higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE PRACTICE
NQF LEVEL 3

23 NOVEMBER 2018

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C
	1.1.2	B
	1.1.3	D
	1.1.4	C
	1.1.5	D
	1.1.6	A
	1.1.7	B
	1.1.8	C
	1.1.9	A
	1.1.10	A
	1.1.11	C
	1.1.12	D
	1.1.13	B
	1.1.14	B
	1.1.15	C

(15 × 2) (30)

1.2	1.2.1	order form
	1.2.2	checklist
	1.2.3	petty cash voucher
	1.2.4	out-card
	1.2.5	questionnaires
	1.2.6	enquiry form
	1.2.7	e-mail
	1.2.8	cheque counterfoil
	1.2.9	delivery note
	1.2.10	index card

(10 × 1) (10)

1.3	1.3.1	True
	1.3.2	False
	1.3.3	False
	1.3.4	True
	1.3.5	True
	1.3.6	False
	1.3.7	False
	1.3.8	False
	1.3.9	True
	1.3.10	False

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Yes. (1)

2.2
- Giving her in-service training.
- Jabu being her mentor.
- Meeting with her on a daily basis.
- A disciplinary hearing if all else fails. (4)

2.3 Use discretion or any of the following:
- Through the internal audit.
- Duty lists and logbooks.
- Using checklists.
- Giving questionnaires to customers.
- Manager/Senior staff could walk around in reception to observe her performance. (5)

2.4
- There are obstructions in the entrance or waiting area of reception.
- Visitors do not know at which counter they should report to because there are no clear signs in reception.
- The receptionist ignores visitors or does not make eye-contact first – he or she does not smile or behave in a friendly manner.
- The receptionist does not offer to assist visitors.
- The receptionist interrupts visitors or chats to other staff members while assisting a visitor. (5)

2.5

	MONDAY	**TUESDAY**	**WEDNESDAY**	**THURSDAY**	**FRIDAY**
ODWA	Empty bins✓	Wipe surfaces and polish furniture✓	Sweep floors✓	Wipe surfaces and polish furniture✓	Empty bins✓
KHAYA	Sweep floors✓	Empty bins✓	Wipe surfaces and polish furniture✓	Empty bins✓	Sweep floors✓
ADAM	Wipe surfaces and polish furniture✓	Sweep floors✓	Empty bins✓	Sweep floors✓	Wipe surfaces and polish furniture✓

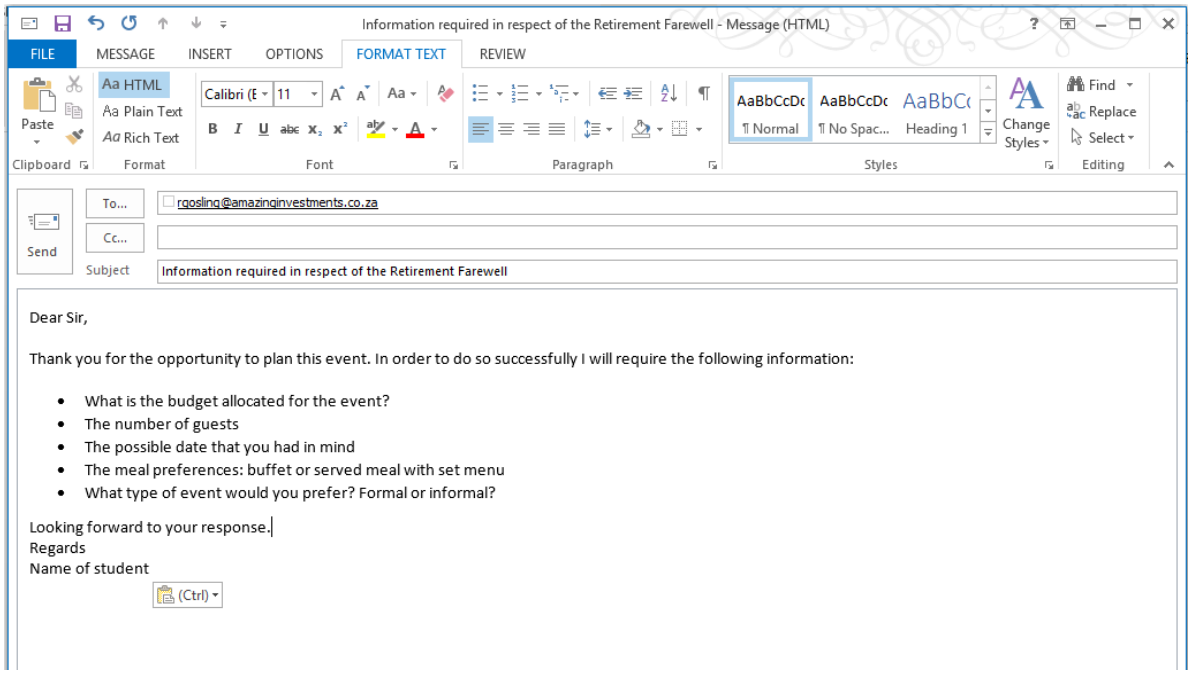
(15)
[30]

(Any relevant housekeeping duties or as reflected in template above, students may repeat tasks that should be performed on a daily basis)

QUESTION 3

ADDENDUM B

3.1



(Allocate TWO marks per relevant requirement) (4 × 2) (8)

3.2 3.2.1 A quotation. (1)

3.2.2 A quotation will reflect how much the caterer intends to charge you to meet your specific requirements✓ and your plans are limited by a budget. ✓ (2)

3.3 3.3.1 $\frac{16\,850}{1} \times \frac{60}{100}$✓
= R10 110✓

3.3.2 Electronic funds transfer.

(2 × 2) (4)

3.4 3.4.1 Telephonist can supply information if he/she knows it, otherwise transfer the call to the Financial Department.

3.4.2 Transfer to the Marketing department/Programme Manager.

3.4.3 Transfer to Credit/Account Department or Financial Office/ Department.

3.4.4 Transfer to Human Resource Department/Recruitment Officer.✓

3.4.5 Telephonist can handle.✓

(5 × 1) (5)

3.5

TELEPHONE MESSAGE

TO: Desray van Rensburg✓
FROM: Deon Louw (Campus Manager) ✓
COMPANY: Thutong FET College✓
TEL. NO: (012) 5677840✓

PHONED		RETURN YOUR CALL		PLEASE PHONE BACK	
VISITED		WILL CALL AGAIN	√	URGENT	√

MESSAGE:

- He wanted to find out more details about the project to earn computer equipment.✓

He also wanted to know whether Toptronics offers a discount on bulk orders of office stationery.✓
DATE: 12 June 2011✓
TIME: 10:00✓
TAKEN BY: Student Name✓ (10)

[30]

QUESTION 4

4.1

OUT CARD

MONTH: MARCH 2019

DATE ISSUED	FILE REF	FILE NAME	ISSUED TO NAME/ DEPARTMENT	DATE RETURNED
02–03–2019✓	001✓	ISAT L2 – L4✓	Marais Marketing Dept✓	03–03–2019✓
05–03–2019✓	002✓	Business Practice L2✓	Nel Office Administration ✓	08–03-2019✓
10–03–2019✓	003✓	Client and Services L2✓	Mabunda Hospitality✓	10-03-2019✓

(15)

4.2
- Checking goods carefully when they are received to ensure nothing is damaged or missing when compared to the delivery note.
- Keeping track of incoming stock by comparing the stock received with the order form and the delivery note from the supplier.
- Checking the outgoing stock issued with requisitions received.
- Knowing which goods are frequently used in order to keep high levels of those stocks.
- Knowing which goods are less in demand, as keeping too many of these goods in supply mean they become outdated and waste space.
- Storing stock in an organized manner where it can be easily rotated and dispatched.
- Preventing misuse and theft.
- Ensuring that stock is ordered regularly and that you never run of stock.
- Performing regular stock takings.
- Responsible for meticulous recordkeeping of supplies.

(Any relevant 8 × 1) (8)

4.3 4.3.1 Stock that is damaged,✓ obsolete✓ or stolen.✓ (3)
4.3.2 Decrease. (2)
4.3.3 Stock record card. (2)
[30]

QUESTION 5

5.1

Time	Manager's Diary
08:00–09:00	
09:00–10:00	Manager appointment with client, Mr. Alex Ngubane 072 328 1010.✓✓
10:00–11:00	
11:00–12:00	Manager meeting with Mr. Charles from Grant Thornton Auditors 021 422 0198.✓
12:00–13:00	
13:00–14:00	Manager appointment at First Rand Bank, Mr. Cebo Mashicolo 084 624 922.✓
14:00–15:00	Manager meeting with Head of Human Resources Dept. Mrs. Carelse ext. 264.✓
15:00–16:00	Re-union with Jackson Mvumbi (golf buddy) 082 432 141 Damelin College.✓✓
16:00–17:00	Manager meeting with Union representative about employee disputes.✓
17:00–18:00	

Provide ONE mark for correct identifying of which appointment has priority.
Provide ONE mark for ruling a line through postponed appointment.
Provide ONE mark for moving lower priority appointment to new time slot. (8)

5.2
- Contact Mr. Charles from Grant Thornton Auditors and confirm his appointment for 11:00 to 12:00
- Contact Jackson Mvumbi and inform him that his appointment has been postponed to the 15:00 –16:00 time slot.
- Inform your manager of the changes to his diary. (3)

5.3 The name of Mr Mvumbi's company has been recorded, you can look up their number and contact Mr Mvumbi in this way.

or

You can ask your manager for the correct number for him. (2)

5.4
- They prevent wasting of time each person has correct date and time for appointment.
- They prevent misunderstandings between the manager and the personal assistant/receptionist or between the manager and the client.
- They prevent people from forgetting about appointments, which can be prepared for in advance.
- They allow work to be done chronologically. (Any 3 × 2) (6)

5.5
- E-mail and SMS/WhatsApp.✓
- They advantage of this method of communication is that it is in writing serves as proof of the communication.✓✓ (3)

5.6 E-mail: You can make a mistake with the e-mail address and message may be sent to wrong person.
SMS: Could have wrong phone number and message may not be received by the intended recipient.
WhatsApp: Recipient may not have data and then message not received.
(Any 2 × 1) (2)

5.7
- All the entries in the diary is proof that it has been referred to.
- Ticking off appointments that have passed and tasks that have been completed.
- Writing temporary appointments in pencil and re-entering them in ink once confirmed.
- Any comments or notes you have made next to appointments. (Any 3 × 2) (6)

[30]

QUESTION 6

6.1

Doc	Day	Folio		Petty Cash	Postage	Stationery	Wages	Sundries Accounts		
								Amount	Folio	Details
21	1		Stamps	✓18,50 (c)	✓18,50					
22	10		Coffee and Milk	✓91,85				✓91,85		Refreshments✓
23	19		Envelopes and pencils	✓55,40		✓55,40				
24	22		Parcel sent	✓65,10	✓65,10					
25	28		Casual worker	✓80,00			✓80,00			
✓✓ (a)	✓✓ (b)			✓✓310,85	✓✓83,60	✓✓55,40	✓✓80,00	✓✓91,85		

(25)

Marking instructions:
(a) TWO marks allocated if all days recorded in correct order.
(b) TWO marks allocated if all the vouchers' numbers are recorded in correct order.
(c) ONE mark allocated for both details and amount; if details missing, no mark.

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6.2

CASH REQUIREMENTS		
QUANTITY		**AMOUNT**
6	5c	R0,30
7	10c	R0,70
10	20c	R2,00
10	50c	R5,00
12	R1,00	R12,00
10	R2,00	R20,00
6	R5,00	R30,00
4	R10,00	R40,00
2	R20,00	R40,00
1	R50,00	R50,00
	R100,00	
TOTAL		**R200,00**

NOTE: Use your discretion and allow different answers if they are relevant. Make sure the amounts add up to the R200.00 (5)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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