higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

7 JUNE 2019

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	True		
	1.1.2	True		
	1.1.3	False		
	1.1.4	False		
	1.1.5	True		
			(5 × 2)	(10)
1.2	1.2.1	File-out cards		
	1.2.2	Filing		
	1.2.3	Duplicating		
	1.2.4	Budget		
	1.2.5	Notice and agenda		
			(5 × 2)	(10)
1.3	1.3.1	C		
	1.3.2	D		
	1.3.3	E		
	1.3.4	G		
	1.3.5	B		
			(5 × 2)	(10)
1.4	1.4.1	C		
	1.4.2	D		
	1.4.3	C		
	1.4.4	A		
	1.4.5	C		
	1.4.6	C		
	1.4.7	B		
	1.4.8	C		
	1.4.9	D		
	1.4.10	A		
			(10 × 2)	(20)
				[50]

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1 2.1.1 Boloko
2.1.2 Maboea
2.1.3 Maboya
2.1.4 Mabua
2.1.5 Mabwala

(5 × 1) (5)

2.2 True

- A motion must be proposed and seconded.
- A motion must be clearly understood and unambiguous.
- It must fall within the scope of the constitution of the organisation.
- It must refer to one matter only.
- A motion appearing on the agenda may not be withdrawn without the permission of the chairperson, proposer and seconder.
- A motion that is defeated may not be proposed again at the same meeting.
- A motion normally begins with the word 'That …'.
- A formal motion may not be amended.
- Once a formal motion has been accepted, it receives preference above any other matter.
- Only members who have not participated in a discussion of the matter may submit such motion. (Any 5 × 1) (5)

2.3

- Note down all the details as soon as it is safe to do so.
- If possible, write down the details of the escape route.
- Make a list of all witnesses with their details.
- Nominate a person to handle the press.
- Do not reveal how much money was stolen.
- If personnel are traumatised, they should be given counselling.
- Call the police or security services. (Any 5 × 2) (10)

2.4

- Insert the company logo.
- A photograph of the holder can be included.
- The details should be printed on strong, durable paper.
- Details should be printed in a letter type that is easy to read.
- No unknown abbreviations should be used.
- It should fit the standard-size business card envelope.
- Include the name, position and telephone number of the holder.(Any 5 × 1) (5)

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2.5
- The chairperson's special agenda, with any added notes
- The minutes of the previous meeting
- A list of members
- Letters, memorandums, reports and other correspondence concerning matters on the agenda
- Copies of correspondence circulated to members

(Any other important information or document)(5 × 1) (5)
[30]

QUESTION 3

3.1
- Stay alert.
- Do not overload the brain.
- Read to understand.
- Repeat what you have read.
- Apply the technique of mnemonics.
- Attend to the task that must be done.
- Stay in a good physical condition.
- Ensure that the muscles in the body stay fit. (Any 5 × 1) (5)

3.2
- Speed
- Clarity (speaking clearly)
- Politeness
- Simplicity and normal tone of voice
- Proper use of language
- No eating while speaking
- Voice expression
- Focusing on breathing (Any 5 × 1) (5)

3.3
- Answer invitations on time and always be on time for any reception or function.
- Never leave before the guest of honour has departed.
- Never over-indulge in food or liquor.
- Never talk with your mouth full of food (or between mouthfuls).
- Keep conversations entertaining and interesting.
- If another person will be representing the invited person, inform the host.
- The host should also be informed of the number of people who will attend.

(Any 5 × 2) (10)

3.4
- The meeting must be convened according to the provisions of the relevant constitution.
- Proper notice must be given.
- The meeting must be properly constituted.
- Those present should form a quorum.
- The chairperson should be properly appointed. (5 × 2) (10)

[30]

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QUESTION 4

4.1
- A modem can be described as the telephone of your computer.
- An ordinary telephone works by converting the sound of your voice into electrical or digital impulses.
- The receiver's telephone converts these impulses back into sound.
- The modem works on the principle that the text, sound or picture on your computer is converted by your modem into digital impulses.
- The receiver's modem converts it back into text, sound or pictures so that the receiver can receive it on his or her computer.

(Any relevant answer – 5 × 1) (5)

4.2
- The size of the organisation – Salaries tend to be higher in large organisations.
- The field in which the organisation falls – Salaries in certain business sectors are higher than in others.
- Location of the business – In urban areas, the remuneration package will be higher than in rural areas.
- The type of work required – The more skilled the work, the higher the remuneration.
- The experience, knowledge and skills of a person – The more experience you have and the more skills you offer, the higher the remuneration.

(5 × 2) (10)

4.3
- Repeat the information.
- Make an association with specific things.
- Make a rhyme out of the information.
- Form acronyms in which you use letters of words you want to remember.
- Practise things by hearing, seeing, writing and doing them.
- Memory, like muscles in the body, needs to stay fit.
- Attend to the task that must be done.
- Ensure a good physical condition by getting enough exercise and rest.
- Apply mnemonic techniques through the use of visual images or acronyms. (Students will be awarded marks for mentioning these techniques) (Any 5 × 1) (5)

4.4
- Contact the ambulance or medical emergency personnel.
- Loosen tight clothes around the neck, chest and waist.
- If the person is conscious, it is best to let them sit or lie down with the head and knees supported.
- If the person is unconscious, he or she must lie down flat and pulse (heart rate) and breathing should be monitored.
- If the person is not breathing, mouth-to-mouth resuscitation must be administered.
- Do not massage the heart.
- If you are not sure if the heart is still beating, apply a firm blow to the chest to try to shock the heart. (Any 5 × 2) (10)

[30]

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QUESTION 5

5.1 5.1.1

- Answer the phone immediately – It creates an unfavourable impression if nobody answers.
- Identify the firm as well as yourself when you answer a call.
- To create a professional image be polite and be to the point.
- Use the words ‘thank you’ and 'please', as using them improves human relations
- When you have dialled a wrong number, do not slam the telephone down – apologise for the inconvenience.
- Never become involved in an argument with a caller.
- Inform the caller when you are putting them on hold.

(Any 5 × 2) (10)

5.1.2

- Adhere to the laws of the country.
- Adhere to the constitution and regulations of the organisation.
- Take into account common law.
- Take into account customs and habits.
- Those who are present must form a quorum.
- Give proper notice of the meeting. (Any 4 × 1) (4)

5.1.3 A meeting takes place when two or more persons gather to discuss and decide upon matters of mutual interest. (1)

5.1.4

- Adequate/enough space to work
- A pleasant, satisfactory working environment
- Effective office furniture and equipment to perform tasks efficiently
- Adequate facilities for effective internal and external communication
- Effective work force/people to do the job
- Should be situated far from busy offices
- Should emphasise the image and identity of the company
- Plan the layout in such a way that visible clutter will be minimised. (Any 5 × 1) (5)

5.2

- Files can be retrieved easily and immediately.
- Every department can use the filing system that suits them.
- The confidentiality of information is maintained.
- The filing can be controlled more easily.
- Junior staff can do the filing.
- It prevents misfiling. (Any 5 × 2) (10)

[30]

QUESTION 6

6.1
- Be courteous, patient and helpful.
- Focus on the voice on the other side of the phone and on the call/caller.
- Use proper language.
- When a call is received, deal with it as quickly and efficiently as possible.
- Put up a professional voice mail message on the telephone if people have to leave a message.
- Listen to what the person's title is and use that title. (Any 5 × 2) (10)

6.2
- Scarves
- Jewellery
- Shoes
- Handbags/briefcases
- Ties
- Belts (Any 5 × 1) (5)

6.3
- Create a warm, inviting atmosphere with a fitting interior.
- Provide current reading material.
- Do not allow smoking. This message can be conveyed by an elegant sign placed near the entrance.
- Offer visitors coffee or tea if they have to wait. Cold mineral water can also be served/supplied.
- Any signs must be done professionally and be readable and/or visible. (5)

6.4
- The minutes must accurately reflect the proceedings and resolutions taken.
- It must be written clearly, impartially and objectively.
- It should be concise.
- Members who did not attend the meeting should be able to get a clear and accurate picture of all maters raised.
- Minutes recorded in English are written in the past tense, while Afrikaans minutes are written in the present tense – however, both are written in the third person. (5)

6.5
- Purchase orders
- Receipts and credit cards
- Delivery and supplier notes for incoming goods
- Return notes
- Requisitions and issue notes for outgoing goods from stock room (5)

[30]

QUESTION 7

7.1 7.1.1 At private meetings, only members are allowed to attend, all members have the right to vote, and decisions taken are binding.

7.1.2 All members of an organisation may attend general meetings and all members are allowed to vote at these meetings.

7.1.3 It is a formal gathering of delegates from the different branches or offices of the same organisation.

7.1.4 It is a public meeting at which a number of speakers give a presentation on a common topic or area of interest.

7.1.5 At a seminar, participants share experiences on a particular topic, presented by a facilitator or authority in that particular field.

(5 × 2) (10)

7.2
- The documents are rolled and placed in a tube made of cardboard, metal or plastic.
- Lids are placed on both sides of the tube, with the name of the file on them.
- The tubes are usually stacked or placed next to each other on a shelf.
- A popular method to stack tubes is to use tubular roll file trolleys that can store drawings, maps and plan tubes.
- Companies use this type of filing for building plans which are too large to fit into an ordinary folder or file. (5 × 2) (10)

7.3
- The usual stationery items such as pens and paper
- Overhead projector
- Writing board
- Flip chart
- Slides/computer-generated visual presentations/videos
- Communication media
- Duplicating facilities
- Recording equipment
- Microphone (Any 5 × 1) (5)

7.4 7.4.1 Agenda (2)

7.4.2
- Matters are raised and discussed in a logical sequence at the meeting.
- It prevents matters to be discussed only later from being raised at the wrong time.
- It prevents matters from being forgotten. (3)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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