higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

OFFICE PRACTICE N4

10 JUNE 2013

This marking guideline consists of 9 pages.

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QUESTION 1

1.1	1.1.1	C		
	1.1.2	B		
	1.1.3	D		
	1.1.4	D		
	1.1.5	D		
	1.1.6	D		
	1.1.7	A		
	1.1.8	D		
	1.1.9	C		
	1.1.10	B		
			(10 × 2)	(20)
1.2	1.2.1	F		
	1.2.2	C		
	1.2.3	D		
	1.2.4	B		
	1.2.5	G		
			(5 × 2)	(10)
1.3	1.3.1	Personal assistant		
	1.3.2	Job description		
	1.3.3	Posture		
	1.3.4	Chairperson and secretary		
	1.3.5	Cordless telephone		
			(5 × 2)	(10)
1.4	1.4.1	True		
	1.4.2	True		
	1.4.3	True		
	1.4.4	False		
	1.4.5	True		
			(5 × 2)	(10)
			TOTAL SECTION A:	**50**

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SECTION B

QUESTION 2

2.1
- Receive visitors to the office
- Manage and control the answering service
- Book meetings
- Receive and send text messages using the computer
- Manage petty cash
- Responsible for the office equipment and its maintenance
- Do small amounts of filing and typing
- Distribution of snail mail, parcels, etc.
- Responsible for the couriers and messengers (5 × 1) (5)

2.2
- Answer telephone after the second ring
- Incoming calls enjoy preference above anything else, even important jobs
- Do not lift the receiver to let the caller wait while you are continuing your conversation with another person
- Identify yourself and the company. Some companies have a standard way of greeting
- Transfer calls carefully (5 × 1) (5)

2.3
- A warm, inviting atmosphere is created through the interior of the waiting area as well as being friendly and helpful
- Provide up-to-date reading material. Annual reports and advertisements of the company can also be placed there.
- Smoking is not allowed and can be conveyed by notices.
- Visitors can be offered coffee or tea and cold mineral water can be supplied
- All signs must be done professionally and must be visible (5 × 1) (5)

2.4 2.4.1
- Meeting declares that the state of the meeting is being legally or officially acceptable (1)

2.4.2
- Meeting must be convened according to the provisions in its construction
- Must be convened by persons with authority to do so, e.g. chairperson or secretary
- Proper notice must be given
- Meeting must be properly constituted
- The persons present should form a quorum (4 × 1) (4)

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2.5
- Bezuidenhout J
- Burger G
- Lefete P
- Mothabe NP
- Visser P

(5 × 2) (10)
[30]

QUESTION 3

3.1 3.1.1 Stock control card (1)

3.1.2
- FIFO means First in First out. Old stock must be used first.
- LIFO means Last in First out. The newest stock must be used first.

(2 × 2) (4)

3.2
- Type data in on a word processor
- Enter into the computer or extracted from the database
- Scan in with scanner
- Combine by means of word processing and other computer programs
- Transfer to magnetic tape, removable media, etc.

(5 × 1) (5)

3.3
- A list of attendees
- Venue for the meeting
- The notice and agenda
- Arrangement for taking down minutes
- Apparatus to be used
- Additional pieces of information to be circulated
- Arrangement for refreshments
- Confirm members' attendance
- Prepare the chairperson's agenda
- Confirm all arrangements with the chairperson

(Any 5 × 1) (5)

3.4
- Accessibility
- Suitability
- Flexibility
- Safety and durability
- Neatness
- Economy and compactness
- Simplicity
- Retention

(Any 5 × 1) (5)

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3.5
- Establish the reason for the visit. If the visitor can't be accommodated it must be indicated and communicated to the visitor
- Stand up and greet the visitor, but do not invite him/her to sit down
- Tell the visitor in a polite way that it is not possible to see or assist him/her
- Inaccessible body language implies that you cannot continue with the conversation
- Thereafter, avoid eye contact. It will make the visitor feel uneasy and will make it difficult to continue with the conversation
- Keep a pen poised as if you are going to continue to write things down or turn toward your computer screen (5 × 2) (10)

[30]

QUESTION 4

4.1
- Plan outgoing calls in advance
- Be at the right place when the call is made such as own desk or workstation
- Make sure of the following:
  - Name and surname of person to be called
  - Name of the company
  - Correct area code and telephone number
  - Reason for the conversation and information needed/conveyed
  - When making an overseas call, keep the time differences and duration of call into account
- Determine the purpose of the call
- Keep a file with all the relevant facts of the person at hand (5 × 2) (10)

4.2
- Horisontal filing
- Vertical filing, upright stacking
- Lateral filing
- Strategic placing
- Tubular filing
- Micrographics
- Mechanised and automated systems
- Computerised or electronic system
- Centralised and decentralised filing (5 × 1) (5)

4.3
- Observation of the escape route, vehicle and helpers must immediately be written down if known. Shock activates loss of memory
- Keep all spectators away until all statements and fingerprints have been finalised. Names, addresses and telephone numbers of eye witnesses must be obtained
- Provide a private office where statements can be taken down
- Be aware of the press that may ask questions
- Do not reveal how much money has been robbed. This indicates how much money is handled in the organisation, which might activate further robberies (5 × 1) (5)

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4.4
- Acclamation
- Show of hands
- Ballot (secret voting)
- Division
- Voting by proxy

(5 × 1) (5)

4.5
- Who is responsible or has the authority to purchase?
- Where, when, how much and what is purchased?
- What about price, quality, guarantees, deliveries, rebate and after-sales services?
- Is purchasing done at one central point or decentralised?
- How will payment be made: cash, cheque/credit card, order/invoice?

(5 × 1) (5)
[30]

QUESTION 5

5.1
- This is an indirect access system combining the alphabetical and numerical filing systems
- The files are arranged alphabetically, but not strictly alphabetical. All files starting with 'A' together and starting with 'B' together, etc.
- Each file gets the letter of the alphabet with which correspondent's surname starts. A number is also given as the next client of the company under that letter
- Alphabetical as well as numerical guide cards are used
- An index to the files is used where each correspondent also gets a separate index card
- The index card (postcard size) are kept strict in alphabetical orders in separate drawers
- Correspondents' particulars and the letter with which their surnames starts and a file number are written on the index card
- Documents in a file must be arranged chronologically (most recent date on top or in front)
- General file for each letter of the alphabet is created and put behind the applicable alphabetical guide card.

(5 × 2) (10)

5.2
- Quantity required: If large quantities are required, offset printing can be used rather than photocopies – it is a fast method and easy
- Internal or external: The organisation must decide whether they will buy the duplicating equipment or whether they will sign with a specific printing company. Contract can work out cheaper (maintenance low)
- Time available: If ample time is available the document can be handwritten, while desktop publishing or photocopying should be chosen when time is limited
- Colour: The more colour used, the longer and more expensive the process – colour separation and colour printing is time consuming, but attracts attention
- Paper: The quality of the paper is determined by its thickness, smoothness and appearance. Thicker paper is more suitable than thin paper and smooth paper is more favourable then thick rougher paper
- Cost: Cost of printing is generally very high, for that reason the process used must be chosen very carefully (offset printing is much cheaper than photocopies)

(5 × 2) (10)

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5.3 5.3.1
- B
- D
- E
- F
- G

(5 × 1) (5)

5.3.2
- A
- B
- D
- E
- G

(5 × 1) (5)
[30]

QUEASTION 6

6.1
- Retaining clients: Pay attention to them, consider their needs and make them feel important. Because the client is paying for a service or product, it is essential that the client is treated with respect.
- Listen to their complaints: Be aware of poor service and eliminate it, listen to their complaints and problems, and replace/refund faulty products, are the most important techniques to retain clients. By apologising and taking immediate action, the client can be satisfied and assured that the incident was an exception.
- Reward loyal clients: Loyal clients can be brought to the attention of the manager or management and specific benefits can be put in place to ensure them of the company's appreciation for their loyalty.
- Prevent misunderstandings: Ensure that agreements, orders and other relevant matters are accurately done and in writing. Write down all complaints and try to solve them as quick as possible.
- Attitude towards clients: Be polite, helpful, pleasant and enthusiastic in dealing with them. Do not talk to other staff members when dealing with a client or discuss clients with staff in front if them. (5 × 2) (10)

6.2 6.2.1 Requesting of balances, bank statements, transferring money between accounts, payment of bills (Any 2 × 1) (2)

6.2.2
- The client must be connected to the internet
- The user contacts his bank and asks the person in control of electronic banking services to execute the connection with the internet – the bank official must have all the information regarding the account numbers which should be connected – banking accounts as well as, for example, telephone- water and electricity- and clothing accounts
- The user's PIN number of his auto teller card is often used together with his current-, transmission- or savings account numbers to execute the connection.
- The user is now able to transfer money from his cheque- savings- or credit card payment of his account via the internet.

(4 × 2) (8)

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6.3
- Name, surname and initials of a client
- Telephone number and business address of client
- Appointments with colleagues
- Enquiries
- Link diary contents with e-mail software to ensure an integrated system use

(5 × 1) (5)

6.4 6.4.1
- Entails that each department uses their own filing system with their own filing clerk

(1)

6.4.2
- More space is necessary
- More filing clerks are needed
- More than one file must be opened
- Difficult to supervise the documents

(4 × 1) (4)
[30]

QUESTION 7

7.1
- The manager always enjoys preference: Full and immediate attention is given to the manager's needs. The MA is delivering a personal service to this person. Loyalty, confidentiality and 'reading' the managers moods, fulfilling expectations, are very important. Things are done the way he/she prefers within the boundaries of company policy. Relationship is mutual respect.
- The MA can be regarded as the manager's memory: There is no room for negligence or mistakes or forgetfulness within reasonable limits. A diary and other reminders.
- Disburdening of the manager's work load: The MA is responsible for keeping all information together; keeping records and manage it well enough so that it can be made available to the manager when needed. Computer software is a handy tool to ensure information can be located. MA must make sure that tasks are completed on time and deadlines are kept.
- Protection of the office and time of the manager: Screening of communication and visitors to manager's office is important. All visitors must first report the desk of the MA before entering the manager's office.
- Daily planning sessions with manager: It is necessary to meet on a daily basis with the manager to establish the lay-out of the day or things that need to be done

(5 × 1) (10)

7.2
- Dial slowly and correctly
- Identify yourself as soon as the call is answered
- State the reason for calling
- Make notes of your conversation – not to forget any details afterwards
- Ask when not clear about an answer or when in doubt
- Stay in control of the conversation
- End conversation speedily and in good style

(5 × 1) (5)

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7.3
- Who
- Which
- When
- Where
- What (5 × 1) (5)

7.4
- Filing is the orderly and systematic storing and arranging of documents so that it can be located easily and quickly for reference purposes
- Classify documents in a predetermined way
- Store files which contain letters and other documents
- Store files or covers in cabinets or drawers
- Easy retreaval of files and documents must be possible
- Move files no longer in use, to the archive
- Get rid of old documents and papers according to company policy (5 × 1) (5)

7.5 7.5.1 Electronic banking services (1)

7.5.2
- Requesting bank statements
- Transferring money between accounts
- Creating beneficiaries
- Paying beneficiaries
- Checking financial records (4 × 1) (4)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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