higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

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27 November 2014 (X-Paper)
09:00–12:00

This question paper consists of 9 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 of questions will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. SECTION A is COMPULSORY.
2. Answer any FIVE of the questions in SECTION B.
3. Read ALL the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
3. Start each question on a NEW page.
4. Rule off on completion of each question.
5. Write neatly and legibly.

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SECTION A (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 factor influence the remuneration of the MA:

A Image
B Friendliness
C Job description
D Telephone technique

1.1.2 Factors that influence the image of the company are …

A trust in product.
B public opinion.
C competitions.
D all of the above.

1.1.3 A short course of study on a particular problem where one or two experts address the group is a …

A congress.
B seminar.
C formal meeting.
D symposium.

1.1.4 A list of matters that have to be discussed by members at a meeting is a/an …

A notice.
B minute.
C agenda.
D diary.

1.1.5 The less important person is introduced to the more important person, a man to a woman and a younger person to an older.

A Correct
B Partially correct
C Not correct
D One aspect correct

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1.1.6 What should you do after a robbery has taken place?

A Keep news from the press
B Let the spectators see the premises
C Run and catch the robbers
D Do not reveal how much money was stolen

1.1.7 What do you do with parcels received and handled daily?

A Open and send to addressee
B Sign the delivery note and take it home as a gift
C Determine who the parcel is for and if addressee is an employee
D If the parcel is damaged, use cello tape and glue and give contents to your friend

1.1.8 For a motion to be valid, the following requirements are necessary:

A More than one matter can be raised
B Can be withdrawn without the approval of chairperson
C Proposed and seconded
D Negative aspects can be raised

1.1.9 During the purchase process, payment methods such as the following can be used:

A Petty Cash
B Cheque
C Order
D All of the above

1.1.10 Advantages of indexing is …

A colourful.
B locate files quickly and easy.
C transferring to archives is not necessary.
D alphabetical filling requires indexing.

(10 × 2) (20)

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1.2 Choose an item from COLUMN B to match the description in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.2.1	Who's who of SA	A listing business contact details
1.2.2	Career success	B comprehensive listing of residential business contact details
1.2.3	Telephone directory	C administrative news
1.2.4	Yellow pages	D concise biographical information publicise
1.2.5	GPS	E navigation system
		F postal rates
		G investigate crime

(5 × 2) (10)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 The (strategic placement/lateral filing) is a system that is centrally located to be available to several users at the same time.

1.3.2 A specific department and a specific person are responsible to file a (centralised/decentralised) filing system.

1.3.3 (Subject/Geographical) filing is the arrangement of records by topics.

1.3.4 A (scanner/printer) can assist to transfer paper documents into a computer.

1.3.5 By using the (numerical/geographical) filing documents are pre-numbered.

(5 × 2) (10)

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1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 Emails can be accessed from different locations and devices.

1.4.2 A wireless modem is necessary to access internet.

1.4.3 During operator assisted teleconferencing up to 24 participles can participate in a telephone call.

1.4.4 Paging refers to a public radio's exchange that sends messages to clients.

1.4.5 A SMS or text message is a basic application of a cellular phone.

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

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SECTION B: Answer any FIVE of the following questions in the ANSWER BOOK.

Read the scenario below and answer the questions.

You have just completed your theoretical studies as Management Assistant. As part of the internship programme of your college, you are appointed as a Management Assistant intern at the Premier's office. You are sharing an office with four other members of the department. Your department is also the link between the Premier's office and the public. The working environment is dynamic and demanding. You immediately sensed that staff must have special experience and knowledge to be able to complete their tasks successfully in this specific department.

QUESTION 2

2.1 Illustrate the promotion route of the secretarial career by drawing and naming the different job levels from the entry to the top level. (5 × 1) (5)

2.2 First explain what the term *internet* means and then name the technological equipment that is necessary to be able to gain access to the internet. (5 × 1) (5)

2.3 When drafting an invitation, the 5 'W' words must be used.

Name these FIVE words. (5 × 1) (5)

2.4 You must arrange the seating plan for the next conference.

Except the theatre style, which other FIVE seating plans can you choose from? (5 × 1) (5)

2.5 Sort the following surnames in alphabetical order:

Mokebe B, Mojela S, Mojoela N, Morris P, Moore R (5 × 2) (10)
[30]

QUESTION 3

3.1 The using of a stock control card is necessary because you are responsible for the issuing of stock.

Which information must appear on the stock control card? (5 × 1) (5)

3.2 Gathering information is a part of the daily duties of a MA.

3.2.1 Name the different methods that can be used to gather information. (4 × 1) (4)

3.2.2 How would you describe the term *information*? (1)

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3.3 The manager of the company wants to arrange an informal meeting.

When and which methods will you use to send out informal notices? (5 × 2) (10)

3.4 You are using a decentralised filing system.

Explain to the newly appointed admin clerk what this system entails. (5 × 2) (10)
[30]

QUESTION 4

4.1 Sending and receiving emails are one of the popular ways of communication.

How does it work? (5 × 2) (10)

4.2 Explain to a colleague of yours which factors will influence the image of the motor dealer shop. (5 × 1) (5)

4.3 The use of a diary system, even electronically, will make your life easier.

Which information will you note in your diary system? (5 × 1) (5)

4.4 How will you define the term *constitution* of an organisation? (5 × 1) (5)

4.5 The FIFO and LIFO principles can be used as a guideline in the issuing of stock.

Explain these principles. (5 × 1) (5)
[30]

QUESTION 5

5.1 In this filing system, folders are arranged side by side in very much the same manner as books on shelves, but instead of standing upright, they hang from rails.

5.1.1 Name the filing system. (2 × 2) (4)

5.1.2 Explain how this system works. (3 × 2) (6)

5.2 The qualities of copies required is one of the decision factors when you must decide which reprography process to use.

Name and describe the FIVE other factors. (5 × 2) (10)

5.3 List FIVE types of meetings that can be classified as private meetings. (5 × 1) (5)

5.4 Name FIVE different methods of voting that can be used. (5 × 1) (5)
[30]

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QUESTION 6

6.1 List FIVE types of invitation methods. (5 × 1) (5)

6.2 Different filing methods exist.

Indicate which FIVE methods/systems can be used. (5 × 1) (5)

6.3 Management assistant can also be employed as administrative assistant.

Explain the duties that will be expected from this position. (5 × 2) (10)

6.4 Loud, annoying ringtones and the use of cell phones in aeroplanes, Intensive Care Units and in movie theatres are unacceptable.

Explain which other cell phone etiquette measures must be adhered to. (5 × 2) (10)
[30]

QUESTION 7

7.1 Give the Human Resource Administrative Assistant tips for the use of diaries. (5 × 1) (5)

7.2 List the different types of telephone systems. Telex and cordless phones are examples of these systems. (5 × 1) (5)

7.3 Discuss the additional functions of a junior secretary. (5 × 1) (5)

7.4 To get access to the files of the department, correct filing is necessary.

Explain the term *filing*. (5 × 1) (5)

7.5 The documents in this filling system must be arranged chronological and the correspondent's particulars and the letter with which the surname starts and the file number e.g. M6 are written on the index card. This is the Alpha Numerical arrangement filling system.

Which other FIVE steps can be followed? (5 × 2) (10)
[30]

TOTAL SECTION A: 150
GRAND TOTAL: 200

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