
2804/2024✓		50✓	MRS MBHELE✓	550✓
30/04/2024✓		80✓	MR VUVUZELA✓	470✓
02/05/2024✓	150✓			620✓

(15)

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2.2
- Horizontal filing
- Vertical filing
- Tubular filling
- Lateral filing
- Electronic filing (5)

2.3
- Baleni OS
- Mzizi PP
- Mzuzu
- Van der Merwe TT
- Velenzky RS (5)

2.4
- Passport
- Health certificate
- Visa
- Money requirements
- International driver's licence
- Insurance for loss of money (Any 5 × 1) (5)

[30]

QUESTION 3

ADDENDUM B

3.1

PETTY CASH JOURNAL OF WINNERS MOTOR SPARES FOR MARCH 2024✓

DATE	VOUC NO	DETAILS	PAYMENTS	REFRESHMENTS	REPAIRS	SUNDRY ACCOUNTS	
						AMOUNT	DETAILS
7	00011	BIZZA WHOLESALERS	R300,00✓			R300,00✓	Cleaning products✓
10	00012	LILLY'S CATERING	R400,00✓	R400,00✓			
15	00013	TOM ELECTRONICS	R600,00✓		R600,00✓		
17	00014	ENGEN GARAGE	R300,00✓			R300,00✓	Fuel ✓
20	00015	JONNY'S SUPERMARKET	R100,00✓	R100,00✓			
✓	✓	✓	R1700,00✓	R500,00✓	R600,00✓	R600,00✓	

(20)

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3.2
- You should have the correct name and telephone number of the person you are going to call
- Dial slowly and carefully
- You should have a file with information of the person you are calling
- Introduce yourself the moment the call is answered
- Give the reason for the call
- Take notes of the message with the caller
- If you dialled the wrong number, apologise for the mistake (Any 5 × 2) (10)

[30]

QUESTION 4

ADDENDUM C

4.1

TRAVEL ITINERARY

✓one mark for both dates

PURPOSE:……MEETING✓ TRIP START: 11/6/2024

DESTINATION:……DURBAN. ✓ TRIP END: 14/6/2024

✈DEPARTING FLIGHT SAA ✓ RETURNING FLIGHT …SAA……

NAME OF TRAVELLER: MR HAMAAD✓

DATE	AIRLINE	FROM AIRPORT	TO AIRPORT
11/6/24✓	SAA	OR TAMBO	KING SHAKA

✓ 🚗 CAR RENTAL

DATE	TIME	COMPANY	LOCATION
11/6/24	10:30	BUZZ	DURBAN

✓🏙 HOTEL

DATE	NAME	ROOM NO	
11/6/24	ROSSES	222	

✓✓🗒ACTIVITIES

DATE	VENUE	TIME	ACTIVITY
12/6/24	MOON LODGE	9H00	BUSINESS MEETING
13/6/24	KLOPPERS' BUSINESS PREMISES	9H00	BUSINESS MEETING

Give one mark for each row. (10)

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4.2 A tool/ a book used to manage time, tasks or for writing notes. (2)

4.3 4.3.1 Postpone appointment – move the appointment to another day
Cancelling appointment – removing an appointment

4.3.2 Year plan – plan for a yearly activities
Daily plan – plan for daily activities

4.3.3 Manager diary – plan for managers appointments
Personal assistant diary – plan for personal assistant tasks
(3 × 2) (6)

4.4
- Pocket size diary
- Dual diary
- Personal diary
- Diary for different executives
- Electronic diary (4)

4.5
- Date of appointment
- Name of the person who has appointment
- Contact number
- Reason for appointment
- Time of appointment (Any 3 × 1) (3)

4.6

VISITOR'S CARD
NAME✓
SURNAME✓
DATE✓
REASON FOR VISIT✓
COMPANY REPRESENTING✓

(Give 1 mark for design) (5)
[30]

QUESTION 5

ADDENDUM D

TASK	PRIORITY			DUE DATE
	A	**B**	**C**	
Type agenda for Friday 9 meeting. ✓	A ✓	**B**	**C**	9 MARCH 2024✓
Phone Mr Mabe and remind him of the Friday meeting✓	**A**	**B** ✓	**C**	
Type PowerPoint presentation for the Friday meeting. ✓	**A**	**B** ✓	**C**	
E-mail all attendees the agenda for the meeting. ✓	**A** ✓	**B**	**C**	
Call IT technician for regular maintenance of the computers✓	**A**	**B**	**C** ✓	
Do filing✓	**A**	**B**	**C** ✓	
Send parcels to BBC couriers ✓	**A**	**B** ✓	**C**	

(15)

5.2 5.2.1 Yes✓
The receptionist is busy with her work, while the client is waiting in front of her.✓✓
She is not smiling.✓✓

OR

No✓
She is making an appointment for the client.✓✓
Her office would indication that it is reception area; so, the client is not lost✓✓ (5)

5.2.2
- Stand up and greet the client with a smile.
- Listen attentively to the client.
- Make direct eye contact with the client.
- Ensure the client receive first preference.
- Invite the client to sit, if they have to wait for the manager.
- Offer the client refreshments, if they have to wait for the manager. (Any 5 × 2) (10)

[30]

QUESTION 6

6.1
- Present the receptionist with further training.
- Listen to customer complains.
- Assure the customers you will deal with the poor service.
- Apologise for the poor service.
- Give customers a questionnaire to fill in, to know their feelings on the service.
- Go to reception area to observe customer service.
- Have regular meetings with the reception staff, to discuss problem areas.

(Any 5 × 1) (5)

6.2 **VISITOR'S REGISTER**

DATE ✓	NAME ✓	SURNAME ✓	CONTACT NO✓	REASON FOR THE VISIT✓	TIM E IN✓	TIME OUT ✓	SIGNATURE ✓

(1 mark for accuracy)
(1 mark for design) (10)

6.3

DISCREPANCY	REMEDIAL ACTION
Error with calculation of money in the petty cash box✓	Ask someone to re-calculate with you✓
Theft✓	Report the matter Always lock the box and put it in a safe place✓
Miscalculation of totals✓	Add more than twice, to double check correct amount✓
Writing amounts inaccurately✓	Cross out incorrect amount and write the correct one above, then initialise next to crossed amount✓
Not filing records of petty cash transaction	Keep a record of the petty cash transactions

(10)

6.4 6.4.1 PCJ- petty cash journal
6.4.2 VAT-value added tax

(2 × 2) (4)

6.5 10111✓ (1)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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