higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1240**(E)**(J15)H

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

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This question paper consists of 8 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
OFFICE PRACTICE N4
TIME: 3 HOURS
MARKS: 200

NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out ALL work you do NOT want to be marked.

INSTRUCTIONS AND INFORMATION

1. SECTION A is COMPULSORY.
2. Answer ALL questions in SECTION B.
3. Read ALL the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Start each question on a NEW page.
6. 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 When documents are rolled and placed in a cylinder made of Cardboard, metal or plastic, this is known as:

A Horizontal documenting
B Lateral filing
C Tubular filing
D Both B and C

1.1.2 During the purchasing process, this document is attached to the receipt:

A Proof of cheque payment
B Copy of order slip
C Petty cash voucher
D Invoice statement

1.1.3 More space, shelves and desks are necessary for doing this:

A Decentralised filing
B Computerised filing
C Centralised filing
D None of the above mentioned

1.1.4 A group which investigates a specific matter or problem:

A Commission
B Meeting
C Conference
D Symposium

1.1.5 The methods of distributing the information include the following:

A writing, orally, mail, telecommunication, message service
B Confidential, fragile, handle with care, special
C Fragile, secret, fragile, attention
D Classified secret, fragile, attention

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1.1.6 This facility is an electronic switchboard that can manage up to 220 incoming calls at a time:

A DDI
B PEBX
C BEL TEL
D PABX

1.1.7 This is the enquiry number of TELKOM:

A 112
B 144
C 100
D 10111

1.1.8 That which influences the image of a company could be the …

A first impression on the public.
B size of the business/undertaking.
C staff behaviour towards clients.
D All the above-mentioned factors

1.1.9 The basic set of rules according to which ALL activities of specific organisation should be run:

A Agenda
B Constitution
C Notice
D Minutes

1.1.10 The preparation of document will have an influence on the quality of …

A rest room.
B photocopy room.
C staff room.
D printing.

(10 × 2) (20)

1.2 Complete the following sentences by filling in the missing word(s). Write only the correct word(s) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 The (personal assistant/private secretary) is part of the top level of Stratum Four on the promotion route

1.2.2 By using (speed dialling/electronic mail) a person can send letters to other people by means of a computer

1.2.3 An intellectual gathering where multiple experts deliver presentations is called a (seminar/symposium)

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1.2.4 The (petty cash voucher/delivery note) is compiled when money is used to pay for small purchases

1.2.5 The (telephone/secretary) is an image creator as well as a communication artery of any business in the outside world

(5 × 2) (10)

1.3 Choose an/a item/word from COLUMN B that matches a/an description/word/item in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	List of matters raised for discussion	A	private meeting
1.3.2	Official record of events discussed and decisions taken	B	agenda
		C	report
1.3.3	Only members are allowed to attend and vote	D	minutes
1.3.4	The basic set of rules	E	secretary
1.3.5	Image creator	F	constitution
		G	telephone

(5 × 2) (10)

1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 Adequate/enough space to work, is one of the requirement of office lay-out.

1.4.2 Public sector form part of agriculture and mining job opportunities.

1.4.3 Business card must have a photograph of the manager.

1.4.4 An invitation from the State President may not be declined.

1.4.5 Duplicating is an unlimited number of copies of a document.

(5 × 2) (10)

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

The corporate image is influenced by every aspect of the enterprise's functions, its products and the nature of the employees' behaviour, the appearance of its workers and its building.

2.1 Except control over couriers and messengers, your job description as a reception secretary at the Human Resource Department entails a variety of duties.

State FIVE of these duties or functions. (5 × 2) (10)

2.2 By using cell phones, certain benefits or applications are only a press of a button away.

Name FIVE of these benefits or applications. (5 × 1) (5)

2.3 Basic guidelines regarding the handling of a complaining visitor exist.

How would you handle such a visitor? (5 × 1) (5)

2.4 As soon as a meeting is over, indicate your FIVE duties as a management assistant. (5 × 1) (5)

2.5 List FIVE advantages of decentralised filing. (5 × 1) (5)
[30]

QUESTION 3

3.1 Briefly explain any FIVE duties or responsibilities that will form part of the Junior Secretary's job description. (5 × 1) (5)

3.2 Which aspects are to be taken into account when compiling a business card?

Name FIVE of these aspects to be considered. (5 × 1) (5)

3.3 Name FIVE requirements of good filing. (5 × 1) (5)

3.4 Which kind of job opportunities exist in the private sector? (5 × 1) (5)

3.5 An unwanted visitor must be handled professionally. Explain how to handle such a visitor. (5 × 2) (10)
[30]

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QUESTION 4

4.1 Certain techniques for making telephone calls must be adhered to. Preparation to make a call is one is one of the techniques.

Explain how you would do the preparation. (5 × 2) (10)

4.2 Decentralised filing is an example of filing methods or systems.

Name FIVE other examples of filing methods/systems. (5 × 1) (5)

4.3 How would you go about helping someone who suffers from epilepsy in your office? (5 × 1) (5)

4.4 Continuous diary management must be done. Which information can be written in a diary? (5 × 1) (5)

4.5 Explain the legal requirements for a meeting. (5 × 1) (5)
[30]

QUESTION 5

5.1 In this filing system, folders are arranged side by side in very much the same manner as books on shelves, but instead of standing upright they hand on racks.

Name the filing system. (2 × 2) (4)

5.2 List FIVE different methods to distribute information. (5 × 1) (5)

5.3 A point of order may be raised in certain circumstances in a meeting.

Briefly explain these circumstances. (5 × 1) (5)

5.4 Name FIVE different methods of voting that can be used. (5 × 1) (5)

5.5 List FIVE types of meetings that can be classified as private meetings. (5 × 1) (5)

5.6 Indicate where cell phones cannot be used. (3 × 2) (6)
[30]

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QUESTION 6

As a management assistant you are expected to be organised always at all times, arranging the venues where meetings are to be held and make sure that clients are always happy and get the good service and product.

6.1 How would you define a conference?

Write the answer in FIVE full sentences. (5 × 1) (5)

6.2 Outline the correct procedures of cancelling an appointment. (5 × 2) (10)

6.3 The remuneration of a management assistant can be influenced by certain factors.

Explain these factors. (5 × 2) (10)

6.4 Name FIVE accessories which can be used for dressing. (5 × 1) (5)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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