higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 4

15 November 2022

This marking guideline consists of 10 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1	1.1.1	C		
	1.1.2	A		
	1.1.3	A		
	1.1.4	A		
	1.1.5	B		
	1.1.6	A		
	1.1.7	D		
	1.1.8	C		
	1.1.9	A		
	1.1.10	D		
			(10 × 2)	(20)
1.2	1.2.1	True		
	1.2.2	False		
	1.2.3	False		
	1.2.4	True		
	1.2.5	True		
	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	D		
	1.3.2	C		
	1.3.3	F		
	1.3.4	G		
	1.3.5	B		
	1.3.6	I		
	1.3.7	J		
	1.3.8	E		
	1.3.9	A		
	1.3.10	H		
			(10 × 1)	(10)
1.4	1.4.1	Information		
	1.4.2	Professional		
	1.4.3	Behaviour		
	1.4.4	Comments		
	1.4.5	Reputable		
	1.4.6	Service		
	1.4.7	Quality		
	1.4.8	Cash Flow		
	1.4.9	Magazines		
	1.4.10	Customer service		
			(10 × 1)	(10)
			TOTAL SECTION A:	**50**

Copyright reserved

SECTION B

QUESTION 2

2.1 2.1.1 Internal reports: people within the organisations

2.1.2 External reports: people outside the organisations

2.1.3 Informal reports: internal staff members

2.1.4 Formal Reports: all stakeholders, both internal and external stakeholders.

(4 × 1) (4)

2.2 2.2.1

Naming the step	Description what you will do during this step	Whom you will contact during this step and communication with involved person(s) – only where applicable
Pre-writing or planning✓	Get the information from the lecturers for the four subjects. Decide on layout of report. ✓	The four lecturers, lecturing the different subjects. ✓
Drafting✓	Put information received in the report. ✓	None
Revising✓	Double check your information received from lecturers. If necessary, contact them again if you feel uncertain✓	Not necessarily anyone, but it can include contacting the lecturers again.
Editing✓	If you need to edit after you communicated with lecturers, or if they brought something else to your attention, do the necessary changes (editing) ✓	None
Proofreading✓	Now you check whether the report is correct. Check for grammar errors, check whether names are spelt	None

	correctly and check the final layout. ✓	
Printing✓	You will either print it and provide the academic manager with a print out, but it will most likely be a document emailed to the academic manager.	Academic manager. ✓

OPEN MEMO, BUT ANSWERS MUST RELATE TO SCENARIO.
(14 x 1)
(14)

2.2.2 (a) Electronic mail: Sent via email. ✓
Internal mail: Distributed in the organisation by print outs (can be put in a large envelope) ✓ (2 x 1) (2)

2.2.2 (b) Electronic mail: ✓ ✓ (2)
PLUS any 3 x 2) for motivation (6)
* It is fast and reaches reader in seconds.
* It is cheap
* It can easily be distributed to someone else, also outside organisation.
* It can be sent outside working hours.
* It can be adapted and information can be added by the receiver.
* It can be sent in bulk.
* Graphs, pictures can be added.

SHOULD A STUDENT DECIDE TO RECOMMEND INTERNAL MAIL, PLEASE LOOK AT A VERY GOOD MOTIVATION.

Internal mail
- Control over document, not leaving the organisation.
- Signatures to indicate that it had been received and read.
- Suggestions can be made on document, with signatures next to it.

2.2.3 To complete the report on time. ✓
To deliver the report on time. ✓ (2 x 1) (2)

[30]

QUESTION 3

3.1

BONTLE EVENTS PROGRESS REPORT	
From:	Student name✓
To:	Tamryn Ndaba (owner of Beauty Faces Makeup Academy)✓ Sandy Lee (manager of Majestic Hair) ✓ Thelma Zulu Financial (Manager) ✓
Date:	Exam date/any date after 7 October 2022✓
Purpose statement:	Weekly update on the Beauty Faces Make-up Academy Launch Event✓
Background of the project:	Beauty Faces Make-up Academy will focus on training make-up artists from disadvantaged communities.✓
Time Frame:	01 to 07 October 2022.✓
Current status	A suitable cost-effective venue has been identified to host the launch.✓ Trainee applicants have been invited to attend the launch.✓ Volunteers who have agreed to be makeup models for demonstration purposes have been identified✓
Achievements:	Majestic hair has agreed to sponsor the event✓
Problems:	The location of the venue as it is situated remotely away from public transport routes.✓
Future activities	Approval of the budget for transport✓
	To enquire about the availability of his transport services✓

(15)

3.2

Stakeholder	Role
Tamryn Ndaba (Beauty Faces Makeup Academy) ✓	Enrol trainees✓
Future trainee applicants and volunteers✓	To act as makeup models To assist with the make-up✓
Sandy Lee (Majestic Hair) ✓	Sponsors for the event✓
Thelma Zulu (Financial manager) ✓	Approve the budget✓
Sonke (Taxi driver) ✓	Transport services for the launch✓

(10)

3.3 * Go back and do more research on aspects dealt with in report. ✓
* Double check that your layout (template) is correct one to suit a progress report.
* Revise, audit and proofread the report again.
* Check that the wording make sense and communicates the intended message.
* Change the layout or structure, the headings and fonts.
* Add possible images to communicate certain research results.

(any 5 x 1) (5)

[30]

QUESTION 4

4.1

5Ws and H formula listed and description	Description and analysis according to given scenario
Why Why is the event taking place? ✓	The purpose is a farewell for the NCV Level 4 Office Administration students, including the handing out of special rewards. ✓✓
Who Who will be involved? ✓	The student representative, the NCV Level 4 Office Administration students, their parents and management (lecturers) ✓✓
What What elements and resources are needed? ✓	A venue is needed plus a caterer, a culture group, a photographer and someone to do the decor. ✓✓
Where Where is the best venue? ✓	It must be a venue where all guests can fit, most probably the hall of the college. (OPEN MEMO) ✓✓
When When will be the best time to host this event? ✓	At the end of the academic year and in the morning. ✓✓
How How can this event be effectively researched, planned and implemented? ✓	Everything needs to be done according to number of attendees and with adhering to the given budget. All stakeholders must be approached timeously and follow ups need to be done. ✓✓

(18)

Copyright reserved

4.2
* The venue to be used✓
* The number of people who will be attending
* The type of function (a breakfast)
* The topic of the function (farewell for students with award ceremony)
* Available budget
* Dates for set up of event (21 November)
* Date for cleaning up (21 or 22 November)
* Whether date for venue has been confirmed
* whether the venue and caterers know that additional decor will be brought in
* The contact person and details of person overseeing the function
* Whether a mock set-up of tables are required

(any 6 x 1) (6)

4.3
* Pay attention to the way in which you talk to people and the type of language you use. ✓
* Speak clearly, in a calm and polit manner.
* Use a suitable volume and professional tone of voice.
* Make eye contact with the person to whom you are talking.
* Do not use slang words that other people may not understand.
* Never make use of swear words.
* Do not use technical terms and other jargon that people might not understand.
* Explain industry-related terminology to your client if he/she does not understand.

(any 6 x 1) (6)

[30]

QUESTION 5

5.1

Kind of fee	Description	Example
Professional fees	Fees to be paid to external contractors✓✓	Décor provider✓ Photographer Cultural group Caterer
Labour fees	Staff working at the event✓✓	Security✓ Waiters
Business expenses	Not linked to professional or labour fees✓✓	Business expenses (electricity, printing) ✓ Venue hire

(9)

5.2

CASH FLOW STATEMENT			
	OCTOBER	**NOVEMBER**	**DECEMBER**
Cash Sales	14 000	15 000	18 000
Other receipts/income	6 000	3 000	6 500
TOTAL CASH AVAILABLE	**20 000✓ (5.2.1)**	**18 000✓ (5.2.2)**	**24 500✓ (5.2.3)**
Monthly Fixed Expenses	5 000	5 000	5 000
Other Expenses	4 000	3 600	2 800
Other Payments	2 000	-	3 500
TOTAL PAYMENTS	**11 000✓ (5.2.4)**	8 600	**11 300✓ (5.2.5)**
CURRENT MONTH'S CASH SURPLUS (DEFICIT)	**9 000✓ (5.2.6)**	**9 400✓ (5.2.7)**	**13 200✓ (5.2.8)**
Balance from the previous month	40 000	**49 000✓ (5.2.9)**	**58 400✓ (5.2.11**
CASH FLOW CARRIED FORWARD	49 000	**58 400✓ (5.2.10**	**71 600**

(11)

5.3.1 Give him a choice, either he resigns with immediate effect, ✓ or he gets fired/dismissed on grounds of fraudulent misrepresentation/conduct. ✓ (2 x 1) (2)

5.3.2
- Design a very tight-checking reference system ✓
- Remember that paper is patient and phone numbers can be those of friends and not employers
- Use a panel of people from management to conduct interviews
- Listen to other people's opinions
- Go with your instincts and take your TIME before you make an appointment

any (4 × 1) (4)

5.3 S – Strengths✓
W- Weaknesses
O – Opportunities
T – Threats (4 x 1) (4)

[30]

QUESTION 6

6.1

OUTCARD						
Requested By	**Department**	**Description of record**	**Name of file**	**Date issued**	**Date required**	**Date**
M Saley✓	Finance Department✓	Employment contract✓	L Zuki✓	9 October 2022✓	11 October 2022✓	13 October 2022✓

(7)

6.2.1 (a)
- Broad coverage✓
- Low cost
- Adaptable any (2 x 1) (2)

(b)
- Readers keep it much longer and see the advertisement for a longer time✓
- Some magazines have prestige value any (2 x 1) (2)

(c)
- You can demonstrate products✓
- You will reach a very large audience
- Adaptable and flexible any (2 x 1) (2)

(d)
- This is not as expensive as TV and will reach potential customers in a specific area✓
- Adaptable and flexible
- You may use local personalities to advertise your products.

any (2 x 1) (2)

6.2.2 Please have a look at choice of student with motivation relating to the scenario (WiFi-connections)
Most suitable option should be Television✓
Motivation: Reach large market, pictures can be used and product can be illustrated. ✓✓ (3)

6.3.1 PLEASE NOTE: OPEN MEMO, BUT BE GUIDED BY THE FOLLOWING: any (5 x 2)

Question	**Answer**
What is the complaint about? ✓	Slackness of staff during certain times (tea and lunch times) ✓

Who is effected by the problem? ✓	Customers✓
When does the problem occur?	During tea (10:00 – 10:30) and lunch times (12:00 – 13:00)
Where does it occur?	Reception area
How often does it occur?	On a daily basis
How many similar complaints have there been over the last month?	Ten times
Does it affect the image of the organisation?	YES

(10)

6.3.2 Concentrate on what is being said (what happened, when, where and to whom) ✓
Listen and listen and listen. ✓
If complaint is not fully understood, ask the person to explain again or to put in writing. Any (2 x 1) (2)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200