higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

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09:00–12:00

This question paper consists of 10 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. All the questions in SECTION A are compulsory.
2. Answer any FIVE of the six questions in SECTION B.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

All the questions in SECTION A are compulsory.

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 The … seating style is the most appropriate for a meeting where handouts will be distributed.

A u-shape
B classroom
C discussion group
D A and C

1.1.2 The list of matters that have to be discussed by members during a meeting is called the …

A programme.
B agenda.
C schedule.
D notice.

1.1.3 The promotional route of a secretarial job consists of four levels/strata.

Which ONE of the following does not form part of the hierarchy?

A Typist, junior secretary, senior secretary, personal assistant
B Private secretary, receptionist, girl Friday, management assistant
C Switchboard operator, junior secretary, executive secretary, management assistant
D None of the abovementioned

1.1.4 Information must be distributed correctly and with the manager's approval.

A receptionist would not distribute information …

A in writing.
B orally.
C electronically.
D None of the abovementioned

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1.1.5 This type of filing is done according to surname and initials, and according to the first letter:

A Personal
B Log sheet
C Subject
D Geographic

1.1.6 When buying reprographic equipment, i.e. printers and photocopiers, cost, availability and colour must be considered, as well as ONE of the following:

A Personnel
B Paper
C Index system
D All the abovementioned

1.1.7 When guests are invited at short notice, the type of invitation that should be used to ensure that there is no misunderstanding or embarrassment, is …

A by card.
B electronic.
C Facebook.
D telephonic.

1.1.8 Technology that makes it possible to communicate and transmit a message by telephone, radio, television:

A Mass communication
B Telecommunication
C Face-to-face
D Visual communication

1.1.9 The abbreviation for the French phrase 'respondez s'il vous plait' is used at the end of an invitation to request a guest to respond by a given date.

A ASAP
B RIP
C RSVP
D None of the abovementioned

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1.1.10 The official document or form on which a request is made for office supplies from an organisation's stock room, is called a/an …

A order form.
B receipts.
C requisition form.
D delivery note.

(10 × 2) (20)

1.2 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.2.1	Indicates item levels and stock balances of items in the stock room	A minimum stock
1.2.2	Point at which new stock should be ordered	B interim reordering
1.2.3	Smallest quantity of stock allowed in the stock room	C maximum stock
1.2.4	When ordering is done on regular ordering times	D reorder level
1.2.5	Highest stock level in the stock room	E stock control card
		F reorder quality

(5 × 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 Calls on hold refer to numbers dialled often and numbers programmed into the control unit of a telephone.

1.3.2 After a person has had a heart attack, he/she can regain consciousness after a few minutes, but the person will be disoriented and confused.

1.3.3 A retailer acts as a mediary in the distribution process of products to wholesalers domestically and internationally.

1.3.4 The daily routine for hygiene should include washing your face and body, brushing your teeth two to three times a day, changing clothes and applying a deodorant.

1.3.5 When using motorised equipment, the emphasis falls on upright filing units for the better use of floor space.

(5 × 2) (10)

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1.4 Complete the following sentences by choosing the correct word or words from those given in brackets. Write only the answer next to the question number (1.4.1–1.4.5) in the ANSWER BOOK

1.4.1 The perceptions and attitudes of personnel in an organisation are called or are referred to as the (corporate climate/corporate image).

1.4.2 (Banktel/Beltel) is a videotext service which has mainly been replaced by cellphones and more modern Internet connections.

1.4.3 (Petty cash/A cheque) is used when small purchases, such as tea, coffee and stamps, should be bought.

1.4.4 (Congress/Conference) is a formal meeting or series of meetings for discussion between delegates, especially those from a political party, trade union or a particular field.

1.4.5 (An amendment/A counterproposal) is a proposal concerning the addition, omission or replacement of certain words or phrases with regard to the original.

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE of the six questions in SECTION B.

QUESTION 2



2.1 Pressure and deadlines are part of a management assistant's job.

State FIVE things that a secretary should do to avoid feeling overwhelmed by the workload and consequently experiencing too much stress. (5 × 1) (5)

2.2 When promoted to a senior position (third level), a secretary has to apply organisational and project management skills.

State FIVE functions of a senior secretary other than the skills mentioned above. (5 × 2) (10)

2.3 Which FIVE techniques can a secretary use to improve her memory? (5 × 2) (10)

2.4 Name FIVE sources of information one can use for the handling and distribution of documents. (5)

[30]

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QUESTION 3



3.1 Define the word *Internet.* (2)

3.2 Explain FIVE requirements of getting access to use online banking when requesting balances, bank statements, transferring money, etc. (5 × 2) (10)

3.3 When stock must be issued, a responsible person should be assigned for the task.

Name FIVE guidelines that a responsible person should keep in mind and follow when issuing office stock. (5 × 2) (10)

3.4 Any member may raise a point of order to bring to the attention of the chairperson.

State FIVE things that justify raising a point of order. (5)

3.5 Name THREE ways in which invitations can be sent. (3)

[30]

QUESTION 4

You are employed as a secretary in the communication section of a business. You share an office with other secretaries of other sections to make sure that the objectives of the organisation are achieved.

4.1 The telephone system of the business has a number of functions. Two of the functions are the diversion of calls and the restriction of destinations.

Name FIVE other functions than those already mentioned. (5)

4.2 When a fire breaks out and the fire alarm goes off, what actions will you take to handle this emergency? (5)

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4.3 State FIVE things that a management assistant must pay attention to regarding his/her own professional image to contribute to an effective and successful working climate. (5 × 2) (10)

4.4 Name FIVE methods in which information is circulated and distributed to all departments daily. (5)

4.5 Name various types of diaries that are available for people to manage their time effectively. (5)
[30]

QUESTION 5

5.1 Explain the techniques that a management assistant would use when receiving and dealing with the following types of visitors:

5.1.1 Talkative visitor (2 × 2) (4)

5.1.2 Visitor without an appointment (3 × 2) (6)

5.1.3 Inquisitive visitor (3 × 2) (6)

5.1.4 Family and friends waiting to see the manager (2 × 2) (4)

5.2 Name FIVE ways of voting at a meeting. (5)

5.3 State FIVE duties of a secretary before a conference. (5)
[30]

QUESTION 6

6.1 A key element of an efficient and effective filing system is that a management assistant should be able to locate files quickly.

Name and explain FIVE requirements of a good filing system. (5 × 2) (10)

6.2 Name FIVE procedures when an amendment is made by members during a meeting. (5 × 2) (10)

6.3 The private sector comprises companies privately own by individuals or groups.

Name FIVE examples of these enterprises. (5)

6.4 Mobile and visible filing and indexing equipment can be used in the filing process.

Name FIVE other types of filing equipment except those mentioned. (5)
[30]

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QUESTION 7

7.1 Serving of liquor should be done correctly.

State FIVE aspects a management assistant should take note of when serving liquor. (5 × 2) (10)

7.2 Name FIVE general questions that a management assistant should ask when goods have to be purchased for office use. (5)

7.3 When buying office equipment for reproduction, printing or copying, the most suitable equipment is needed.

Name FIVE factors to be considered before buying office equipment or printing equipment. (5)

7.4 Explain the following terms with regard to meetings:

7.4.1 Congress

7.4.2 Meeting in camera

7.4.3 Seminar

7.4.4 Symposium

7.4.5 Constitution

(5 × 2) (10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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