higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 2

24 November 2023

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	D		
	1.1.3	A		
	1.1.4	C		
	1.1.5	D		
	1.1.6	C		
	1.1.7	C		
	1.1.8	D		
	1.1.9	C		
	1.1.10	C		
			(10 × 1)	(10)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	False		
	1.2.4	False		
	1.2.5	False		
	1.2.6	True		
	1.2.7	False		
	1.2.8	False		
	1.2.9	True		
	1.2.10	True		
			(10 × 1)	(10)
1.3	1.3.1	D		
	1.3.2	A		
	1.3.3	F		
	1.3.4	B		
	1.3.5	C		
	1.3.6	E		
	1.3.7	H		
	1.3.8	G		
	1.3.9	I		
	1.3.10	J		
			(10 × 1)	(10)
				[30]

TOTAL SECTION A: 30

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SECTION B

QUESTION 2

2.1

TELEPHONE MESSAGE

TO: **Mr Nare Matete✓**

FROM: **Ms Koena Peters✓**

COMPANY: **Thomo Cleaning Suppliers ✓**

DATE: **9 June 2023✓**

Phoned		**Returned your call**		**Please phone back**	**X✓**
Visited		**Will call again**		**Urgent**	

MESSAGE: While you were in the meeting with Ms Molatelo, Ms Koena Peters phoned. She would like to speak to you about the cleaning materials they supply.✓ Please phone her before 15:00 at 015 297 0800.✓

TAKEN BY: Ms Modjadji Lengana✓

DATE: 9 June 2023✓ **TIME: 10:15✓**

(10 × 1) (10)

2.2
- Information of the seller
- Information of the buyer
- Date of the transaction
- Description
- Purchase price
- Special arrangements
- Credit arrangements

(Any 5 × 1) (5)

2.3.1 Physiological barrier/interference

2.3.2 Psychological barrier/interference

2.3.3 Physical barrier/interference

2.3.4 Semantic barrier/interference

2.3.5 Physical barrier/interference (5)

2.4
- Listen carefully to what the visitor is saying.
- Ask for information such as his/her name and the purpose of the visit.
- Decide whether the staff member the visitor wants to see is really the correct person.
- Offer the visitor a seat while deciding who the visitor should see.
- Ensure that the staff member can receive a visitor.
- Make an appointment if the visitor cannot be seen immediately.
- Be very tactful when handling the visitor.
- Avoid keeping the visitor waiting unnecessarily. (Any 5 × 1) (5)

2.5
- Telephone for announcing the arrival of a visitors
- Visitors' register
- Diary for appointments
- Locked drawers to keep information confidential
- Telephone directory and index
- Map of the premises to direct visitors to offices
- Flowers or a plant (Any 5 × 1) (5)

[30]

QUESTION 3

3.1 3.1.1 Personal (1)

3.1.2 Can only be opened✓ and read ✓ by Mr Mtya (2)

3.1.3 Must be placed on desk of intended person and can only be opened and handled by Mr Mtya (1)

3.1.4 If Mr Mtya is not in the office, the documents need to be returned to the sender✓ or needs to be stored until he returns to the office. ✓ (2)

3.2
- Date
- Visitor's name
- Time the visitor arrives
- Number of visitor permit or card
- Company the visitor works for
- Person being visited
- Short reason for the call
- Car registration number
- Signature of the visitor
- Time the visitor leaves (Any 5 × 1) (5)

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3.3
- Answer the telephone promptly and in a friendly tone.
- Put a smile on your face and in your voice./Speak in a pleasant tone of voice.
- Use proper language.
- Pronounce words correctly.
- Choose words carefully.
- Do not chew gum.
- Do not speak too fast.
- Avoid speaking in a high-pitched tone.
- Avoid speaking in a low-pitched tone.
- Try to achieve balance.
- Do not interrupt the caller.
- Use the appropriate greeting for the time of the day.
- Be sincere and helpful.
- Do not use slang (Any 10 × 1) (10)

3.4
- Large desks or work surfaces
- Moistening roller
- Large scale to weigh parcels
- Franking machine
- Addressing machine
- Stamping machine
- Letter-measuring instrument (Any 6 × 1) (6)

3.5
- Incoming mail
- Outgoing mail
- Internal mail (3)

[30]

QUESTION 4

4.1
4.1.1 No smoking
4.1.2 Wet floor
4.1.3 Fire extinguisher
4.1.4 Assembly point
4.1.5 First-aid kit
4.1.6 Rest room (male)
4.1.7 Stairs
4.1.8 No guns
4.1.9 No entry
4.1.10 Danger

(10 × 1) (10)

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4.2
- Adams Caroline
- Baupi Stella
- Lengana Bokamoso
- Lengana Phenyo
- Makwela Johannes
- Maredi Salome
- Mooi Lydia
- Ngema Solomon
- Semenya Phuti
- Zungu Buhle (10)

4.3.1 Remittance register (1)

4.3.2 * All monies received must be handed over to the cashier once or twice a day. ✓✓
* The cashier will write a receipt for the person who sent the money.
* Pretty had to keep an accurate record to prove that the amount that she has received balanced with the amount paid in at the cashier. (3 x 2) (6)

4.3.3 She did not complete the records correctly and accurately.
She did not follow predetermined procedures.
She neglected to follow the mailroom procedures.
She caused a financial loss. (any (2 x 1) (2)
PLEASE NOTE: ANSWERS MUST RELATE TO SCENARIO.

4.3.4 She can face a disciplinary hearing.
She can be dismissed. Any(1) (1)
[30]

QUESTION 5

5.1

Recyclable	Discarded	Reusable
1. paper 2. toner cartridges	1. used CDs 2. printer ink cartridges	1. memory stick (USB) 2. rewritable DVD

(6)

5.2
- Report the incident immediately.
- Report it to the correct person.
- Switch off the power supply.
- Inform other staff.
- Evacuate if necessary.
- Assist employees who might be hurt or in danger. (Any 5 × 1) (5)

5.3
- Obtain and prepare information and documentation required for the call.
- Dial the outgoing call, using the correct number.
- State the purpose of the call clearly and according to organisational procedures.

- Record the resulting actions from calls.
- Leave messages, if required, according to organisational requirements.

(any 4 x 1) (4)

5.4
- Ensure that you know the company policy on handling complaints.
- Refer all complaints to the staff in the complaints or customer services department if there is one.
- Refer serious or difficult complaints to a senior person.
- Write down important information about the complaints.
- Do not waste unnecessary time – consult the senior person to establish the validity of the complaints.
- Refer the matter promptly.
- Inform the senior person of any promises that a staff member has made.

(Any 5 × 2) (10)

5.5
- Washing
- Polishing
- Vacuuming
- Scrubbing
- Dusting
- Sweeping
- Emptying bins
- Replacing dead flowers
- Replacing outdated reading materials
- Maintaining all interior and exterior surfaces (Any 5 × 1) (5)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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