higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

26 NOVEMBER 2018

This marking guideline consists of 8 pages.

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SECTION A (COMPULSORY)

QUESTION 1

1.1	1.1.1	C		
	1.1.2	B		
	1.1.3	B		
	1.1.4	D		
	1.1.5	A		
	1.1.6	D		
	1.1.7	C		
	1.1.8	B		
	1.1.9	C		
	1.1.10	D		
			(10 × 2)	(20)
1.2	1.2.1	D		
	1.2.2	E		
	1.2.3	B		
	1.2.4	C		
	1.2.5	A		
	1.2.6	H		
	1.2.7	L		
	1.2.8	G		
	1.2.9	K		
	1.2.10	I		
			(10 × 2)	(20)
1.3	1.3.1	True ✓		
	1.3.2	True ✓		
	1.3.3	False ✓		
	1.3.4	False ✓		
	1.3.5	False ✓		
	1.3.6	True ✓		
	1.3.7	True ✓		
	1.3.8	False ✓		
	1.3.9	True ✓		
	1.3.10	False ✓		
			(10 × 1)	(10)
				[50]

TOTAL SECTION A: 50

QUESTION 2

2.1

- Impression: ✓ What the customer thinks of the products, services and the sales staff. ✓
- Competitors: ✓What the consumer thinks of the competitors' products, services and sales staff. ✓
- Size of the enterprise: ✓Large companies afford better advertisements and therefore more well known. However, small businesses often offer a more personalised service. ✓
- Staff behaviour and sales stuff: ✓ The impression these members make on the public/consumer, is an extremely important image-builder. It includes all the so called frontline-personnel. ✓
- Trust/faith in the products: ✓ The assurance/trust that the consumer has in this reliable product. ✓
- Appearance of the building and the grounds: Appearance with regards to lay-out, tidiness, choice of furniture and design of the buildings as well as all the interior decorations.
- Public opinion is always based on belief and information: It is important that every person dealing with the public realises that it is within their power to influence public opinion positively. (Any 5 × 2) (10)

2.2

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

Small and large purchases: petty cash or company cheques? The MA responsible for purchasing of office stock must keep the stock needs of all staff members and the company's policy regarding purchasing of stock in mind. Smaller quantities can, for example, be paid from petty cash, whilst large purchases (large amounts and goods) have to be budgeted for and are usually done by the purchasing department. (5 × 1) (5)

2.3

- Answer invitations on time and always be on time for any reception or function. ✓
- Never depart before the guest of honour has departed. ✓
- Never over indulge in food or liquor: food is never taken home, wrapped in serviettes (no doggie-bags) taken home in your handbag.✓
- Never talk with your mouth full of food. ✓
- Keep conversations entertaining and interesting; try not to do dominate the discussion. ✓ (5 × 1) (5)

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2.4
- Move any injured people to a safe place. ✓✓
- Keep everyone informed about what is happening✓✓
- Close the windows and doors to reduce spreading of the fire. ✓✓
- Evacuate the building immediately – do not use elevators. ✓✓
- Determine where the fire is and the fierceness there-of.
- Use fire extinguishers whilst waiting for the fire brigade. (Any 4 × 2) (8)

2.5
- Proof of residence. ✓
- Pay slip. ✓
- Identity document. (Any 2 × 1) (2)

[30]

QUESTION 3

3.1
- Be prepared for visitors; visitors are greeted promptly and in a friendly and welcoming manner. Make eye contact and smile. ✓✓
- A positive image; from the receptionist and the company must be displayed through positive interaction. ✓✓
- Identify the visitor and find out what is the reason for the visit. ✓✓
- Apply the company policy when it comes to the recording of the name and details of the visitor. ✓✓
- Ensure that you know the need/s of the visitor and that the needs can be met, if not, refer to another office or company✓✓
- Inform the relevant people of the arrival of the visitor. ✓✓
- The visitor is escorted to the manager's office. ✓✓
- While approaching the manager's office, the MA must walk beside the visitor in such a manner that the way/route is indicated. When using an elevator/lift, the MA must press the buttons. ✓✓
- If problems occur during the reception of the visitor, especially regarding challenging behaviour, it must be dealt with in a professional and appropriate way. (Any 8 × 2) (16)

3.2 Centralised: a specific department and a specific person are responsible to file and store all the documents of the company as a whole.✓✓
Decentralisation: entails that each department uses their own filing system with their own filing clerk.✓✓ (2 × 2) (4)

3.3
- Face-to-face communication:✓
  Face-to-face communication can be either formal or informal, one-on-one or in group.✓
- Hard-copy communication:✓
  Letters, memorandums, telephone messages, reports, notices and agendas, minutes.✓
- Electronic communication:✓
  E-mail, websites, social media, conference calls, web conferencing.✓
- Telecommunications:✓
  The telephone, cell phone, telex, fax machine, phonograms.✓
- Ordinary mail/snail mail:✓
  The post office offers services such as letters, and different other types of mail.
- Message services:✓
  Messengers deliver parcels, letters and confidential documents.✓

(Any 5 × 2) (10)

[30]

QUESTION 4

4.1
- The person in charge always knows which and how much stock is available. ✓✓
- Timeous orders save money and prevent wastage. ✓✓
- Forecasting of when, where and which products to buy can be done and then bargains may be utilised. ✓✓
- Aged articles may be sold to staff at a discount price, rather than throwing it away. ✓✓
- Articles no longer used are identified timeously and thus 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 whole organisation. (Any 6 × 2) (12)

4.2
- Before goods are packed for delivery by the supplier, a delivery note is completed, containing details about the contents, quantity and condition of the goods. ✓✓
- The delivery note is included in the order. ✓✓
- Upon receipt of the goods, the contents and the quantity are checked against the delivery note. ✓✓
- The receiver acknowledges receipt [in good order] by signing the note. ✓✓
- The delivery note received, must be checked against the buyer's order before payment is made. ✓✓
- It is important that the delivery note, the debit note, the credit note and the invoice be kept to do bank reconciliation✓✓ (Any 6 × 2) (12)

4.3
- The size of the organisation. ✓
- Urban versus rural location. ✓
- The job description or type of work to be done. ✓
- Experience, knowledge and skills. ✓
- Roles of professional associations or codes of conduct. ✓ (5 × 1) (5)

4.4 Speed dialling refers to numbers that are being dialled often.✓ A list of these numbers is programmed into the control unit of the telephone. When you want to dial one of these numbers you just need to dial the shortened number. (1)

[30]

QUESTION 5

5.1 A delivery note is a document issued by the suppliers which accompanies a delivery of goods, specifying their type and quantity.✓✓

A goods received note is a document produced when goods are received into the company and is used to accompany goods for inspection purposes and to check against invoices before payment.✓✓ (4)

5.2
- Be courteous, patient and helpful. ✓✓
- Always focus on the person on the other side of the phone and on the call; do not allow people to interrupt while on the phone. ✓✓
- Good language use is essential; never use foul language, slang or company jargon. ✓✓
- Answer the phone immediately. ✓✓
- If caller is rude remain calm, don't lose your temper. ✓✓ (5 × 2) (10)

5.3
- Who✓
- Which ✓
- When ✓
- Where ✓
- What ✓ (5 × 1) (5)

5.4
- The amendment may not only be a counter-proposal but must be affirmatively worded. ✓
- It must preferably be in writing, signed by the proposer and seconder and handed to the chairperson. ✓
- Each amendment must be proposed, seconded and put on the table as a motion. ✓
- Only one amendment at a time may come up for discussion. ✓
- Each member is allowed to discuss an amendment only once. ✓
- All members must understand the amendment and that discussion of the amendment is done in a sensible way. ✓
- When voting on the amendment, members must be aware of the fact that the original motion has not been accepted yet. ✓
- As soon as the amendment is accepted, it is incorporated into the original motion. ✓
- Motions and amendments not accepted are not noted in the minutes. ✓

(9 × 1) (9)

5.5 Is the process of determining the name, subject, or other captions ✓ under which the documents are filed and ready to be retrieved. ✓ (2)

[30]

QUESTION 6

6.1
- Capture (scanning and file input):✓ A scanner can be linked directly to the computer or installed on a network to enable the transfer of paper documents into the computer. ✓
- Index (file classification):✓ Can be done by using customised indexes.✓
- Store (intelligent archiving):✓ Computer storing is a limitless archive which accommodates growth and advancing technology and is safer than paper format.✓
- Retrieve (speedy retrieval):✓ Documents can be found quickly by searching for the files, using selected index names or text within the document.✓
- Manage (administration and security):✓ Document storing, indexing and viewing should be readily available to authorised individuals or groups.✓

(5 × 2) (10)

6.2
- Make sure that all air ways are open. ✓✓
- Loosen all tight clothing from around the neck and waist to promote circulation and breathing. ✓✓
- Breathing must be re-established and maintained: mouth-to-mouth resuscitation. ✓✓
- Maintain blood circulation by listening to the heart beat. ✓✓
- Lift the person's feet slightly. ✓✓
- Place the person in the recovery position✓✓ (6 × 2) (12)

6.3
- Image of the Management Assistant portraying. ✓
- The attitude displayed. ✓
- Good conduct. ✓
- Verbal and non-verbal communication. ✓
- Interaction and good relationship with others. ✓ (5 × 1) (5)

6.4
- Do not entertain their begging or needs.✓
- Follow company policy.✓
- If timing is inappropriate, look the person in the eye and tell him/her in a humane/friendly way that you will not assist with any contribution. ✓

(3 × 1) (3)

[30]

QUESTION 7

7.1
- The agenda. ✓
- Supportive or other information concerning points on the agenda. ✓
- Letters, memoranda and reports concerning points on the agenda. ✓
- Copies of pieces of information distributed to members. ✓
- A list of standing committees. ✓
- An up-to-date member list. ✓
- The minutes of the previous meeting. ✓
- Other minutes not yet approved. ✓ (8 × 1) (8)

7.2
- Vital records.✓
  Essential documents to the organisation's existence, usually irreplaceable, such as copyrights and corporate seals.✓ Store in fire-resistant vaults or fireproof cabinets.✓
- Important records.✓
  Can be readily replaced or reproduced but at a huge expense, such as tax records, cancelled cheques.✓ Store in fire-resistant vaults or fireproof cabinets.✓
- Useful records.✓
  Can be readily replaced or reproduced, such as purchase orders, name lists, list of suppliers.✓ Should be locked away in a safe cabinet.✓
- Non-essential records.✓
  Once they have served their purposes, they can be destroyed.✓They can be kept for a few days, weeks or months until the date they referred to expired.✓ (4 × 3) (12)

7.3
- Turn on the photocopier. ✓
- Allow the photocopier to warm up. ✓
- Place your document on the glass platen. ✓
- Lower the photocopier cover onto the platen if you are not using a document feeder. ✓
- Select the number of copies to be made. ✓
- Select the colour. ✓
- Select the appropriate size of paper on the control panel. ✓
- Reduce or enlarge the original image, if necessary. ✓
- Set other image editing features or functions on the photocopier, if necessary. ✓
- Press the 'Copy' button. ✓ (10 × 1) (10)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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