



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

OFFICE PRACTICE N5

22 JUNE 2016

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	E		
	1.1.2	G		
	1.1.3	M		
	1.1.4	B		
	1.1.5	K		
	1.1.6	J		
	1.1.7	D		
	1.1.8	I		
	1.1.9	F		
	1.1.10	A		
			(10 × 2)	(20)
1.2	1.2.1	Viruses		
	1.2.2	Communication		
	1.2.3	Organogram		
	1.2.4	Security		
	1.2.5	Industrial espionage		
	1.2.6	Reuters		
	1.2.7	Shares		
	1.2.8	Market research		
	1.2.9	Petty cash		
	1.2.10	Traveller's cheques		
			(10 × 1)	(10)
1.3	1.3.1	A		
	1.3.2	D		
	1.3.3	B		
	1.3.4	A		
	1.3.5	B		
	1.3.6	C		
	1.3.7	A		
	1.3.8	A		
	1.3.9	C		
	1.3.10	B		
			(10 × 2)	(20)
				[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

- 2.1
- The employees feel valued, productivity improves and profit increases.
 - Staff will more readily accept responsibility for their tasks if their opinions are taken into account when decisions are made.
 - Absenteeism and work apathy are reduced when personnel feel that their input is vital to success.
 - Customers experience improved service levels when staff co-operate to exceed customer expectations.
 - There is less tension among members of staff because their focus is on the greater good and not on themselves.
 - Teamwork enhances the abilities of each employee, resulting in individual and business success. (Any 5 × 2) (10)
- 2.2
- Be friendly.
 - Give your full attention.
 - Quickly assess the situation.
 - Use the correct approach.
 - Ask the necessary, correct questions.
 - Maintain control of the situation.
 - Comfort the visitor. (Any 6 × 1) (6)
- 2.3
- Office furniture should be chosen with great care.
 - Buy furniture of a high quality.
 - The furniture must contribute to the safety and comfort of the workers.
 - Furniture must have sufficient working and storage space.
 - Furniture must be used to conceal electrical cables.
 - New furniture must fit in with the existing furniture and equipment.
 - Furniture must be easy to clean.
 - Furniture must not be too heavy.
 - Chairs must be adjustable and firm.
 - Tables and desks must be the correct height. (Any 6 × 1) (6)

- 2.4
- The Occupational Health and Safety Act must be adhered to regarding the handling, transferring, storing or delivery of certain items such as flammable items. Messengers must receive appropriate training for handling such items.
 - Regular health, safety and security checks regarding the handling and transport of items should be done.
 - Outgoing and incoming mail registers and one-delivery documents must be completed accurately and diligently.
 - A key-register should be kept to indicate who is in charge of keys to storage areas, documents and vehicles.
 - Security standards must be high when cash is handled and transported.
 - Post boxes must have keys and postage bags must be locked on the outside.
- (Any 4 × 2) (8)
[30]

QUESTION 3

- 3.1 3.1.1
- a) Regulation – it is very important to adhere to the regulations as accidents can cost the company a lot of money.
 - b) Hygiene – this should take priority because workers will get sick if this aspect is not taken care of.
 - c) First aid – the first-aid kit should always be checked and be fully equipped; make sure that the products are still usable and not stale.
 - d) Fire – fire equipment must be inspected regularly, fire escape exits should meet the requirements and staff must regularly practice the evacuation of the building in case of fire.
 - e) Construction safety – there should be signs to warn employees of the construction taking place in the building; this aspect of safety should not be neglected. (5 × 2) (10)
- 3.1.2
- Valuable office space is saved.
 - It promotes workflow and therefore productivity, work achievement and efficiency.
 - Cleaning and maintenance are more economical.
 - Supervision is easier.
 - Better communication between workers because they are grouped together.
 - Lighting and ventilation are used more efficiently and economically. (Any 5 × 1) (5)

- 3.1.3
- Loose carpeting
 - Items stacked on top of each other or on drawers
 - Open electrical cables
 - High-gloss tiles or wet tiles
 - Sharp edges and overloaded equipment
 - Poor ventilation
- (Any suitable answer taken from the picture) (Any 3 × 1) (3)
- 3.2
- To-do list – write down all tasks that must be completed. Prioritise the list.
 - Task record – Keep a record of all tasks that have been completed. A specific date for completion of a task serves as reference.
 - Time sheets – divide the time sheet into separate columns for time, activity, time spent on a task and comments. All daily activities can be filled in.
 - Diary – is used to organise the daily activities in the company. It includes the managers' requirements, planning and work. (4 × 3) (12)
- [30]**

QUESTION 4

- 4.1
- 4.1.1 $40 \text{ hours} \times R30 = R1\ 200$ ✓✓ (2)
- 4.1.2 $4 \text{ hours} \times R45 = R180$ ✓✓ (2)
- 4.1.3 $R1\ 200 + R180 = R1\ 380$ ✓✓ (2)
- 4.1.4 $R1\ 380 \times 20\% = R276$ ✓✓ (2)
- 4.1.5 $R1\ 380 - R276 = R1\ 104$ ✓✓ (2)
- 4.1.6 $R1\ 104 \times 10\% = R110,40$ ✓✓ (2)
- 4.1.7 $R276 + R110,40 + R50 = R436,40$ ✓ (4)
- 4.1.8 $R1\ 380 - R436,40 = R943,60$ ✓✓ (2)
- 4.2
- 4.2.1 It is a cheque that is older than six months.
- 4.2.2 It is two parallel lines drawn on the face of the cheque. This cheque can not be cashed but must be paid into an account.
- 4.2.3 Petty cash is the amount kept in a business for the payment of smaller expenses.
- 4.2.4 Employees may claim back for work-related expenses, for example travelling and accommodation expenses. (4 × 2) (8)

- 4.3
- Carrying or moving items from one building/office to another within the business.
 - Collecting and distributing mail and small packages.
 - Managing the collection, dispatch and delivery of mail and packages from couriers.
 - Can do duty in the mailroom – opening mail.
 - Copying documents.
 - Filing records.
 - Chauffeuring and transporting of management or visitors.
 - Sorting and internal mail.
 - In smaller organisations they take post to the post office. (Any 4 × 1) (4)
- [30]**

QUESTION 5

- 5.1
- Install anti-virus protection software.
 - Purchase the most up-to-date version and update it on a regular basis.
 - Use only your own disks and programs on your computer.
 - Do not make illegal copies of programs.
 - Write-protect all disks as far as possible.
 - Compare disks with each other after identical copies have been made.
 - Make back-ups of the hard disk and other disks and keep it in a safe place.
 - Test all software for viruses before installing on the hard disk. (8 × 1) (8)
- 5.2
- Note personal as well as business information in the diary.
 - Underline/highlight important aspects.
 - Remind the manager of special occasions.
 - If he has an appointment in an unfamiliar place, put a roadmap in the diary.
 - Make time for planning sessions with the manager every day to do the planning of the day, week and month, and also the yearly activities. (5 × 2) (10)
- 5.3
- Use own discretion and judgement in matters that can't be transferred to other people.
 - Be careful not to take matters in own hands.
 - Use the opportunity to discuss difficult situations with the manager when he contacts the office.
 - If you can't handle the situation refer it to someone who is capable of helping. (4 × 2) (8)
- 5.4
- E-mail – transfer of letters, faxes or other documents✓✓ from the sender to the recipient via an electronic media such as a computer network or internet.✓✓ (4)
- [30]**

QUESTION 6

- 6.1
- Planning – to determine aims and goals✓ and how to reach them within a certain time.✓ Can be long, medium or short-term planning.✓
 - Organising – arranging and assigning of tasks, material and people✓ in such a way that together they can effectively contribute✓ to the achievement of the goals.✓
 - Activating/leading – when the planning is put into action✓ and the people involved are motivated✓ to reach the set goals.✓
 - Control – continuous process of evaluating activities✓ to make sure that the execution of the tasks leads to achieving set goals.✓ Follow-up must be done.✓ (4 × 3) (12)
- 6.2
- To distribute the work load.
 - To make more time available.
 - With time available, the opportunity is created to develop new skills.
 - Other employees are provided with an opportunity to develop.
 - Another employee could be better qualified to execute the task. (5 × 1) (5)
- 6.3
- Identify the individuals to be trained.
 - Determine the most common mistakes made.
 - Develop a training programme, present the programme and evaluate the progress. (3 × 2) (6)
- 6.4
- 6.4.1 Dictate refers to the method where, for example, the manager says out loud the content of a letter to the management assistant and she takes it down in shorthand or snelskrif. (1)
- 6.4.2
- Dictating at the typewriter – the assistant types as the employer dictates.
 - Manuscript – this is the correspondence written by the employer in his own handwriting.
 - Telephone dictating – when the employer is not at the office he can phone the business and dictate to the management assistant over the phone.
 - Stenographic machine/Dictaphone – it phonetically records speech. It is played back so that the assistant can type the document. (Any 3 × 2) (6)
- [30]**

QUESTION 7

- 7.1
- Insurance – is a contract in terms of which an insurance company undertakes to indemnify✓ the other party against losses resulting from a specified event against the payment of a premium by the other party.✓
 - Assurance – is not based on the principle of indemnity. A lump sum or instalments will be paid to the dependants on death of the insured or when endowment date occurs.✓✓ (2 × 2) (4)

7.2	7.2.1	Insurance contract – the insurance company promise to protect the other party✓✓ – who pays a regular premium✓ – against losses as a result of a specific incident.✓✓	(5)
	7.2.2	<ul style="list-style-type: none"> • Pension or provident funds • Annuities • Unemployment insurance • Workman's Compensation • Personal accident insurance • Medical insurance • Group insurance 	(Any 5 × 1) (5)
7.3	7.3.1	To raise primary capital.	(2)
	7.3.2	<p>Speculation – people earn dividends. They buy shares in the hope that the price will rise in the short term so that they can sell at the higher price and make a profit.✓✓</p> <p>Investment – shares are bought with a longer-term view, increasing in value and paying dividends.✓✓</p>	(2 × 2) (4)
7.4		<ul style="list-style-type: none"> • Speed✓ – the product must be taken from the seller to the buyer as quickly as possible.✓ • Safety✓ – the sender wants to be sure the products will reach the receiver in the same condition in which they left the sender.✓ • Regularity✓ – if the transport service is offered according to a fixed schedule, it must adhere to the schedule.✓ • Availability✓ – transport services must be prepared to transport products whenever the service is needed.✓ • Reliability✓ – the sender must have the assurance that the products will reach their destination and that they will be delivered promptly.✓ • Adaptability✓ – it must be possible to adapt the means of conveyance to the needs of the person requesting the service.✓ • Cost-effectiveness✓ – transport cost must not make the product too expensive.✓ • Limited handling of load✓ – products should be loaded when they are sent and only offloaded when they are received, without being reloaded in transit.✓ 	(Any 5 × 2) (10) [30]

TOTAL SECTION B: 150
GRAND TOTAL: 200