higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

27 NOVEMBER 2019

This marking guideline consists of 8 pages.

Copyright reserved

SECTION A (COMPULSORY)

QUESTION 1

1.1	1.1.1	E		
	1.1.2	D		
	1.1.3	B		
	1.1.4	A		
	1.1.5	G		
			(5 × 2)	(10)
1.2	1.2.1	video		
	1.2.2	electronic		
	1.2.3	private		
	1.2.4	grooming		
	1.2.5	scanner		
			(5 × 2)	(10)
1.3	1.3.1	False		
	1.3.2	True		
	1.3.3	True		
	1.3.4	True		
	1.3.5	False		
			(5 × 2)	(10)
1.4	1.4.1	B/A		
	1.4.2	B		
	1.4.3	B		
	1.4.4	B		
	1.4.5	A		
	1.4.6	D		
	1.4.7	C		
	1.4.8	B		
	1.4.9	A		
	1.4.10	D		
			(10 × 2)	(20)
				[50]

TOTAL SECTION A: 50

SECTION B

Candidates may answer any FIVE questions in this section.

QUESTION 2

2.1 2.1.1
- Files sorted according to the alphabet
- Files classified according to names, subject or geography

(2 × 2) (4)

2.1.2
- Arrange the files in strict alphabetical order.
- Place guide cards in the drawer for each letter of the alphabet.
- Place a general file behind each guide card for irregular correspondents.
- Indicate on the outside of the drawer which files are stored in the drawer e.g. A-C. (3 × 2) (6)

2.2 2.2.1 Official form on which a request for office supplies is made from the stock room of the organisation

2.2.2 Printed form a customer uses to request goods from an institution when placing an order

(2 × 1) (2)

2.3
- One person should be appointed to take responsibility for issuing stock.
- Only issue stock against an official requisition form.
- Ensure that the requisition has been authorised by the supervisor.
- Check stock cards regularly.
- Complete the stock cards with all the articles received and issued.
- Take stock at least once a month.
- Keep an eye on what is issued since there is a risk of wastage and theft.
- Make arrangements with users to request stock only on certain days at a certain time.
- Keep stock levels slow.
- Keep records of what is issued and to whom. (Any 8 × 1) (8)

2.4
- Turn documents face down when other members of staff come into the office.
- Keep confidential files locked away in a special drawer.
- Keep keys to cupboards safe.
- Use a secret password when storing confidential materials on the computer.
- Avoid throwing away confidential documents.
- Use a shredder to get rid of confidential documents.
- Keep documents, disks, sketches or plans in a safe place.
- Close the office door if busy with confidential matters.
- Avoid allowing any person to see your files under pretence of looking for something. (Any 5 × 2) (10)

[30]

QUESTION 3

3.1
- Apinare
- Diale
- Rachoene
- Rachuene
- Rachwene

(5 × 1) (5)

3.2
- Quotations
- Order forms
- Cheques
- Receipts
- Electronic payments
- Requisition forms for internal orders from the stock room (Any 5 × 1) (5)

3.3
- Send a valid notice to all members in time.
- Compile and send out an agenda together with the notice to all members.
- Ascertain the validity of the meeting.
- Open meeting.
- State apologies.
- Accept minutes of the previous meeting.
- Discuss list of matters.
- Discuss general matters added at the start of the meeting.
- Close meeting. (Any 5 × 2) (10)

3.4
- Reference books
- Liberians
- Electronic databases
- Official publications
- Books/Magazines
- Internet (Any 5 × 1) (5)

3.5
3.5.1 Certainly
3.5.2 Indeed yes
3.5.3 Goodbye
3.5.4 Please repeat
3.5.5 Of course

(5 × 1) (5)
[30]

QUESTION 4

4.1
- Type fast and accurately from your own notes.
- Know how to lay out work.
- Be accurate in the work you do.
- Handle office equipment.
- Maintain a filling and retrieval system for both paper and electronic documents.
- Dress professionally according to the dress code of the organisation.
- Receive visitors.
- Book appointments. (Any 5 × 2) (10)

4.2 4.2.1
- Cheap, fast and result in paperless duplication
- Not office bound
- Easily accessible (Any 2 × 1) (2)

4.2.2
- Keep it short and frequent.
- Do not distribute junk mail.
- Do not shout – avoid using capital letters.
- A heated response when letting off steam is expected but the use of foul, offensive and immoral language is forbidden.
- Make the subject line grabbing.
- Review the e-mail before you send it. (Any 4 × 2) (8)

4.3
- Answer the telephone, screen calls and redirect them.
- Make telephone calls and liaise with clients.
- Maintain and update a dairy.
- Coordinate meetings and make arrangements for such meetings.
- Make travel arrangements.
- Take responsibility for stationery, petty cash and the working area.
- File.
- Welcome visitors.
- Negotiate with clients. (Any 5 × 1) (5)

4.4
- Ensure that you understand the problem.
- Gather as much information as possible before making your final decision.
- Consider all possible outcomes before making your final decision.
- Think of what you would have to do to put matters right if your decision is incorrect.
- Identify the problem and determine the real cause of the problem or crisis.

(Any 5 × 1) (5)

[30]

QUESTION 5

5.1 5.1.1

- Receiving learners, parents or other interested parties
- Making appointments
- Arranging meetings, congresses, etc.
- Liaising with parents of learners
- Typing examination and test papers
- Managing telephone communication
- Managing the reception area (Any 5 × 1) (5)

5.1.2

- Wheel or rotary index
- Visible records
- T-card slot indexes
- Year planners
- Desktop indexes (5)

5.2

- Voice personality
- Conversational level
- Clear speech
- Talking speed or tempo
- Friendliness
- Sincere interest
- Knowledge of subject
- Nasal modulation
- Proper language use (Any 5 × 1) (5)

5.3

- Member swearing or using insulting language
- Quorum no longer present and chairperson not aware
- Motion or amendment against the law or constitution
- Irregularities in the proceedings of the meeting
- Member complaining that there is no matter on which a decision can be taken (5)

5.4

- All clients are assets to the organisation – it costs time and money to build up a clientele.
- All complaints should receive attention.
- Try to remain calm and listen attentively.
- Apologise and find a solution.
- Assure him/her that it will receive attention.
- Do not refer an angry client to the wrong person.
- Promise the client that you will investigate the matter.
- If there is nobody to whom to refer the client, apologise and try to solve the problem.
- If a matter is settled satisfactory, you have secured the goodwill and loyalty of the client. (Any 5 × 2) (10)

[30]

QUESTION 6

6.1 6.1.1
- Imperial
- Avis
- Budget
- Hertz
- Tempest
- Rent-a-Bakkie (Any 2 × 1) (2)

6.1.2
- Calculation cost
- Unforeseen events
- Vehicle classification
- Base of rental (4 × 2) (8)

6.2
- Image of the MA: dress code, department, grooming, appearance, language use
- Attitude: Body language, remarks made, language use, how people are regarded, whether a person is positive or negative
- Body language: more powerful than what is actually said
- Communication: verbal or nonverbal plays a role in complementing the position of the manager, fluent language, speak audibly, friendly and sensitive, avoidance of foul language
- Relating to others: relationship builder or connecting people, respect manager and others, avoid sexual and emotional relationships and be honest and act with integrity (5 × 2) (10)

6.3
- Be courteous, patient and helpful.
- Always focus on the other side of 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.
- When a call is received, deal with it as quickly and efficiently as possible.
- When a call is made, ensure that you act professionally at all times.
- Leave a professional voice message.
- Listen to the person's title and use that title. (Any 5 × 2) (10)

[30]

Copyright reserved

QUESTION 7

7.1
- It works with satellite connections and the quality of the communication is determined by the distance between the caller and the signal amplifier.
- The quality of the cellphone's battery will also influence the quality of reception and transmission.
- A monthly fee is paid (contract) or it is a pay-as-you-go system where airtime is uploaded per amount needed.
- Insurance can be taken out on cellphones and makes it more affordable to replace in the case of damage, loss or theft.
- Calls are paid for according to certain tariffs, e.g. during peak hours the calls will be more expensive than during after-hours or between 19:00 and 07:00. (5 × 2) (10)

7.2
- Computer (desktop, laptop, notebook, smartphone) and software (browser)
- Modem (wireless, broadband, ADSL, telephone, internal network)
- Connection to a service provider, for example MWEB
- Service providers charging a monthly fee or providing free services
- Files that can be downloaded from CD (install) or from the Internet
- Dial-up using a Telkom telephone line (Any 5 × 2) (10)

7.3

7.3.1 It means keeping to the high standard of behaviour expected from a person in a particular profession or occupation.

7.3.2 It means that a person claims the right to express an opinion and that she/he not only obeys orders but also makes decisions.

7.3.3 It means keeping matters secret and not disclosing them to anybody.

7.3.4 It refers to what people think of the company/organisation and the mental picture people have thereof.

7.3.5 It is the minimum number of members who must be present in person at a meeting to ensure that it is a valid meeting.

(5 × 2) (10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved