higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 2

15 November 2022

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

2.1 False
2.2 True
2.3 False
2.4 False
2.5 True

(5 × 1) **[5]**

QUESTION 3

3.1 backup
3.2 image
3.3 logbook
3.4 switchboard
3.5 return to sender

(5 × 1) **[5]**

QUESTION 4

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

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 5

5.1

DATE: Date of examination✓ TIME: 11:30✓
TO: Mrs Madliki✓
FROM: Mr Dimba✓ COMPANY: SA Finance✓
CONTACT NO: 071 585 2033✓

Called	Please call back	Returned your call	Will call again	Urgent
☒✓	☐	☐	☐	☐

The customs import tax on invoice number X324✓ has been calculated and you must please ask the customer to make payment as soon as possible.✓

Message taken by: Secretary/Student's name✓ (10)

5.2 5.2.1

- Having a written record of an enquiry or complaint will allow the company to keep track of how it was dealt with, if there are any comebacks.
- A written record of enquires/complaints can help the company to identify possible problems/weaknesses.
- The company can use it to address and solve the problems that lead to customers being dissatisfied. (Any 2 × 1) (2)

5.2.2

- Immediately refer the enquiry to Steve Eric in the Accounts Department.
- Stay in touch with the customer to update her on the progress of her enquiry.
- Inform Steve Eric of any promises that you may have made to the customer. (Any 2 × 2) (4)

5.2.3

- Email
- Walk-in
- Fax
- Through the organisation's website
- Via social media, for example Facebook
- Instant messaging or WhatsApp (Any 2 × 1) (2)

5.3 5.3.1

- Direct the visitor to another suitable staff member in the organisation.
- Ask if the visitor would rather like to postpone their appointment for another time or day.

5.3.2

- If the manager is free, inform him that his brother is there to see him.
- If the manager is busy, make an appointment for a more convenient time.

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5.3.3
- Ask for the sales representative's name and the purpose of the visit.
- See if the marketing manager is free to see the sales representative.
- If the marketing manager is busy, make an appointment for a more convenient time. (Any 2 × 1)

5.3.4
- See if the finance manager is free to see the customer.
- If the finance manager is busy, make an appointment for a more convenient time.
- Direct the visitor to another suitable staff member who can help. (Any 2 × 1)

5.3.5
- Receive the parcel on behalf of the manager if they cannot collect it themselves.
- Receive the parcel and complete the delivery register.
- Call the manager and inform them that there is a parcel for them at reception. (Any 2 × 1)

5.3.6
- Explain politely to the visitor that it is company policy not to give out personal details of staff members.
- Decline to comment and offer the visitor some refreshments. (6 × 2) (12)

[30]

QUESTION 6

6.1

CONSUMABLES CONTROL CARD

ITEM: Sanitiser 750 mℓ spray bottle REFERENCE: San750 mℓ

DATE	CONSUMABLE RECEIVED	CONSUMABLE ISSUED	DEPARTMENT	BALAN-CE
1 November				5✓
4 November	20✓			25✓
9 November		6✓	Finance✓	19✓
15 November		8✓	Human Resources✓	11✓
Dates✓				

(10)

6.2 6.2.1
31/08/2021
02/09/2021
15/09/2021
03/10/2021
19/10/2021

6.2.2 005789
005875
007125
017154
018254

(2 × 5) (10)

6.3
- Explain that security measures are in place to ensure the safety of staff and visitors.
- Explain that it is company policy for all visitors to hand in firearms and to sign the visitor's register.
- Reassure him that his firearm will be safely stored while he is attending to his business on the premises. (Any 2 × 2) (4)

6.4
- Immediately try to switch of the power supply to the defective equipment.
- Stabilise the injured person by using the first-aid kit in the office.
- Extinguish the fire or phone the fire brigade.
- Call an ambulance or paramedic if the person needs it.
- Report the incident to management.
- Evacuate staff if necessary. (Any 3 × 2) (6)

[30]

QUESTION 7

7.1

QUOTATION				
DATE:	Date of examination✓			
CUSTOMER'S NAME:	Mrs Bruce✓			
EMAIL ADDRESS:	gbruce@mail.co.za✓			
CUSTOMER'S ADDRESS:	3 Dean Place, Athlone, Cape Town✓			
DESTINATION	15 Daisy Road, Sandton, Johannesburg✓			
DESCRIPTION OF SERVICE REQUIRED	HOUSE SIZE	COST OF PACKING	TRANSPORT COST	TOTAL COST
Packing and moving household items✓	Three-bedroomed home✓	R12 000✓	R15 000✓	R27 000✓

(10)

7.2 7.2.1

Company name: DM Packaging✓					
Attention: Mrs G Varma✓					
Address: 213 Evans Road✓					
Suburb: Glenwood✓					
Town: Durban✓	Code	4	0	0	1✓

(6)

7.2.2 R37,45✓ + R26,20✓ = R63,65✓✓ (4)

7.3
- Offer to take a message for the senior manager.
- Offer to get the senior manager to call them back as soon as they are done with their call.
- Offer for another staff member to assist the caller. (Any ONE) (2)

7.4
- Do not remove the contents of the envelope or package.
- Do not shake the envelope/package or blow into it.
- Do not touch any part of your body, especially your face.
- Call or alert security.
- Wash your hands thoroughly with antiseptic soap and hot water.
- Evaluate and seal off the mailroom if it is contaminated. (Any 4 × 1) (4)

7.5 7.5.1 Physical
7.5.2 Physiological
7.5.3 Semantic
7.5.4 Psychological

(4 × 1) (4)
[30]

QUESTION 8

8.1

DAILY TASKS	WEEKLY/MONTHLY TASKS
• Vacuum busy areas • Remove all dirty cups • Rearrange furniture that has been moved around • Wipe down and sanitise all horizontal surfaces • Empty dustbins • Clean and sanitise toilets and urinals	• Remove old, torn, and faded magazines or corporate displays • Inspect furniture and carpets for damage • Water pot plants • Wash windows

(10)

8.2
- To keep customers, staff, and the business safe from potential threats
- Hiring the wrong people can cost your business a lot of time and money

(Any ONE) (2)

8.3
- The name of the person that you are calling
- The correct number and/or extension number
- Other information, for example account number, dates, et cetera
- Specific questions or information to be obtained (4)

8.4
- Speak in a clear, audible voice and don't mutter or talk too fast.
- Include your full name and company name.
- End the message by giving your contact information.
- Be prepared for what you'll say if the person that you're calling doesn't answer.
- Leave a concise voicemail message that states your purpose and doesn't waste anyone's time.
- Be clear about what you want the receiver of the message to do.

(Any relevant 3 × 2) (6)

8.5 8.5.1 Confidential documents contain personal and/or sensitive information that should not be seen by unauthorised people. (2)

8.5.2
- Personal information of staff
- Trade secrets
- Production methods
- Customer list
- Marketing strategies
- Employee salaries
- The financial status of the company (Any 4 × 1) (4)

8.5.3
- Loss of productivity
- Loss of time
- Giving the impression of being disorganised and unprofessional
- Unnecessary stress and frustration
- Loss of income and potential customers (Any 2 × 1) (2)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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