



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 2**

XX February 2020

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

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

TOTAL SECTION A: 30

SECTION B**QUESTION 2**

- 2.1
- | | | | |
|-------|---------------------------|--|--|
| 2.1.1 | Date of examination | | |
| 2.1.2 | 9:25 | | |
| 2.1.3 | Edward Anand | | |
| 2.1.4 | 7407010011001 | | |
| 2.1.5 | 380 Smith & Wesson pistol | | |
| 2.1.6 | 5 | | |
| 2.1.7 | Edward Anand | | |
- (7 × 1) (7)

- 2.2
- Dust and vacuum the reception regularly.
 - Remove old, torn and faded magazines or brochures.
 - Rearrange furniture that has been moved around.
 - Pot plants must be regularly watered and cared for.
 - Clean furniture regularly.
 - Empty dustbins.
 - Remove all dirty cups/mugs/glasses.
 - Damaged or broken furniture must be removed and repaired.
 - Damaged carpets must be repaired or replaced.
- (Any 5 × 1) (5)

- 2.3
- A contract is enforceable by law and is an agreement between two or more parties to perform a service, provide a product or commit to an act.
 - A quotation is used to let a potential customer know the cost of goods or services before he/she decides to purchase them.
- (2 × 2) (4)

- 2.4
- Only authorised, trained mailroom staff are allowed inside the mailroom.
 - The mailroom should be locked when not in use.
 - Mailroom staff must be informed of the mailroom policies.
 - Incoming mail register and remittance registers must be used.
 - Only a staff member who has been trained can stand in for absent/sick mailroom staff.
 - Mail is always opened in the presence of one other mailroom member to ensure that the contents of the letters are not tampered with.
- (Any 2 × 1) (2)

- 2.5
- | HUMAN
RESOURCES
MANAGEMENT | CLAIMS
PROCESSING | MARKETING | FINANCE | NEW
BUSINESS
PROCESSING |
|----------------------------------|----------------------|-----------|---------|-------------------------------|
| B | A | E | F | D |
| C | H | | | G |
- (8)

- 2.6
- 2.6.1
- Lawsuit due to breach of confidentiality
 - Loss of income for the business as well as potential customers
 - Theft of confidential information or office equipment
 - Giving an impression that the whole organisation is unprofessional
 - Bad publicity for the organisation
- (Any 1 × 2) (2)

- 2.6.2
- Report the matter to a senior staff member immediately and let them handle the situation.
 - Janine's security clearance may have to be taken away.
 - All keys and access methods must be taken away from Janine until the situation is cleared up.
 - Janine should be informed of and/or trained on the code of conduct. (Any 1 × 2)
- (2)
[30]

QUESTION 3

- 3.1
- 3.1.1 Predictable
 - 3.1.2 Unpredictable
 - 3.1.3 Predictable
 - 3.1.4 Predictable
 - 3.1.5 Unpredictable
- (5 × 1) (5)

3.2 3.2.1

STOCK RECORD CARD				
Date	Department	In	Out	Balance
1 October				12
9 October✓	HR✓		3✓	9✓
17 November✓	Marketing✓		2✓	7✓

(8)

- 3.2.2
- Locate businesses in your area that will take empty toner cartridges and recycle or refill them.
 - Return cartridge to supplier who will provide you with a replacement cartridge. (Any 1 × 2)
- (2)

- 3.2.3
- 2017/09
 - 2017/12
 - 2018/01
 - 2018/05
 - 2018/06
- (5)

- 3.3
- Not following mailroom policies and procedures
 - Completing mailroom records incorrectly and inaccurately
 - Not maintaining security policies, deadlines and confidentiality
 - Not receiving, sorting and dispatching mail according to procedures
 - Neglecting to follow mailroom procedures (Any 3 × 2)
- (6)

- 3.4 3.4.1
- Treat the client like any other person visiting the organisation and try finding a solution to the problem.
 - Remain calm, help the client and don't take any comments or disrespect personally. (Any ONE)

- 3.4.2
- Kindly explain that you are busy and don't have time to talk. Offer the customer a seat and some refreshments.
 - Don't reveal confidential information and offer the visitor a seat, reading material or refreshments. (Any ONE) (2 × 2)
- (4)
[30]

QUESTION 4

4.1 4.1.1 Poor (1)

- 4.1.2
- Does not answer the phone correctly
 - Does not know who works at his organisation
 - Uses slang – um, ja, yoh
 - Makes the caller wait 2 minutes
 - Unprofessional (Any 4 × 1) (4)

- 4.1.3
- Greet the caller
 - Identify the company name (Safe-Sure)
 - State his name (Byron)
 - Offer to help (4)

4.1.4

To: Siphokazi Mlandu✓			From: Shenay Amos✓		
Date: Date of examination✓		Time: 10:30✓		Phone number: 0713344550✓	
Telephoned		Please call back	X✓	Returned your call	
Called to see you		Will call again		Urgent	
Message: Please phone her back in connection with her loan application.✓					
Message taken by: Byron OR Student name✓ (8)					

4.1.5 To whom would you like to speak?
In connection with what is the call?
Do you want information about our products and services?
Have you been informed about our special offer? (Any 2 × 1) (2)

- 4.1.6
- Use the official telephone guide
 - Dial 1023
 - Use the Yellow Pages
 - Use the Internet/Google
 - Use internal/company directory (Any 3 × 1) (3)

- 4.2 4.2.1 • Having a written record of an enquiry or complaint will allow the company to keep track of how it was dealt with should there be any comebacks.
 • A written record of enquires/complaints can help the company to identify possible problems/weaknesses.
 • The company can use it to address and solve the problems that lead to customers' being dissatisfied. (Any 2 × 1) (2)
- 4.2.2 • Immediately refer the enquiry to John Meyer in the claims processing department.
 • Stay in touch with the client to update her on the progress of her pay out.
 • Inform John Meyer of any promises you may have made to the client. (Any 2 × 2) (4)
- 4.2.3 • Email
 • Walk-in
 • Fax
 • Through the organisation's website
 • Social media, for example Facebook
 • Instant messaging or WhatsApp (Any 2 × 1) (2)
- [30]**

QUESTION 5

- 5.1 • To have a record of the exact date/time the mail was received.
 • To keep track of how long it takes to sort, distribute and respond to the mail.
 • For legal purposes, to have proof when a document was received. (Any 2 × 1) (2)
- 5.2 To: Miss Nosisa Ntobela✓
 Address: 11 North Street✓
 City: Kwathema✓
 Contact no: 011 6655442✓
 Description of contents: Documents✓
 Dimensions: 50 cm × 40 cm × 2 cm✓
 Weight: 120 grams✓
 Services: Same day service selected✓
 Date: Date of examination✓
 Sign: Accept any signature✓ (10)

5.3	<p>CONFIDENTIAL ✓ accept any position on the envelope</p> <p style="text-align: center;">Mr Jali ✓ Claims processing department ✓ Room 211 ✓ 2nd Floor ✓</p> <p>Address written neatly and legibly ✓</p>	(6)
5.4	<p>5.4.1 Caution/Danger</p> <ul style="list-style-type: none"> • Indicates that there may be something hazardous or unsafe and people should take caution <p>5.4.2 High voltage/Electric shock hazard</p> <ul style="list-style-type: none"> • Indicates that certain equipment operates on electrical energy at voltages high enough to inflict harm and people should take caution <p>5.4.3 Wet floor/Trip hazard</p> <ul style="list-style-type: none"> • Used to indicate that the floor is wet or has recently been cleaned and could possibly be a trip hazard 	(3 × 2) (6)
5.5	<ul style="list-style-type: none"> • Alphabetical • Numerical • Alpha-numerical • Subject • Geographical • Colour coding 	(Any 2 × 1) (2)
5.6	<p>5.6.1 D</p> <p>5.6.2 C</p> <p>5.6.3 A</p> <p>5.6.4 B</p>	(4 × 1) (4)
		<p>TOTAL SECTION B: 120</p> <p>GRAND TOTAL: 150</p>