higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 4

(3061014)

15 November 2022 (X-paper)
09:00–12:00

This question paper consists of 12 pages and 2 addenda.

339Q1N2215

Copyright reserved

TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Frequency of annual reports:

A Monthly
B Weekly
C Yearly
D Daily

1.1.2 Formal research method:

A Staff Feedback forms
B Resource criteria
C Critical path
D Company policy

1.1.3 The event includes huge exposure, both in terms of its significance and the number of people who watch it.

A Hallmark
B Festivals
C Leisure
D Corporate

1.1.4 Having enough financial resources is an example of a/an …

A strength.
B weakness.
C opportunity.
D threat.

1.1.5 … ratings are found in the performance report template.

A Project status
B Evaluation
C Problem
D Statement

1.1.6 … media advertising includes advertisements on posters, doors, windows and delivery vans of organisations.

A Outdoor
B Printed
C Electronic
D Indoor

Copyright reserved

1.1.7 … events are created for entertainment purposes.

A Civic
B Corporate
C Retail
D Leisure

1.1.8 Listing each activity in a certain order:

A Administration
B Framework
C Logical sequence
D Filling

1.1.9 Items with long-term values.

A Investments
B Quotations
C Receipts
D Notes

1.1.10 An important, but not an essential service:

A Pre-school
B Security
C Water and electricity
D Car wash

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Pay- as-you-Earn is compulsory for all employees earning more than a certain income per year.

1.2.2 Conducting background checks are not required when advertising an internal post.

1.2.3 Service providers who comply with contract requirements are in breach of policies.

1.2.4 External inputs and recommendations are used to obtain information for reports.

1.2.5 Moving inactive records to permanent storage creates space for active records.

1.2.6 Dealing with complaints enhances employee-customer relations.

1.2.7 Destructive criticism enhances the value of a report and is regarded as a positive contribution.

1.2.8 Effective event management requires writing everything down.

1.2.9 When working in a team it is not necessary to take individual responsibility.

1.2.10 Socio-economic factors have no impact on cultural differences.

(10 × 1) (10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	First-hand results	A	A report
1.3.2	A method used to create ideas	B	induction
1.3.3	Carrying through the theme on all levels	C	brainstorming
		D	primary information
1.3.4	An element that needs to be included in an event feedback report	E	gestures
		F	golden thread
1.3.5	New staff members undergo it to learn about the organisation	G	resources
1.3.6	An expert registered service provider requirement	H	budget
		I	certification
1.3.7	This enables you to have a professional approach	J	interpersonal skills
1.3.8	Encourages or discourages people to talk and listen to someone	K	sources
		L	e-mail
1.3.9	Presents the results of a project		
1.3.10	A fixed amount of money available to use for a certain period of time		

(10 × 1) (10)

Copyright reserved

1.4 Choose the correct term from those in brackets. Write only the answer next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 Useful (conduct/information) improves, revises, changes, upgrades and helps to formulate quality reports.

1.4.2 An external contractor's fee is referred to as (labour/professional) fees.

1.4.3 Business (behaviour/turnover) plays an important role in professionalism when dealing with clients.

1.4.4 Recipients' (comments/criticism) are used to implement changes to a report.

1.4.5 A (popular/reputable) service provider has a good track record.

1.4.6 A (service/employment) contract is used to manage supplier relationships.

1.4.7 The (quality/quantity) of work performed indicates an employee's understanding of information.

1.4.8 Cash available after the payment of expenses is referred to as (cash flow/profit).

1.4.9 Readers keep this media much longer (newspaper/magazines).

1.4.10 The (customer service/human resource) department is responsible for apologising for poor service.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Report writing is an important part of communication within an organisation. It provides all levels of staff with information needed to make important strategic decisions.

Indicate to which target groups the following reports are directed:

2.1.1 Internal reports

2.1.2 External reports

2.1.3 Informal reports

2.1.4 Formal reports

(4 × 1) (4)

2.2 Read the scenario below and then answer the questions.

You are an intern at SOUTHWEST college, appointed to assist the program manager for marketing with some administrative duties. One of your duties is to obtain the results of the students for the Marketing Management course, consisting of the subjects Sales Management, Marketing Management, Entrepreneurship and Computer Practice. You then have to prepare the final academic report.

2.2.1 There are SIX distinct steps when writing a report. Discuss these steps with reference to the following table:

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**

(14 x 1) (14)

2.2.2 You can send this report electronically or via internal mail.

(a) Explain the difference between the two ways. (2 x 1) (2)

(b) Which method would you recommend? Motivate your answer. (4 x 2) (8)

2.2.3 What does a deadline for a report mean? (2 x 1) (2)

[30]

QUESTION 3

Read the scenario below and then answer the questions.

Tamryn Ndaba, owner of Beauty Faces Makeup Academy, asked Bontle Events to organise a launch party for her makeup academy.
The Academy focuses on training makeup artists from disadvantaged communities.

A suitable cost-effective venue has been identified to host the launch. Future trainee applicants and volunteers have agreed to be makeup models for demonstration purposes and to assist with the makeup. Sandy Lee, manager of Majestic Hair informed the Academy that they will sponsor the event.

The challenge is the location of the venue as it is situated far away from public transport routes. All makeup artists use public transport to commute. Approval of the budget from the financial manager, Thelma Zulu, must be acquired to ensure that money is allocated for private taxis to transport the makeup artists to and from the venue on the day of the launch.

Sonke, a well experienced and reliable taxi driver, needs to be consulted about the availability of his transport service for the launch.

3.1 Tamryn Ndaba asks you, as her secretary, to complete a weekly progress report template on the project from the 1st to the 7th of October 2022. Use ADDENDUM A **(**attached)**.** (15)

3.2 Identify the FIVE stakeholders involved in this launch and explain the role of each. Present your answer as follows:

Stakeholder	**Role**

(5 x 2) (10)

3.3 Tamryn indicated to you that she is not totally satisfied with the report. List any FIVE changes that you can make to revise this report. (5 x 1) (5)

[30]

QUESTION 4

Read the following scenario and then answer the questions that follow.

You have been selected as the student representative dealing with the organising of events. You need to plan a farewell for the NCV Level 4 Office Administration students on 22 November 2022. At this event, special awards will also be handed out and the parents of these award winners also have to be invited. You received a budget which makes provision for a breakfast for all attendees, a culture group for entertainment, photo sessions and decorations according to a theme.

4.1 Use the so called 5Ws and H formula to ensure that you have a detailed profile of the event before start planning the actual event. Present your answer as follows:

5Ws and H formula listed and description	**Analysis according to given scenario**

(6 x 3) (18)

4.2 You decided to make use of an external provider to provide the decor. List any SIX crucial aspects of information that you need to supply to them. (6 x 1) (6)

4.3 You will have to communicate with various stakeholders. List any SIX guidelines to keep in mind when doing so. (6 x 1) (6)

[30]

QUESTION 5

5.1 Refer back to the scenario in QUESTION 4. An estimation needs to be done on three kinds of fees, namely professional fees, labour fees and business expenses.

Differentiate between the three kinds and give an example of each. Present your answer as follows:

Kind of fee	Description	Example
Professional fees		
Labour fees		
Business expenses		

(3 x 3) (9)

5.2 Calculate the missing cash flow statement figures and write the answers next to the question numbers (5.2.1–5.2.10) in the ANSWER BOOK

Cash flow statement of Beauty Faces Makeup Academy for the months October to December 2022			
	OCTOBER	**NOVEMBER**	**DECEMBER**
Cash Sales	14 000	15 000	18 000
Other receipts/income	6 000	3 000	6 500
TOTAL CASH AVAILABLE	**5.2.1**	**5.2.2**	**5.2.3**
Monthly Fixed Expenses	5 000	5 000	5 000
Other Expenses	4 000	3 600	2 800
Other Payments	2 000	-	1500
TOTAL PAYMENTS	**5.2.4**	8 600	**5.2.5**
CURRENT MONTH'S CASH SURPLUS (DEFICIT)	**5.2.6**	**5.2.7**	**5.2.8**
Balance from the previous month	40 000	**5.2.9**	**5.2.11**
CASH FLOW CARRIED FORWARD	49 000	**5.2.10**	71 600

(11 x 1) (11)

5.3 You are the owner of a medium-sized business. You started in the business as an administrative assistant and worked yourself up through the years, until the opportunity arose for you to take over the business.
After you went through the records of your employees, you discovered that one of them had lied about his qualifications and work history.

5.3.1 Describe the actions that you would take to rectify the situation. (2 x 1) (2)

5.3.2 Write down FOUR preventative measures that you would implement to avoid a similar incident in future. (4 × 1) (4)

5.3 What does SWOT-analysis stand for? (4 x 1) (4)

[30]

QUESTION 6

6.1 Read the scenario below and then complete an out-card on ADDENDUM B (attached) for this file that was taken out. (7)

On 9 October 2022, M Saley from the Finance department requested L Zuki's employment contract, to be submitted on 11 October 2022. The file will be returned on 13 October 2022.

6.2 Your business wants to advertise internet packages (Wifi-connections).

6.2.1 Explain TWO strong points of each of the following media types:

(a) Newspapers

(b) Magazines

(c) Television

(d) Radio

(4 x 2) (8)

6.2.2 Which media type would you prefer to use? Motivate your answer. (3)

6.3 A customer visited Beauty Faces Makeup Academy and complained to the owner about the slackness of employees during certain times.
The customer waited more than ten minutes for service during tea times (10:00-10:30) and lunchtimes (12:00-13:00) respectively in the reception area. This happens on a daily basis, and in previous months similar instances happened ten times portraying a negative image of the company.

6.3.1 Discuss how you will analyse this complaint by asking any FIVE relevant questions. Present your answer as follows:

Question	**Answer**

(5 x 2) (10)

6.3.2 List any TWO important steps when dealing when these complaints. (2)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved

(3061014)

ADDENDUM A **EXAMINATION NUMBER:**

BONTLE EVENTS WEEKLY PROGRESS REPORT	
From:	
To:	
Date:	
Purpose statement:	
Background:	
Time Frame:	
Current status	
Achievements:	
Problems:	
Future activities	

Copyright reserved

(3061014)

ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | | |

OUTCARD						
Requested by	**Department**	**Description of record**	**Name of file**	**Date issued**	**Date required**	**Date**

Copyright reserved