higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE (VOCATIONAL)

## OFFICE PRACTICE
### NQF LEVEL 4

### 29 November 2024

**This marking guideline consists of 8 pages.**

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## SECTION A

## QUESTION 1

| | | | | |
|---|---|---|---|---|
| 1.1 | 1.1.1 | C✓✓ | | |
| | 1.1.2 | B✓✓ | | |
| | 1.1.3 | C✓✓ | | |
| | 1.1.4 | A✓✓ | | |
| | 1.1.5 | B✓✓ | | |
| | 1.1.6 | B✓✓ | | |
| | 1.1.7 | B✓✓ | | |
| | 1.1.8 | C✓✓ | | |
| | 1.1.9 | C✓✓ | | |
| | 1.1.10 | A✓✓ | | |
| | | | (10 × 2) | (20) |
| 1.2 | 1.2.1 | False | | |
| | 1.2.2 | False | | |
| | 1.2.3 | False | | |
| | 1.2.4 | False | | |
| | 1.2.5 | False | | |
| | 1.2.6 | True | | |
| | 1.2.7 | False | | |
| | 1.2.8 | True | | |
| | 1.2.9 | False | | |
| | 1.2.10 | False | | |
| | | | (10 × 1) | (10) |
| 1.3 | 1.3.1 | E | | |
| | 1.3.2 | A | | |
| | 1.3.3 | H | | |
| | 1.3.4 | G | | |
| | 1.3.5 | B | | |
| | 1.3.6 | J | | |
| | 1.3.7 | I | | |
| | 1.3.8 | D | | |
| | 1.3.9 | K | | |
| | 1.3.10 | F | | |
| | | | (10 × 1) | (10) |
| 1.4 | 1.4.1 | Appreciation | | |
| | 1.4.2 | Passwords | | |
| | 1.4.3 | Efficiency | | |
| | 1.4.4 | Shopping | | |
| | 1.4.5 | template | | |
| | 1.4.6 | inspection | | |
| | 1.4.7 | estimates | | |
| | 1.4.8 | magazines | | |
| | 1.4.9 | dissatisfaction | | |
| | 1.4.10 | customer service policy | | |
| | | | (10 × 1) | (10) |
| | | | | **[50]** |

**TOTAL SECTION A: 50**

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## SECTION B

## QUESTION 2

2.1

**SEDIBENG TVET COLLEGE**
**FEEDBACK REPORT**

**To:** The CEO✓
**From:** (Student name)✓
**Date:** (Date of the exam)✓

**FEEDBACK REPORT ON THE:** Sedibeng TVET College (Sedcol) Business Gala Dinner✓✓

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

**Purpose:**
The gala aimed at fostering healthy partnerships with leaders from the business sector.✓✓

**Venue:**
The event took place at the well-known Lords Signature Hotel, setting the stage for a night of meaningful conversations and strategic connections.✓✓

**Refreshments:**
Guests were treated to a three-course dinner prepared by staff members of the Lords Signature Hotel.✓✓

**Evaluation:**
Evaluation of the event was conducted by requesting all guests who attended the gala to complete a feedback questionnaire.✓✓ (15)

2.2 To provide a manager or supervisor✓ with a final overview and detailed summary of what happened during an event, seminar or workshop✓ (2 × 1) (2)

2.3
- The report will be hand-delivered to the receiver.
- It is signed for before they may take and open it to look at the contents.
- All couriered items can be tracked.
- Every mail piece is issued with a barcode that is scanned as it moves through the handling points on its way to the receiver.
- The sender is given a receipt with the same barcode as the one on the couriered item to track the delivery progress. (5)

2.4 2.4.1 CEO✓
Campus managers
Heads of departments (3 × 1) (3)

2.4.2 Dr Gwendoline van der Berg or chairperson of the college council✓
MMC of Finance
Mr Vincent Jones (3 × 1) (3)

Please note: Not Professor Phutsisi - nowhere is stated that he attended the event although he praised the college for the event.

2.5
- Phone bills
- Stationery
- Travelling expenses of speakers
- Gifts for guests
- A photographer

(Any 2 × 1) (2)
**[30]**

**QUESTION 3**

3.1

| REPORT TYPE | RECIPIENTS | FREQUENCY |
|---|---|---|
| Formal report | External readers✓<br>General public | Frequently as needed✓<br>Occasionally<br>As results are available |
| Incident/Accident report | Managers✓<br>Supervisors<br>Representatives<br>Physicians<br>Medical experts<br>HR | As incidents/accidents happen✓<br>(occasionally) |

(2 + 2) (4)

3.2

| ANNUAL SPORTS TOURNAMENT BUDGET | | | |
|---|---|---|---|
| **DESCRIPTION** | | **INCOME** | **EXPENSES** |
| Sponsorship | | 40 000✓ | |
| Designed posters | | | 2 000✓ |
| Venue hire | | | 5 000✓ |
| Catering | ✓ | | 10 000✓ |
| Décor | | | 3 000✓ |
| Entertainment | | | 10 000✓ |
| **Total** | | 40 000✓ | (30 000)✓ |
| **Net profit (loss)** | | | 10 000✓ |

(10)

3.3
- Why is the event being hosted?/What is the aim or purpose? ✓✓
- Who will be involved?/Who will benefit from this event?
- What elements and resources are need to reach the goal?
- Where is the best location?/What is the best venue?
- When will be the best time to host the event?
- How can this event be effectively researched designed, planned, implemented and evaluated? (6 × 2) (12)

3.4
- Filing cabinets for documents
- Storage rooms or cabinets for files
- Safes for fire and water protection
- Computer systems and media
- Micro-copies for archiving purposes
- Service providers outside the organisation (Any 4 × 1) (4)

**[30]**

## QUESTION 4

4.1

| EVENT SUBFIELD | CHARACTERISTICS | EXAMPLE |
|---|---|---|
| Festivals/cultural celebrations | Cultural celebrations for religious or social and traditional reasons✓<br>Created for the public, mostly by the public<br>Brings a buyer and a seller together in a festive set-up | Jazz festivals✓<br>Gospel festivals<br>Afrikaans music festivals<br>Oktober Fest<br>Any relevant answer |
| Meetings, conferences, seminars and workshops | Gather people for structure communication sessions✓<br>For the purpose of education, debate, discussion and relations building<br>Attended by delegates | Trade conferences✓<br>Professional conferences (medical, academic, etc.)<br>Customer service workshops<br>(any relevant answer) |
| Sports events | Recreational or competitive sports activities✓<br>Require active participation from players and passive participation by spectators | Premier Soccer League✓<br>Nedbank Cup<br>Rugby Currie Cup series<br>Pro 20 Cricket matches<br>(any relevant answer) |
| Hallmark events | Events of huge exposure✓<br>Significant<br>Large number of people watch them<br>Receive international recognition | FIFA World Cup✓<br>FIFA Women's World Cup<br>Netball World Cup<br>BRICS Summit<br>Olympic Games<br>(any other relevant answer) |

(8 × 1) (8)

4.2

- Always be on time for appointments. ✓
- Arrive a few minutes early for work or meetings.
- Use a diary to keep appointments and duties up to date.
- Prioritise all tasks and do important tasks first.
- Always be well prepared and do not waste the client's time.
- If you are going to be late, be polite enough to phone ahead to make apology and let them know at what time they should expect you. (6)

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

(5 × 2) (10)

4.4

| TYPE OF REFRESHMENT | WHEN TO SERVE |
|---|---|
| Coffee and tea✓ | Between sessions at a conference or seminar✓ |
| Mints and water✓ | On the tables during a conference or workshop✓ |
| Alcoholic and nonalcoholic drinks✓ | Served at meals✓ |
| Bar facilities | Available before and during meal times |

(6 × 1) (6)
**[30]**

**QUESTION 5**

5.1 5.1.1 R96 (1)

5.1.2 R1 220 (1)

5.1.3 R828 (1)

5.1.4
- UIF is insurance for people who have been retrenched and who cannot find another job.
- UIF gives short-term relief to workers when they become unemployed or are unable to work because of maternity, adoption or parental leave or illness. (Any ONE) (1)

5.1.5
- Net wage is the total payment an employee receives after deductions.
- Net wage is a gross wage minus or less deductions.

(Any ONE) (1)

5.1.6 Gross wage is an individual's total earnings before any deductions are made.
OR
Gross wage is the total of the normal time and the overtime amounts. (1)

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5.2 5.2.1 Sales – Cost of goods sales = Gross profit✓
800 000✓ – 350 000✓ = 450 000✓ (4)

5.2.2 Administrative + Selling expenses = Total operating expenses✓
120 000✓ + 250 000✓ = 370 000✓ (3)

5.2.3 Gross profit – Total operating expense = Operating income✓
450 000✓ – 370 0000✓ = 80 000✓ (4)

5.2.4 Gross profit – Expenses + Other income = Net income before tax✓
450 000✓ – 370 0000✓ + 3 500✓ = 83 500✓

**OR**

Operating income + Discount received = Net income before tax✓
80 000 ✓ + 3 500 ✓ = 83 500✓✓ (5)

5.2.5 Net income before tax – Income tax = Net income/profit✓
83 500✓ – 8 825✓ = 74 675✓ (4)
**[26]**

**QUESTION 6**

6.1

| PRODUCT CLASSIFICATION | ITEM | CHARACTERISTICS |
|---|---|---|
| **Shopping goods** | TV sets✓ | Comparison made based on suitability, quality, price and style✓ |
| **Convenience goods** | Bread,✓ | Goods needed on a regular basis✓ |
| **Luxury services** | Garden services✓ | Not widely available✓<br>Expensive<br>Used by a small scale |
| **Essential services** | Water and electricity supply✓ | Services needed daily✓ |

(8 × 1) (8)

6.2
- Customers can be asked how they became aware of the product.✓✓
- Let customers complete research/coupon questionnaires, which can be sent back to the organisation and which have a possible reward.✓✓
- Keep track of the number of customers that visit the organisation during the advertising campaign.✓✓
- Compare sales volumes during the campaign with sales volumes before the campaign.✓✓ (4 × 2) (8)

6.3 6.3.1

- Organisations delivering correct goods/services✓
- Correct prices
- Salesperson provides accurate and complete information
- Advertised specials are in stock

(any relevant answer) (Any 2 × 1) (2)

6.3.2

- Selling well-known brands✓
- Store is well organised.
- The display of products is clearly visible.
- Store environment is clean and safe.
- Products are easy to find.
- Products are clean and of a good quality.

(any relevant answer) (Any 2 × 1) (2)

6.3.3

- Listening and responding to requests✓
- Be willing to help customers
- Giving advice to customers

(any relevant answer) (Any 2 × 1) (2)

6.4

- Prewrite/planning: ✓ Planning and gathering all the information that needs to be in the report✓
- Draft: Writing a rough copy or outline that will change and be updated
- Revise: Looking for ways to improve the report and evaluating what has been written so far
- Edit: Checking that everything that was required is included in the report and in the correct writing style
- Proofread: Reading through the final report to look for obvious errors such as grammar, spelling and punctuation errors
- Finalise/Print: Printing and/or distributing the correct report (6 × 2) (12)

**[34]**

**TOTAL SECTION B: 150**
**GRAND TOTAL: 200**

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