higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

7 June 2021

This marking guideline consists of 8 pages.

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SECTION A (COMPULSORY)

QUESTION 1

1.1	1.1.1	D		
	1.1.2	B		
	1.1.3	B		
	1.1.4	A		
	1.1.5	C		
	1.1.6	D		
	1.1.7	A		
	1.1.8	B		
	1.1.9	A		
	1.1.10	D		
			(10 × 2)	(20)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	False		
	1.2.4	True		
	1.2.5	False		
			(5 × 2)	(10)
1.3	1.3.1	C		
	1.3.2	B		
	1.3.3	A		
	1.3.4	E		
	1.3.5	D		
			(5 × 2)	(10)
1.4	1.4.1	active file		
	1.4.2	GPS (global positioning system)		
	1.4.3	seminar		
	1.4.4	requisition form		
	1.4.5	Corporate image		
			(5 × 2)	(10)
				[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Discussion group (2)

2.2
- Group of round tables each seating four to six people
- Used for small breakouts during a conference
- Appropriate for group interaction or note-taking (3)

2.3
- Acclamation: A vote is taken on a motion by responding verbally to accept or approve by shouting 'yes' or 'no'.
- Ballot or secret voting: Members indicate their vote in writing. Each person is given a ballot where he/she will indicate whether he/she supports a particular proposal or not.
- Show of hands: The chairperson calls for a show of hands by asking members in support of the motion to raise their hands, counting the number of hands and doing the same with those who are against.
- Division: Members favouring a vote are requested to move to one side of a room and those opposing the vote to move to the other side.
- Voting by proxy: A member gives written permission to another member to represent him/her at the meeting and to vote on his/her behalf. (5 × 2) (10)

2.4
- The management assistant can be regarded as the manager's memory.
- The manager always enjoys preference.
- The management assistant disburdens the manager's workload.
- The management assistant protects the office and time of the manager.
- The management assistant has daily planning sessions with the manager to establish a layout of the things that must be done. (5)

2.5
- Information must be in a format that makes it easy to retrieve the data needed.
- Information collected should have been obtained legally.
- If the dossier must be kept secret, a password-protected computer must be used or it must be kept it in a safe place.
- A secretary should be a sponge for information and should request an electronic copy of information where possible.
- Guidelines for setting up and updating the dossier should be in place.
- The management assistant must update the information on a regular basis.
- The dossier is a system indicating how information is gathered, processed, saved and distributed.
- The dossier contains all information regarding meetings and hosting events.
- The dossier should contain a list of all company policy-related documents.

(Any 5 × 2) (10)
[30]

QUESTION 3

3.1
- Emphasise the image and identity of the company to send the right message to visitors.
- Use various aspects such as layout, branding, materials and colours to make a statement about the values of the company.
- Thoroughly plan the detail of the office space to ensure that space is optimally used.
- Coordinate the colour scheme and office theme.
- Make the reception desk the centrepiece of the room.
- Carefully select the material of the furnishing.
- Plan the layout in a visible way.
- Leave enough room to move around the reception desk. (Any 5 × 2) (10)

3.2
- Answer the telephone immediately to create a favourable impression.
- Identify the company and yourself immediately.
- If the caller who phones is very talkative, be careful not to give confidential information.
- If the caller is rude, stay calm and do not lose your temper.
- While the caller is speaking, take notes of important information, messages and telephone numbers. (5 × 2) (10)

3.3
- Politeness
- Clearness
- Speed
- Voice expression
- Interest versus disinterest (5)

3.4
- Try to get as much information as possible from the caller about the whereabouts of the bomb, type of bomb, etc.
- Listen attentively.
- Do not look for the bomb yourself.
- Be calm, polite and show interest.
- Do not interrupt the caller.
- Do not hang up, even if the caller does.
- After the call, phone the police immediately. (Any 5 × 1) (5)

[30]

QUESTION 4

4.1
- The numeric arrangement of files is an indirect access system.
- A number is allocated to the new file of a client regardless of the client's surname.
- Documents in a file must be arranged chronologically.
- Files are placed in numerical order on the shelf behind the previous file number.
- An index to the files is used and each correspondent is separated by an index card. (5)

4.2
- The person in charge always knows which and how much stock is available.
- Timeous orders save money and prevent wastage.
- Articles that are no longer used are identified timeously, which prevents unnecessary ordering.
- A more realistic budget for stock can be set up and kept to.
- A list of reliable suppliers that also offer an after-sales service can be compiled to benefit the entire organisation. (5 × 2) (10)

4.3 4.3.1
- Colour can be used to differentiate subsections in the system.
- The same colours should be used throughout for guide cards and tabs on the files. (2)

4.3.2
- Every file has a protruding strip with the name of the correspondent on it.
- Guide cards should be made for each letter of the alphabet to separate files.
- The documents in a file must be arranged in chronological order. (3)

4.4
- Top secret
- Confidential
- Secret
- Data classification
- Commercial in confidence (5)

4.5
- Booking meetings
- Receiving visitors to the office
- Managing petty cash
- Managing and control answering service
- Small amount of filing and typing (5)

[30]

QUESTION 5

5.1
- Who – Who is invited by whom? (host and hostess)
- Which – Which occasion are the persons invited to? (dinner/cocktail party)
- When – When is the occasion? (time and date)
- Where – Where is the occasion? (place)
- What – What should guests wear? (dress code) (5)

5.2
- Quantity required: Use a photocopy machine for a small number of copies. For large quantities a lithography machine is recommended.
- Cost: Maintenance of the machine, quality of the paper and the salary of the operator must be considered.
- Colour: Colour ink cartridges are expensive and the more copies are printed, the higher the cost, but such copies give a good impression to customers.
- Paper: Glossy and matt finish paper are more expensive than the standard paper used in a photocopier.
- Time available: If ample time is available the document can be handwritten, while photocopying should be chosen when time is limited. (5 × 2) (10)

5.3
- Description of the item
- Maximum amount required
- Date received
- Minimum amount below which the stock should not fall
- Reorder level – before the minimum level reached (5)

5.4
- Greet the caller by saying "Good morning." or "Good day."
- Listen attentively and if the caller interrupts you allow him/her to continue.
- If you have to leave the telephone to make further enquiries, ask the caller if he/she wants to hold on or whether you should phone back.
- If you realise that your department will not be able to help the person, transfer the caller to someone who can help.
- If the caller wants to hold on, remember to inform them every 20 or 30 seconds that you are still searching for information. (5 × 2) (10)

[30]

QUESTION 6

6.1
- Always leave a bit of food on the plate.
- Do not pick your teeth at the table.
- Do not start eating before the hostess and VIPs start.
- Dessert may be eaten with a spoon or a fork.
- Wrists may rest on the table, but no elbows or arms. (5)

6.2
- The chairperson should read the minutes of the previous meeting to familiarise everyone with the issues to be discussed.
- The first step is to gather all relevant information, sort out the items for discussion and then assess the level of detail that needs to be covered.
- The final agenda is compiled from the provisional one.
- The agenda is typed according to the standardised format used in the organisation.
- The notice and agenda are usually combined as one piece of information.

(5 × 2) (10)

6.3
- Stationery: Pens, pencils and folders must be placed within reach of those who did not bring the necessary tools.
- Overhead projector: The management assistant must ensure that both bulbs are in working order and that the projector is precisely focused.
- Writing boards: The boards must be clean and the necessary stationery should be available.
- Flip charts: The management assistant must ensure that there is enough pages on the easel and that different colour pens are available.
- Slides/Computer-generated visual presentations/Videos: The necessary equipment should be available and tested beforehand and the screen should be big enough to suit the size of the audience. (5 × 2) (10)

6.4
- Email is sent from one computer to another over an IP network such as the Internet or a LAN network.
- No matter the destination, email can be composed, sent and delivered in minutes.
- Email can be sent when suitable and read when convenient.
- Files can be transferred as email attachments across networks.
- Email can be accessed from different locations and devices. (5)

[30]

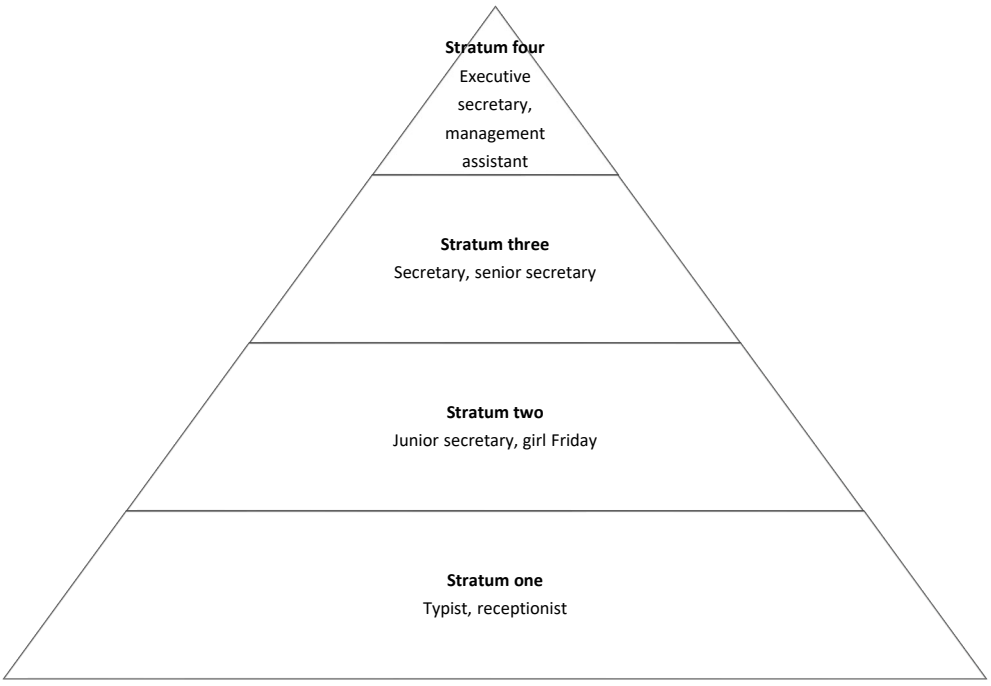
QUESTION 7

7.1
- Size of the business: Larger businesses usually pay better than small businesses.
- Location of the business: Traditionally people in cities or bigger towns get paid better salaries than people in rural areas.
- Type of work: In the same businesses, Level 1 secretaries will earn less than Level 2 secretaries and Level 3 secretaries will earn more.
- Qualification: A secretary with a secretarial diploma can earn more than a secretary with grade 12.
- Experience, knowledge and skills: More experienced, better skilled, more knowledgeable people will earn higher salaries.
- Roles of professional associations/codes of conduct: Management assistants gain membership of professional associations and adhere to professional codes of conduct that contribute to a better work ethos and a better salary. (6 × 2) (12)

7.2
- Do not leave documents on the desk while not in the office.
- Place documents with written side facing down.
- Ensure that cupboards, cabinets and drawers are locked before leaving the office.
- Keep a list of all persons in possession of keys for offices or cabinets.
- Ensure that conversations cannot be eavesdropped and be very discreet when repeating sensitive information. (5 × 2) (10)

7.3 Copying is the process whereby a limited number of copies are made and usually used for reference purposes, e.g. cameras, computers, etc., while duplicating implies that an unlimited number of copies of a document are made, e.g. photocopy machines, offset printing, etc. (2 + 2) (4)

7.4



(4)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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