higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

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This marking guideline consists of 8 pages.

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SECTION A

All the questions in SECTION A are compulsory.

QUESTION 1

1.1	1.1.1	B		
	1.1.2	B		
	1.1.3	B		
	1.1.4	D		
	1.1.5	A		
	1.1.6	B		
	1.1.7	D		
	1.1.8	B		
	1.1.9	C		
	1.1.10	C		
			(10 × 2)	(20)
1.2	1.2.1	E		
	1.2.2	D		
	1.2.3	A		
	1.2.4	B		
	1.2.5	C		
			(5 × 2)	(10)
1.3	1.3.1	False		
	1.3.2	False		
	1.3.3	False		
	1.3.4	True		
	1.3.5	True		
			(5 × 2)	(10)
1.4	1.4.1	Corporate climate		
	1.4.2	Beltel		
	1.4.3	Petty cash		
	1.4.4	Congress		
	1.4.5	Amendment		
			(5 × 2)	(10)
				[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE of the six questions in SECTION B.

QUESTION 2

2.1
- Plan in advance
- Delegate
- Do not procrastinate
- Determine priorities
- Utilise time correctly (5)

2.2
- Being competent in the use of computer software, office systems and electronic aids
- Working with minimal supervision
- Fluency in more than one language and have communication skills
- Keep up with daily routine work, such as paperwork and correspondence
- Oversee planning and organising of travel arrangements
- Drafting excerpts and summaries of reports (Any 5 × 2) (10)

2.3
- Try repeating what she has read. Repeating helps a person to remember.
- Apply mnemonics by using visual images, associations and acronyms.
- Do not overload the brain with too much information at once, but try to take short breaks in between.
- Stay alert, sleep enough and exercise regularly.
- Only attend to one task at a time, i.e. the task that must be done.
- Read to understand. Information will be recovered more easily if a person understands what it is about.
- Broadening and building memory by being open to learning new things. (Any 5 × 2) (10)

2.4
- Libraries
- Magazines
- Books about people
- Dictionaries
- Internet
- Yellow Pages (Any other relevant answers) (Any 5 × 1) (5)

[30]

QUESTION 3

3.1 It is a means of connecting computer terminals, computers, mobile devices and computer networks to any other computer anywhere in the world via routers and servers. (2)

3.2
- Online banking must first be activated by a bank official from the client's bank.
- The user will use his/her bank account number to gain access and will have to create a password to log on.
- The user will be asked to repeat the password for security purposes.
- The user will then be able to access banking services.
- Once logged onto the banking website, the user can do various banking transactions using the Internet. (Any other relevant answer) (5 × 2) (10)

3.3
- The specific person will be held responsible for issuing stock.
- This person must be able to make decisions about the type and quantity of supplies.
- The person in control must be a very reliable person who knows how to issue and control stock.
- Strict supervision is required and stock cards should be checked regularly to ensure the timeous ordering of stock.
- Records should be kept of what is issued and to whom.
- Stock levels should be kept low.
- Stock must only be issued against an official requisition.
- Stock control cards must always be kept up to date and stocktaking must be done regularly. (Any 5 × 2) (10)

3.4
- Where a member uses offensive or insulting language
- A quorum is not present
- If there have been irregularities in the proceedings
- If a meeting no longer constitutes a quorum and the chairperson is not aware of this fact
- Fair rules of debate are not being followed (5)

3.5
- Telephonic
- By card
- Electronic
- Verbally
- Telephonic and then followed by written confirmation (Any 3 × 1) (3)

[30]

QUESTION 4

4.1
- Placing calls on hold
- Speed dialling
- Making conference calls
- Monitoring extensions
- Automatic reverse dialling (Any 5 × 1) (5)

4.2
- Inform the fire brigade immediately and then the security section.
- Close all windows and doors to delay the spreading of the fire.
- Determine where the fire is, as well as its magnitude.
- While waiting for the fire brigade, use fire extinguishers to stop the fire.
- Move any injured people to a safe place.
- Keep everyone informed about what is happening. (Any 5 × 1) (5)

4.3
- Attitude✓ – A positive attitude attracts people and leads to good relations and the ability to do more than expected✓
- Image of the MA✓ – A well-dressed, well-looked-after person will make a lasting impression of self-respect and respect for others.✓
- Body language✓ – Facial expressions, posture and an open, inviting demeanour versus a closed non-approving manner in posture will reveal more about willingness to assist than a tone of voice.✓
- Communication✓ – Being fluent in a language, being able to speak audibly, yet in a friendly and sensitive way, as well as avoiding foul language is important.✓
- Relating to others✓ – It is important to respect the manager and others, avoid gossiping or discussing others, and to be honest.✓ (5 × 2) (10)

4.4
- Face-to-face communication
- Hard copy communication
- Electronic communication
- Telecommunication
- Message service (5)

4.5
- Diaries for executive officers or managers
- Different sizes, A3, A4 or calendars
- Diaries for different professions
- Electronic diaries using computer software
- Pocket-size diaries (5)

[30]

QUESTION 5

5.1 5.1.1
- Ask him/her to complete the visitor's form if it is his/her first visit.
- Eye contact must be avoided as this subtle message is a valuable tool. (2 × 2) (4)

5.1.2
- Ask for the visitor's name and business card.
- Ask the reason for the visit or the person that the visitor came to see.
- If the person to be seen is not available, ask if someone else can assist. (3 × 2) (6)

5.1.3
- Keep documents in files and files closed if not used.
- Use a firm, assertive manner of speaking to this visitor.
- Guard your tongue and do not comment on provocative statements. (3 × 2) (6)

5.1.4
- Invite the visitor to sit down and inform the manager
- Always treat this visitor in a warm, respectful and professional way (2 × 2) (4)

5.2
- Show of hands
- Acclamation or verbal vote
- Ballot or secret voting
- Division
- Voting by proxy (5)

5.3
- Venue for the event should be visited, and lighting and temperature control should be checked.
- Arrangements for media coverage should be in place, if needed.
- Arrangements for refreshments and catering services should be in place.
- Extra copies of documents and pieces of information needed for the event should be made available for members.
- The necessary apparatus should be available and the screen, microphone and other equipment should be set up correctly. (5)

[30]

QUESTION 6

6.1
- Accessibility✓ – The system should enable the filling clerk to locate documents easily.✓
- Suitability✓ – The filing system must fit the specific needs of the company.✓
- Flexibility✓– The system must adjust to the growth of the company and new documents must be added without causing problems in the current system.✓
- Safety and durability✓ – Equipment and files must be durable, dustproof, fire-resistant and burglarproof.✓
- Simplicity✓– The system must be simple enough for a junior clerk or temporary employee to understand and be able to use it.✓ (5 × 2) (10)

6.2
- Each amendment must be proposed, seconded and put on the table as a motion.
- Only one amendment may come up for discussion at a time.
- Each member is allowed to discuss an amendment only once.
- It must preferably be in writing, signed by the proposer and a seconder, and handed to the chairperson.
- When voting on the amendment, members must be aware of the fact that the original motion has not been accepted yet. (5 × 2) (10)

6.3
- Mining
- Wholesalers
- Construction
- Retailers
- Agriculture (5)

6.4
- Motorised equipment
- Vertical filing cabinets
- Lateral filing cabinets
- Horizontal filing cabinets
- Open shelves (5)

[30]

QUESTION 7

7.1
- Wine bottles are opened by using a corkscrew.
- Fortified wines usually have a higher alcohol content and are served in smaller glasses.
- Brandy and whisky contain the highest level of alcohol – only a small amount is poured into a glass.
- Different kinds of glasses are used for different kinds of liquor/drinks and a management assistant must make sure he/she uses the correct combination.
- White wine is always served cold and can be served with ice. (5 × 2) (10)

7.2
- Who is responsible or has the authority to purchase?
- Where, when, how much and what must be purchased?
- What about price, quality, guarantees, deliveries, rebate and after-sales service?
- Is purchasing done at one central point or decentralised?
- How will payment be made? In cash, by cheque or credit card? (5)

7.3
- Quantity required
- Cost
- Colour
- Paper
- Time available (5)

7.4

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

7.4.2 This meeting is held behind closed doors and no uninvited staff are allowed to enter.

7.4.3 It is a short study course on a particular problem where one or two experts address the meeting or group.

7.4.4 It is a study group which investigates a specific matter or problem.

7.4.5 It is the basic set of rules according to which all activities of a specific organisation should run.

(5 × 2) (10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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