higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 4

(3061014)

24 November 2023 (X-Paper)
09:00–12:00

This question paper consists of 10 pages and 3 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
OFFICE PRACTICE
NQF LEVEL 4
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. Use only a black or blue pen.
5. Write neatly and legibly.

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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 An/a … is one of the most valid documents of an applicant.

A application form
B recommendation letter
C pay slip
D aptitude test

1.1.2 To respect other people's time refers to being…

A honest.
B trustworthy.
C punctual.
D reliable.

1.1.3 A requirement for maintaining professional relationships:

A Treat the customer as important.
B Give commands.
C Be defensive.
D Be offensive.

1.1.4 Information that should be treated as confidential:

A Human Resources information
B Marketing strategy
C Strategic information
D Advertising flyers

1.1.5 … is a technique where people interact to come up with creative ideas about specific topics.

A Brainstorming
B Creativity
C Art
D Evaluation

1.1.6 Marketing and network seminars are examples of …

A festivals.
B corporate events.
C government events.
D lifecycle events.

1.1.7 … is done at the end of the event.

A Time evaluation
B Monitoring
C Post-event evaluation
D Pre-event evaluation

1.1.8 When arranging … departure and arrival times are important.

A accommodation
B facilities
C refreshments
D transport

1.1.9 The …department advises employees on their working conditions and rights in the organisation.

A Administration
B Finance
C Production
D Human resources

1.1.10 The measurement of the amount of work performed is referred to as the …of work.

A quality
B timeline
C quantity
D scheduling

(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 Evaluating the usefulness of recipient's comments is done before drafting a report.

1.2.2 Each organisation follows the same procedure for collecting information.

1.2.3 Efficient retrieving of files requires access control.

1.2.4 Monitoring records ensures efficient use of equipment.

1.2.5 Quotations require a more permanent storage location.

1.2.6 A training programme addresses the lack of necessary skills.

1.2.7 Good service providers offer their service at high cost.

1.2.8 Controlling access manages the flow of stored information.

1.2.9 Budget proposals require approval by key persons.

1.2.10 Event feedback reports give free advertising to current sponsors.

(10 × 1) (10)

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

COLUMN A		COLUMN B	
1.3.1	Suggestion of useful changes that will improve the value of a report	A	Secondary information
1.3.2	No profit or loss is made	B	Primary information
1.3.3	Indicates the internal structure of the company and levels of responsibility and authority	C	Constructive criticism
1.3.4	Examples include newspapers and databases	D	Organogram
1.3.5	Indicates a surplus or deficit	E	Break-even point
1.3.6	Indicates a profit or loss	F	Job description
1.3.7	List of duties	G	Job specification
1.3.8	Examples include observation and sending out questionnaires	H	Critical path
1.3.9	Qualifications needed	I	Cash Flow statement
1.3.10	Elements are incorporated in a way that makes logical sense	J	Income Statement

(10 × 1) **[10]**

1.4 Complete the following sentence(s) by choosing a word or words from the list below. Write only the answer next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

rating scale; 5 Ws & H; secondary information; service; facility assessment; company standards; company procedures; people; constraints; site inspection; gesture

1.4.1 The formula used to match event elements with the venue capacity is called … .

1.4.2 … is a tool used to measure responses.

1.4.3 … is a source of valuable information.

1.4.4 … stipulates that products must comply with certain criteria.

1.4.5 A … is in place for service providers to follow its guidelines.

1.4.6 … includes everything that has ever been reported.

1.4.7 Identifying venue capacity and constraints is called … .

1.4.8 … mean that resources for information are limited.

1.4.9 Nodding when listening to someone speak is a positive … that indicates agreement.

1.4.10 Customer … is the ability of an organisation to meet a customer's needs.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Read the scenario below and then answer the questions.

Solomon Menzi is a 40-year-old male who is employed at Central Johannesburg TVET College as a driver in the Fleet Department. On Monday morning, 3 October 2023 at 10:00, he was involved in a car accident at Struben Street in the Pretoria CBD. A taxi collided with his car while he was on his way to deliver documents at the Department of Higher Education and Training (DHET) in Pretoria.

Thabo Phasha, a pedestrian who witnessed the accident, was able to call an ambulance and the police who arrived at the scene at 10:10. Solomon Menzi sustained injuries and was taken to the hospital by an ambulance. The reference number is 2023/10/031.

Complete the accident form on ADDENDUM A (attached). (15)

2.2 There are many different types of reports.
List the FOUR main categories of business reports. (4)

2.3 On 1 November 2023 David Ross, who works in the Marketing Department, removed File 261. David returned the file the next day.

Complete the File Movement Register on ADDENDUM B (attached). (5)

2.4 Writing is a process that consists of a number of stages. Writing does not always follow exact steps as business message writing varies with each situation, but certain steps are almost always present.

Draw a sketch to illustrate the circular nature of the writing process in the correct sequence. Number the process 2.4.1 – 2.4.6. (6)
[30]

QUESTION 3

3.1 Different types of reports can be drafted.
Complete the table on ADDENDUM C (attached) by matching the type of report with the appropriate purpose, the recipients and how often it should be compiled. (15)

3.2 Identify the client categories into which each of the following examples fall:

3.2.1 Trade show

3.2.2 Freedom day

3.2.3 Nelson Mandela Children's Fund

3.2.4 Youth day

3.2.5 Meals on Wheels (5 x 1) (5)

3.3 Give FIVE examples of tasks that need to be completed in administering the registration of a workshop to be held. (5)

3.4 Professional service providers are available to assist when an events assistant must procure certain services.

3.4.1 Copy the table below in your ANSWER BOOK. Under each heading, write the meaning of each term so that the difference in meaning between these two terms is clear.

INTERNAL SERVICE PROVIDER	EXTERNAL SERVICE PROVIDER

(2 × 2) (4)

3.4.2 Give ONE example of an internal service provider. (1)
[30]

QUESTION 4

Read the scenario below and then answer the questions.

ANNUAL Naledi Cultural Event

The Naledi Banquette Hall has been the venue for the cultural festival which takes place annually on the 24th of September.

This year's theme was "Embracing natural elements". The decor was made from natural materials, Tables were made from natural wood with African clay pots, made by hand, used as decor on the tables. Table mats were made from beads and guests sat on woven chairs made of reeds. The guests were entertained by the melodic voices of cultural musicians and the chanting of dancers. The rich aroma of African cuisine lingered as the guests enjoyed the varied flavours of traditional dishes. Guests, dressed beautifully in their colourful cultural attire, included the local mayor, ward councillors, the community, cultural musicians and dancers.

4.1 Describe how each of the FIVE senses shown in 4.1.1−4.1.5 below were stimulated during this event.

4.1.1 Sight

4.1.2 Sound

4.1.3 Touch

4.1.4 Smell

4.1.5 Taste

(5 × 1) (5)

4.2 Identify FIVE stakeholders in the scenario. (5)

4.3 Reverse planning is important when planning to stage an event.

The following tasks must be performed in a logical sequence before the event can start at 19:00. Each task takes an hour to complete before starting with the next task.

Tasks
Cleaning the area
Allocating duties and cleaning material
Arranging and setting up tables and chairs
Staff arriving and unlocking the venue
Guest arriving at the venue

Use reverse planning to allocate the right amount of time to each task and show how each will be slotted in so that the event can start on time.
Complete this task on ADDENDUM D (attached). (5 × 2) (10)

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4.4 Since one can never be sure before the event management process starts how much money, people, time, food and décor will be needed these resources and expenses have to be estimated.

Copy the table below in the ANSWER BOOK.

Professional Fees	Labour Fees	Business Expenses

Categorise each of the expenses below under the correct heading.

Expenses:
Payment of workers, Contractors, Electricity, Staff training, Hiring equipment, Salaries, Consultants, Wages, Caterers, Levies & Rates

(10)
[30]

QUESTION 5

5.1 Use the information below to do the calculations for questions 5.1.1 – 5.1.4

Salary per month	20 000
Benefits: Housing Allowance	3 500
Gross Salary	
Deductions before tax: Pension	2 000
Medical aid deduction	1 000
Tax	4 000
Other deductions: UIF	300
Net monthly wages	

5.1.1 Calculate the gross salary. (2)

5.1.2 Calculate the salary BEFORE tax (2)

5.1.3 Calculate the salary AFTER tax (2)

5.1.4 Calculate the net monthly salary. (2)

5.2 List the THREE steps in the process of identifying expertise and resources in the correct sequence. (3)

5.3 Physical appearance plays a major role when dealing with clients.
List any EIGHT guidelines of personal presentation. (8)

5.4 Make use of the following information to complete the asset register on ADDENDUM E (attached).
Information:
One HP laptop was purchased from PCs for Us on 1 March 2022 at a cost of R6 500.

On 28 February 2023 the laptop was sold to Peter Fredman, an employee, for R4 000 cash. Depreciation is calculated at 15% per annum using the straight-line method. (11)
[30]

QUESTION 6

6.1 Classify each of the products listed below:

6.1.1 Food items

6.1.2 Computer

6.1.3 Investment policy

6.1.4 Furniture

6.1.5 Fuel stations

6.1.6 Salon treatments (6 x 1) (6)

6.2 Differentiate between c*entralised* and *decentralised information.* (2 x 1) (2)

6.3 Feedback from customers increases the quality of services/products and enhances employee-customer relations.
Name SIX ways of obtaining customer feedback. (6)

6.4 It is your task to identify a suitable venue for a conference that your organisation is planning. It is estimated that 50 people will attend the conference and at least half need accommodation. Catering must be provided by the venue. There will be a number of presentations.

Give any EIGHT checklist requirements for the venue. (8)

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6.5 Eyethu Enterprises is a small business enterprise. At the end of each month all the departments must obtain accurate information within agreed timeframes.

- The Human Resources Department needs the attendance register to calculate the employees' wages and to calculate leave days.
- The Procurement Department need order forms to procure items.



Explain what will happen if the Human Resources and Procurement Departments of Eyethu Enterprises do not receive accurate information within the agreed timeframes. (2 x 2) (4)

6.6 Building rapport with customers revolves around one's understanding of the needs and requirements of the customers. The better one knows one's customers, the better the communication relationship between the customer and the organisation becomes.

Name FOUR ways to establish rapport with customers. (4)

[30]



TOTAL SECTION B: 150

GRAND TOTAL: 200

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ADDENDUM A **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 2

2.1 **ACCIDENT REPORT**

Name of the employer: _____

Name and surname of the injured person: _____

Occupation: _____

Department/Division: _____

Date: _____

Time: _____

Details of the accident:

_____

_____

_____

_____

_____

Reference No: _____

Witness: _____

Report Compiled by: _____

Signature of the person completing the report: _____

Date: _____

(15)

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ADDENDUM B **EXAMINATION NUMBER:**

2.3

FILE NUMBER	DATE BORROWED	WITHDRAWN BY	SIGNATURE	DATE RETURNED

(5)

ADDENDUM C

QUESTION 3

3.1

REPORT TYPE	PURPOSE	RECIPIENTS	FREQUENCY
Progress			
Formal			
Incident			
Performance			
Feedback			

(15)

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ADDENDUM D **EXAMINATION NUMBER:**

QUESTION 4.3

STEP	TIME	ACTIVITY
STEP 1		
STEP 2		
STEP 3		
STEP 4		
STEP 5		
STEP 6	19:00	Event starts

(5 × 2) (10)

ADDENDUM E

QUESTION 5

5.4

Sun Traders **Asset Register of as at 28 February 2023**	
General Ledger	Equipment
Item:	
Date bought:	
Bought from:	
Cost Price:	
Depreciation Rate and amount	
Sold to:	
Date Sold:	
Selling price:	
Loss:	

(11)

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