higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

15 JUNE 2018

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C		
	1.1.2	C		
	1.1.3	D		
	1.1.4	D		
	1.1.5	A		
	1.1.6	D		
	1.1.7	D		
	1.1.8	C		
	1.1.9	B		
	1.1.10	D		
			(10 × 2)	(20)
1.2	1.2.1	Personal Assistant		
	1.2.2	Electronic mail		
	1.2.3	Seminar		
	1.2.4	Petty cash		
	1.2.5	Telephone		
			(5 × 2)	(10)
1.3	1.3.1	B		
	1.3.2	D		
	1.3.3	A		
	1.3.4	F		
	1.3.5	G		
			(5 × 2)	(10)
1.4	1.4.1	True		
	1.4.2	False		
	1.4.3	False		
	1.4.4	True		
	1.4.5	True		
			(5 × 2)	(10)
			TOTAL SECTION:	**50**

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SECTION B

QUESTION 2

2.1 Functions of the receptionist

- Receiving visitors to the office
- Managing the telephone and the switchboard
- Do some typing and filing
- Managing petty cash
- Control over and maintenance of office equipment
- Distribution of mail
- Control over courier and messages (Any 5 × 2) (10)

2.2 Benefits or applications of cell phones

- Cordless communication
- Telephone answering services
- Sending of faxes
- Telephone directory enquiries
- Emergency numbers
- SOS international
- Operator assistance
- E-mail
- International calls (Any 5 × 1) (5)

2.3 Dealing with a complaining visitor

- Remain calm
- Avoid a high tone of voice as it shows that you are not in control of the situation
- Do not be defensive
- Listen to what the person is saying
- Try to identify the real problem
- Do not take the complaint personally
- Admit there is a problem and apologize
- Explain the cause of the problem
- Show empathy and interest
- Immediately follow up on complaints
- Do not regard complaints as a nuisance (Any 5 × 1) (5)

2.4 AFTER the meeting

- The room must be tidied
- All documents during the meeting must be gathered and filed
- Gather those documents that were forgotten by members and ensure that they get to their owners
- Any apparatus used during the meeting must be handed back
- Make sure that no personal articles stay behind, if there are any make sure that they're returned to the owner (Any 5 × 1) (5)

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2.5
- Each department can choose filing system that suit them best
- All files will be closed at a time and no time will be wasted by moving up and down
- The person who is responsible on filing will know the content of a file and handle the documents personally
- Files can be traced quickly and easily
- Confidentiality of information also maintained (Any 5 × 1) (5)

[30]

QUESTION 3

3.1
- Managing of telephone calls, telex and fax transmissions and receipts
- Filing
- Negotiations with clients
- Planning of meetings
- Control over stationery and office equipment
- Managing the employer's diary and travel arrangements (5 × 1) (5)

3.2
- It must be simple – portraying only necessary information
- Printing must be black or white with logo of the organisation in colour
- No photograph may be printed on a business card
- The organisation's name, person's name, person's position, telephone, fax numbers and street address should appear on the business card. No abbreviations should be used (5 × 1) (5)

3.3
- Accessibility
- Suitability
- Flexibility
- Safety and durability
- Neatness
- Economic
- Simple (5 × 1) (5)

3.4
- Agriculture – this sector consists of products and services that are provided for agricultural activities
- Mining – products and services are aimed at exploitation and processing of raw materials and land sliding equipment
- Construction – this includes all engineering activities such as the sites and large projects
- Wholesale – this is the middleman in the distribution process of products to retail
- Retailer – small amounts of products are directly sold to the consumer
- Service sectors – the basic services rendered by these sectors include financial and health services
- Manufacturing – this sector represents the product/manufacturing of products by using human resources and machinery (5 × 1) (5)

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3.5
- Stand up and greet the visitor, but don't invite them to sit down
- Establish the reason for visit
- Although the visitor is an unwanted he/she should be treated with respect
- Tell the visitor to leave, if he/she refuse call the security
- Avoid telling lies to get rid of an unwanted visitor
- Tell the visitor politely that you cannot be able to assist in any way

(Any 5 × 2) (10)
[30]

QUESTION 4

4.1 Preparation
- Plan in advance for outgoing calls
- Be in a right place when the call is made e.g. the desk where your pen, note book and client file are at hand
- Plan in advance and make sure of the following:
  - The name and surname of the person you or your employer wants to speak to
  - The name of the organisation
  - The correct telephone number and the area code
  - What information will you need for your conversation
  - Is there a file of the person and all the correspondence at hand
  - When making an overseas call, take the time zone into consideration

(5 × 2) (10)

4.2
- Horizontal filing
- Vertical filing
- Lateral filing
- Tubular filing
- Micro graphics
- Computerization

(5 × 1) (5)

4.3
- Stay calm and keep people away from the person
- Place something soft under the person's head
- Carefully loosen tight clothing from around the neck
- Do not give the person something to eat or drink
- Place the person in the recovery position
- Do not call for an ambulance unless the person has a second attack after the first one

(5 × 1) (5)

4.4
- Name, surname and initials of a client
- Telephone number and business address of a client
- Appointments with colleagues
- Inquiries that can be kept in a separate diary
- All information regarding meeting conferences, visit by the manager
- All important, relevant information that would not fill the diary beyond capacity

(5 × 1) (5)

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4.5
- The acts or statutes of the country – certain laws of the country contain prescriptions regarding the way in which meetings are to be held and who may attend these meeting.
- Constitution of the organisation – is the basic set of rules according to which the organisation should be held.
- Common law – it is the unwritten laws which prevail within a specific community and which have been handed down from generation to generation, and are applied by the court as fair and just.
- Tradition – it is not stipulated in the constitution of the organisation and it is not required for the orderly course of the meeting.
- Custom and habits – every organisation develops a series of habits and customs. (5 × 1) (5)

[30]

QUESTION 5

5.1 Lateral filing (4)

5.2
- In writing – through memorandums, reports, letters, house journals, notice boards
- Orally – conversations and informal communication
- Electronically – computer, email and modem
- Telecommunications – telephone, telex and fax machines
- Mail – letters (5 × 1) (5)

5.3
- Where a member uses offensive and insulting language
- If a meeting no longer constitutes a quorum and the chairman is not aware of this fact
- If a motion or amendment is contrary to the law of the country
- If a motion has not been seconded before the meeting and the chairman does not take this into consideration
- If there have been irregularities in the proceedings (5 × 1) (5)

5.4
- Acclamation
- Show of hands
- Ballot (secret voting)
- Division
- Voting by proxy (5 × 1) (5)

5.5
- General meetings
- Command or management meetings
- Committee meetings
- Business meetings
- Congress
- Commissions
- In camera (secret meeting) (5 × 1) (5)

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5.6
- In moving cars
- In aeroplanes
- In hospitals
- Any other place where it is indicated that the use of cellular phones is prohibited (3 × 2) (6)

[30]

QUESTION 6

6.1
- A conference is a public meeting
- All members as well as non-members can give opinions on matters discussed
- The aim of the conference is to obtain more information regarding a specific subject or topic with the purpose of solving a problem
- No binding decisions can be taken because delegates represent different organisations
- Experts are invited to address the conference (5 × 1) (5)

6.2
- Immediately notify the person involved by means of a telephone call, fax or letter, depending on the time available.
- Apologised for the cancellation on behalf of the manager but be careful to supply the reason for the cancellation, do not reveal the personal reason.
- The appointment might have to be cancelled due to an appointment with the manager's direct supervisor, do not reveal where the manager is.
- Should the manager be involved in any unforeseen event like illness or an accident, all appointments have to be cancelled.
- Urgent appointment may be referred to another person. (5 × 2) (10)

6.3
- The size of the organisation – number of departments and levels
- Urban and rural – more money is in circulation in urban areas, people in urban areas receive higher salaries
- Type of work/job description – responsibility and tasks will determine what salary will be paid
- The experience, knowledge and skills of the management assistant
- Role of professional association – because no umbrella organisation that can attend to management assistant's needs exists, different remuneration packages are paid (5 × 2) (10)

6.4
- Scarves
- Belts
- Jewellery
- Shoes
- Handbag and briefcase (5 × 1) (5)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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