higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

OFFICE PRACTICE N4

21 NOVEMBER 2013

This marking guideline consists of 9 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	D		
	1.1.3	C		
	1.1.4	D		
	1.1.5	A		
	1.1.6	C		
	1.1.7	C		
	1.1.8	B		
	1.1.9	C		
	1.1.10	A		
			(10 × 2)	(20)
1.2	1.2.1	F		
	1.2.2	G		
	1.2.3	D		
	1.2.4	C		
	1.2.5	B		
			(5 × 2)	(10)
1.3	1.3.1	receptionist		
	1.3.2	cost		
	1.3.3	grooming		
	1.3.4	minutes		
	1.3.5	telephone		
			(5 × 2)	(10)
1.4	1.4.1	True		
	1.4.2	True		
	1.4.3	False		
	1.4.4	True		
	1.4.5	False		
			(5 × 2)	(10)
				[50]

TOTAL SECTION A: 50

Copyright reserved

SECTION B

QUESTION 2

2.1
- Immaculate appearance and language proficiency
- Knowledge of consumers and the target market
- Knowledge of the organization, product and competitors
- Preparation of press releases, printing, advertisements, printing industry, advertisement industries and sponsorships
- Preparation of visual-audiovisual material and speeches for presentations, conferences and visits by the employer
- Knowledge of protocol, different cultures and etiquette. (Any 5 × 1) (5)

2.2
- Be prepared
- Friendliness/politeness
- Simplicity and tone of voice
- Clarity/clearness
- Voice expression
- Volume
- Correct breathing (Any 5 × 1) (5)

2.3
- A diary for executive officer
- Diaries with month- and year planners and priority columns
- Diaries with different sizes A3, A4, A5, wall calendars
- Diaries for different professions
- Pocket size diaries that managers can carry
- Electronic diaries
- Electronic digital, pocket size diaries/smart phones (Any 5 × 1) (5)

2.4
- Acclamation
- Show of hands
- Ballot(secret voting)
- Division
- Voting by proxy (special, general or dual) (5 × 1) (5)

- Kgasagho M
- Mokebe N
- Morubane L
- Mothabe M
- Mtimkulu L (5 × 2) (10)

[30]

Copyright reserved

QUESTION 3

3.1
- Who is responsible or has the authority to purchase?
- Where, when, how much and what is purchased?
- Price, quality, guarantees, deliveries, rebate(discussions) and after sales services?
- Is purchasing done at one central point (centralised) or decentralised?
- How will the payment take place: cash, cheque/credit card, order/invoice?

(5 × 1) (5)

3.2
- Quantity required
- Internal or external
- Time available
- Colour
- Paper
- Cost

(Any 5 × 1) (5)

3.3 3.3.1
- Meeting attended by all members of an organisation
- Members are allowed to vote

(2 × 1) (2)

3.3.2
- Frequent (fortnightly, monthly and quarterly) (just name one)
- Annual general meetings
- Special meetings

(3 × 1) (3)

3.4
- Orderly
- Systematic storing
- Arranging of documents
- Can be located easily
- For reference purposes

(5 × 1) (5)

3.5
- Who is invited by whom: names of host and hostess must be mentioned
- To which occasion are the persons invited: what is the occasion
- When will the occasion take place: time 19:30 (if 19:00 for 19:30 guests will arrive for cocktails/drinks)
- Where will the occasion take place: indicate the place or map included
- What the guests should wear (dress code): formal: black suit, black tie, evening dress
- Functions during the day: day suit, ladies elegant, guests should know what they are expecting to wear and it must be printed on the invitation card.

(Any 5 × 2) (10)
[30]

Copyright reserved

QUESTION 4

4.1 4.1.1

- Cordless communication
- Telephone answering service
- Sending of faxes
- Telephone directory enquires
- Emergency numbers
- SOS International
- Operator assistance
- Through connect
- Email International calls
- Informational service

(Any 6 × 1) (6)

4.1.2

- In moving cars/while driving
- In aeroplanes
- In hospitals (Intensive care units)
- In other places where the use of cellular phones are forbidden (e g petrol stations)

(4 × 1) (4)

4.2

- Accessibility
- Suitability
- Flexibility
- Safety and durability
- Neatness
- Economic and compact
- Simple
- Retention

(Any 5 × 1) (5)

4.3

- Name, surname and initials of a client
- Telephone number and business address of client
- Appointment s with colleagues
- Inquiries that can be kept in a separate diary
- All information regarding meetings conferences, visits by the manager
- All important, relevant information that would not fill the diary beyond capacity

(Any 5 × 1) (5)

4.4

- Where a member uses offensive or insulting language
- If a meeting no longer constitutes a quorum and the chairman is not aware of this fact
- If a motion or amendment is contrary to the law of the country, the constitution of the organisation or if it deviates from the matter under discussion
- If a motion has not been seconded before the meeting and the chairman does not take this into consideration
- If there have been irregularities in the proceedings

(Any 5 × 1) (5)

Copyright reserved

4.5 4.5.1 Receipt
4.5.2 Purchase requisition
4.5.3 Petty cash voucher
4.5.4 Delivery note
4.5.5 Order form

(5 × 1) (5)
[30]

QUESTION 5

5.1 5.1.1
- Files are stacked on top of each other
- In a drawer, shelf or container

(2 × 2) (4)

5.1.2
- It takes up a lot of unnecessary floor space
- Documents may be damaged as the files on top have to be taken down to get to those at the bottom – files are handled regularly – it is difficult to keep neat
- The stacks cannot be very high otherwise they will tipple over

(3 × 2) (6)

5.2 5.2.1
- In writing
- Orally
- Electronically
- Telecommunications
- Mail
- Message service

(Any 5 × 1) (5)

5.2.2
- memorandums, reports, letters, house journals, notice boards
- conversations and informal communication network called the 'grapevine'
- computer, electronic mail, sms, bulk mail, bulk sms, bbm, whats app
- per telephone, telex and fax machine
- letters, different types of mail
- messenger that delivers parcels, letters and confidential documents

(Any 5 × 1) (5)

5.3 5.3.1
- Basic set of rules
- According to which all activities of a specific organisation should be run

(2 × 1) (2)

5.3.2
- A valid notice must be sent timeously to all members
- An agenda must be sent out, with the notice, to all members
- The validity of the meeting must be ascertained
- A register of members and attendance list must be kept (4 × 2) (8)

[30]

Copyright reserved

QUESTION 6

6.1
- Receiving visitors to the office
- Managing the telephone and switchboard
- A small amount of filing and typing
- Managing the petty cash
- Control over – and maintenance of office equipment
- Distribution of mail
- Control over couriers and messengers

(Any 5 × 2) (10)

6.2 6.2.1
- E-mail consists essentially of the transmission of text
- Is a messaging system, in combination with a telephone line and fax line

(2× 1) (2)

6.2.2
- Short but frequent: keep messages short, few sentences
- Junk mail: do not distribute
- Don't shout: avoid using capital letters – it means that the users are shouting at each other
- Heated response: it is expected to let off steam but the use of foul, offensive and immoral language is forbidden (4 × 2) (8)

6.3
- This is an indirect access system combining the alphabetical and numerical filing systems.
- The files are arranged alphabetically, but not strictly alphabetical. All files starting with 'A' together and starting with 'B' together.
- Each file gets the letter of the alphabet with which correspondent's surname starts and also a number, as the next client of the company under that letter.
- Alphabetical as well as numerical guide cards are used.
- An index to the files is used where each correspondent also gets a separate index card.
- The index card (postcard size) are kept strict in alphabetical orders in separate drawers.
- Correspondent's particulars and the letter with which his surnames starts and his file number are written on the index card.
- Documents in a file must be arranged chronologically – most recent date on top or in front.
- General file for each letter of the alphabet is created and put behind the applicable alphabetical guide card.

(Any 5 × 2) (10)
[30]

Copyright reserved

QUESTION 7

7.1

- Size of the organisation: number of departments and levels: larger more people, more specialise higher salaries
- Urban and rural: more money in circulation in urban areas – higher salaries
- Type of work or job description: type of work and responsibility will determine salary
- Experience, knowledge and skills of the management assistant: the more experience or training is required, the higher the remuneration
- Role of professional associations: no umbrella organisation that attend to management assistant's needs, thus different remuneration packages

(5 × 2) (10)

7.2 7.2.1

- Requesting of balances
- Bank statements
- Transferring monthly between accounts
- Payments of bills

(2 × 1) (2)

7.2.2

- The client must be connected to internet
- The user contacts his bank and asks the person in control of electronic banking services to execute the connection with the internet. All information regarding account numbers which should be connected must be available e.g. water, clothing etc account numbers
- The user's PIN number of his auto teller card is often used together with his current- transmission- or savings account numbers to execute the connection.
- The user is now able to transfer money from his cheque – savings- or credit card account to the creditor for payment of his account via the internet.

(4 × 2) (8)

7.3

- Adequate/enough space to work
- A pleasant, satisfactory working environment
- Effective work force/people to do the job
- Effective office furniture and equipment to fulfil tasks efficiently
- Adequate facilities to comply with the internal and external communication requirements and needs of the organisation
- The reception area should be situated far from busy offices, so that visitors would not disturb workers

(Any 5 × 1) (5)

Copyright reserved

7.4
- All torn papers should be glued together.
- All safety pins, paper clips, staples and elastics should be removed.
- Documents larger than the file, should be folded carefully to fit inside the file.
- Related documents should be stapled together –with the latest documents at the top.
- Smaller documents should be stapled to a standard size paper. (5 × 1) (5)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved