higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

21 NOVEMBER 2022

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1

1.1.1	D
1.1.2	D
1.1.3	B
1.1.4	A
1.1.5	D
1.1.6	B
1.1.7	D
1.1.8	B
1.1.9	D
1.1.10	A

(10 × 1) (10)

1.2

1.2.1 False:✓ Their cost is generally marginal. In fact, sometimes they don't charge you a cent, as most of their money comes from the hotels and wholesalers they do business with.✓

1.2.2 False:✓ The purpose is to share ideas and knowledge.✓

1.2.3 False:✓ To keep track of visitors and to have their data on the system should there be a problem or emergency.✓

1.2.4 False:✓ You have to inform the authorities and keep the caller on the line for as long as possible.✓

1.2.5 True:✓ So that it is easy to access the document or file.✓

1.2.6 True:✓ It helps the company to comply with the law, protect forests and prevent identity theft.✓

1.2.7 False:✓ Geographical classification means that files are arranged according to areas, regions, towns or countries.✓

1.2.8 False:✓ It must be issued before the meeting so that attendees can familiarise themselves with the points to be discussed at the meeting.✓

1.2.9 False:✓ It is meant for groups who have to discuss or brainstorm an issue. Each group has to report on the main points that were discussed.✓

1.2.10 True:✓ As it is another term or word that indicates that a meeting is over.✓

(10 × 1) (10)

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1.3	1.3.1	D✓✓
	1.3.2	J✓✓
	1.3.3	G✓✓
	1.3.4	A✓✓
	1.3.5	H✓✓
	1.3.6	B✓✓
	1.3.7	C✓✓
	1.3.8	E✓✓
	1.3.9	F✓✓
	1.3.10	K✓✓

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 2.1.1

- One lady stands on a chair instead of a ladder to get a book or file from a cupboard.
- One lady spills coffee on the floor.
- Someone may slip on the floor because of the spilled coffee.
- A man carries two heavy boxes.
- The open drawer.
- Reading a book without looking were you are going.

(Accept any relevant answer) (Any 5 × 1) (5)

2.1.2

- Drink coffee in the kitchen or cafeteria.✓✓
- Use a trolley to move heavy boxes.✓✓
- Close a drawer if you are not using it.✓✓
- Use a ladder to get books or files from a cupboard.✓✓
- Sit down when you have to read a book.✓✓

(Accept any relevant answer) (Any 5 × 2) (10)

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2.2 **ADDDENDUM A**
DIARY

NO	TIME✓	1 MARCH MONDAY	2 MARCH TUESDAY	3 MARCH WEDNESDAY	4 MARCH THURSDAY	5 MARCH FRIDAY✓
1	8:00–9:00	READING EMAILS✓				
2	9:00–10:00	ORIENTATION ✓		OVERSEAS VISITORS✓	PLACE ORDER✓	FILING✓
3	10:00–11:00	WORKSHOP✓				BOOK FLIGHT✓
4	11:00–12:00	INTERVIEW✓				
5	12:00–13:00		MEET SPECIALIST ✓			LUNCH WITH MR BOWENI✓
6	13:00–14:00				DIRECTOR`S MEETING✓	
7	14:00–15:00		STAFF MEETING✓			
8	15:00–16:00		VIRTUAL MEETING✓			
9	16:00–17:00					

(15)
[30]

QUESTION 3

3.1 Source documents
- Requisitions ✓✓
- Petty cash vouchers✓✓
- Cheque counterfoils✓✓
- Cash receipts✓✓ (4 × 2) (8)

3.2 Transfer of files
- The client moved to another town.✓✓
- The client has been upgraded by your company and falls into another group.✓✓
- Company rearranges its filing system.✓✓
- A company rearranges its staff.✓✓
- Because an additional filing system has been started, some records are moved there.✓✓ (5 × 2) (10)

3.3 Types of diary
- Electronic
- Pocket size
- Dual diary
- Diaries for different professions
- Diaries with month and year planners (5 × 1) (5)

3.4
- Fail to offer assistance to visitors
- Not paying attention to visitors
- Being rude to visitors
- Not offering to make an appointment
- Lack of knowledge about the company's services or products
- Not inviting visitors to sit down

(Accept any relevant answer) (Any 5 × 1) (5)

3.5 The money used for petty cash transactions. (2 × 1) (2)
[30]

QUESTION 4

4.1
- She did not greet the caller properly but only said 'La Good Systems, hi'
- Disclosing that Mr Thompson's mother was ill
- She said 'sure'
- She said 'bye'
- Instead of identifying herself, she asked 'What do you want?' (Any 4 × 1) (4)

4.2 She should have said: 'Good morning'
She should have identified herself by saying 'Sandy speaking'.
She should have offer assistance by asking the caller: 'How can I help you?'
She should not have disclosed personal information about Mr Thompson.
She should have said: 'Good bye!'
She should have said: 'I will give him the message.'
(Accept any relevant answer) (6 × 1) (6)

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4.3 **ADDENDUM B**

GTI PTY LTD

PRIVATE BAG X5636
BETHLEHEM
9700

TEL 058 303 8888
EMAIL: gti.tt.co.za

ORDER FORM

ORDER NO: VVX 226

QUANTITY	**DESCRIPTION**	**UNIT PRICE**	**AMOUNT**
2	A4 PRINTING PAPER✓	R60,00✓	R120,00✓
4	BOX OF BLUE PENS✓	R20,00✓	R80,00✓
7	CALCULATORS✓	R50,00✓	R350,00✓
5	SCISSORS✓	R5,00✓	R25,00✓
✓			
		TOTAL	R575,00✓

DELIVERY ADDRESS:

PRIVATE BAG: X2020
BETHLEHEM
9700
TEL 058 3030 9999
BUYER: MR COOKS DATE: 5/3/2121
AUTHORISED BY: _____✓

(15)

4.4 4.4.1 MEDIUM
4.4.2 MEDIUM
4.4.3 MEDIUM/LOW
4.4.4 HIGH
4.4.5 HIGH

(5 × 1) (5)
[30]

QUESTION 5

DOC NO.	DAY	DETAILS	FOL	PETTY CASH	TEA EXPENSES	WAGES	SUNDRY ACOUNTS	
							AMOUNT	DETAILS
006	7	ZAZA SUPERMARKET		20,00✓			20,00✓	SANITIZER✓
007	9	DRAWINGS		200,00✓			200,00✓	DRAWINGS✓
008	11	WAGES		400,00✓		400,00✓		WAGES✓
009	20	IIB STATIONERY		50,00✓			50,00✓	STATIONERY✓
0010	22	FUMIGATION		400,00✓			400,00✓	FUMIGATION✓
0011	25	FUEL		30,00✓			30,00✓	FUEL✓
0012	26	DONATIONS		350,00✓			350,00✓	DONATIONS✓
				1450✓	0✓	400,00✓	1050,00✓	

(25)

5.2
- Computer filing
- Horizontal filing
- Vertical filing
- Lateral filing
- Tubular filing (5 × 1) (5)

[30]

QUESTION 6

6.1 6.1.1
- Production department
- Finance department
- Administration department
- Human resource department
- Administration department (5 × 1) (5)

6.2
- By having internal audits done
- By physical observation
- By asking visitors to complete questionnaires to get their feedback
- By conducting meetings
- By using regular checklists
- By monitoring duty lists and logbooks (Any 6 × 1) (6)

6.3 6.3.1 Requisition form is a document for requesting stock or funds.✓✓

6.3.2 Petty cash voucher is a document in which a petty cashier records the amounts that were taken from the petty cash box.✓✓

(2 × 2) (4)

6.4 Imprest amount (1)

6.5
- Availability
- Size
- Finances
- Catering
- Logistics
- Equipment
- Accommodation
- Facilities (Any 4 × 1) (4)

6.6 Cancelling an appointment
- Telephonically notify the persons involved.✓✓
- Apologise for the cancellation on behalf of the manager.✓✓
- Do not reveal the manager's personal reasons.✓✓
- Urgent appointments may be referred to another person.✓✓
- If your manager has to deal with an unforeseen event, request someone else to assist.✓✓ (5 × 2) (10)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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