



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

OFFICE PRACTICE N5

23 MAY 2013

This marking guideline consists of 9 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	Receipt		
	1.1.2	Visa		
	1.1.3	Delivery note		
	1.1.4	Open plan		
	1.1.5	Identify		
	1.1.6	Income		
	1.1.7	Restricted		
	1.1.8	Name of sender		
	1.1.9	Drawer		
	1.1.10	Portnet	(10 × 2)	(20)
1.2	1.2.1	Cash on delivery		
	1.2.2	Invest		
	1.2.3	Creditors		
	1.2.4	Solvent		
	1.2.5	Mode		
	1.2.6	Prerequisite		
	1.2.7	Assets		
	1.2.8	Hostile		
	1.2.9	Precaution		
	1.2.10	Sequence	(10 × 2)	(20)

1.3	1.3.1	J		
	1.3.2	C		
	1.3.3	B		
	1.3.4	A		
	1.3.5	E		
	1.3.6	D		
	1.3.7	I		
	1.3.8	F		
	1.3.9	G		
	1.3.10	H		
			(10 × 1)	(10)
			TOTAL SECTION A:	50

SECTION B**QUESTION 2**

- 2.1 **Leaving a message for a caller on the answering machine**
- Record a short and clear identification message
 - Clearly identify the organisation or the person on whose extension the answering machine is connected
 - Speak clearly, slowly and in a friendly way
 - Repeat important information like telephone numbers or dates
 - The message must inform callers that nobody is available to take the call but they are welcome to record a message
 - Assure the person that the message will be heard and responded to
 - Always conclude the message with a positive phrase, for example 'We appreciate your call, enjoy the rest of the day'.
- (5 × 2) (10)

2.2 Procedures for dealing with incoming mail

- Unlock the mailbag and empty it on the table
- Sort the mail into different categories
- Open all items except the private or personal mail with the letter opener on three sides of the envelope
- Remove the contents from the envelope and staple them together
- Affix the date stamp to the document or letter, except to cheques or other forms of payment
- Make sure that confidential matters are kept confidential
- Enter all forms of money into the remittance register so that the cashier can sign for it and issue receipts
- Enter all mail in the incoming mail register
- Enclosures that have been mentioned in the correspondence but were not included should be reported to the supervisor and a note to this effect must be made on the document
- Sort the mail into different baskets or files for different sections
- Complete and sign the notifications from the post office and arrange for collection of the items
- Return all mail items that do not belong to the organisation by placing them back into the mailbag. Mark the items 'return to sender'

(Any 10 × 2)

(20)
[30]**QUESTION 3**

- 3.1 3.1.1 **Organogram**
It is a diagram that shows the authority and organising structures as well as lines of responsibility and accountability in an organisation (3)
- 3.1.2 **Dictation**
It means saying in words something that has to be put in writing by another person (3)
- 3.1.3 **Overtime**
It is the extra hours a person works above the minimum prescribed hours of the working week (3)
- 3.1.4 **Co-ordination**
It is a planned effort from management to organise the tasks of individuals so as to obtain maximum efficiency from them
OR
It means arranging people or activities so that they work in harmony to reach their goals (3)

- 3.1.5 **Security clearance**
It is a detailed investigation of a person's past in connection with civil, criminal and debt records, as well as affiliation with clubs, societies and persons (3)
- 3.2 **Identification cards for staff**
- To identify staff and permit them entry
 - Limit personnel access to certain areas only
 - Permit personnel to enter during certain times only
 - Deny entry to intruders and unauthorised persons
- (Any 3 × 1) (3)
- 3.3 **Card key**
- It is a plastic encoded card resembling a credit card
 - The unique code for each authorised person is stored in a magnetic strip on the card
 - Those who are authorised to enter a restricted area are issued with these cards (3 × 1) (3)
- 3.4 **Actions during hostage-taking incident**
- Stay calm and try to calm other victims
 - Do not try to be stubborn but rather do as you are told
 - Do not try to be a hero and put people's life at risk
 - Take notice of as much detail as possible, like faces, voices, accents, marks and scars, et cetera so you can identify people afterwards
 - If you are kidnapped and moved, try to locate the place so that you can point it out to the police afterwards (Any 4 × 2) (8)
- 3.5 **Forgery**
It is signing someone else's name in an attempt to steal money (1)
[30]

QUESTION 4

- 4.1 **Savings account**
- Money can be deposited and withdrawn over the counter
 - Money can be deposited or withdrawn at an ATM 24 hours a day
 - Overdraft facilities are not available
 - Fee charged is lower as for a current account
 - Interest is earned on the daily balance (Any 3 × 1) (3)

Current account

- Deposit money in the account and withdraw money with a cheque
- Credit balance on the account earns a small interest
- High interest is charged when the account is overdrawn
- Borrow money by means of an overdraft (Any 2 × 1) (2)

4.2 **Credit card**

- Issued by financial institutions to approved clients
- These cards can be used to pay for almost all purchases and services
- Interest is paid on the balance in the account
- High interest charged if card is overdrawn (3 × 1) (3)

Garage card

- This card can only be used at a garage for fuel, oil, repairs, etc.
- Purchases on the garage card are immediately debited to the cardholder's current account (2 × 1) (2)

4.3 **Advantages of using couriers**

- Couriers are faster
- Courier services provide door-to-door or counter-to-counter deliveries
- The cost is high but is speedy and reliable
- It is safe and secure and there is insurance (4 × 1) (4)

4.4 **Guidelines on how to cope with interruptions**

- Learn to cope and accept interruptions because they are part of the job
- Do not allow yourself to get frustrated by the interruptions
- Allow for interruptions when planning your time
- Make sure interruptions are caused by unforeseen circumstances and not because you are inefficient
- Do not postpone interruptions but cope with them as they happen
- Plan a strategy to deal with colleagues who interrupt because they come in for a 'little chat' (Any 4 × 2) (8)

4.5 **Differences between a salary and a wage**

- A salary is a fixed monthly payment, while a wage is calculated by multiplying a fixed rate per hour by the number of hours worked for the week or month
- The big difference is therefore the way of calculating the payment
- Salaries are always paid monthly, while wages are often paid weekly or sometimes monthly
- Wages are usually paid in production, manufacturing, et cetera while salaries are paid for office work (4 × 2) (8)

[30]

QUESTION 5**5.1 Principle of good faith**

- This principle implies that the insured may not conceal information when she/he applies for insurance

Principle of insurable interest

- This principle implies that any person wishing to take out insurance must have an insurable interest or real interest in the object that is being insured (4 × 2) (8)

5.2

- The client must apply for an overdraft facility
- The client must have a healthy financial status
- The client must provide sufficient security to cover the bank against a loss (3 × 2) (6)

5.3

- The head should be kept upright, in line with the spinal column
- If the chair is too high the head will be bent and this may cause backache
- The back should be bent slightly forward because sitting in a rigidly upright position for long periods is unnatural and can cause stress in the back and shoulders
- The chair should be adjusted to the correct height so that the thigh is horizontal to the floor
- The feet should be flat on the floor to support the legs otherwise there could be blood circulation problems
- The lower part of the back should be supported so that you do not sit in a hunched position which causes stress in the back (Any 5 × 2) (10)

5.4

It is insurance taken out by the insured to protect himself against losses suffered because of the dishonesty of employees (2)

5.5

- Vertical communication
 - Horizontal communication
 - Grapevine communication
 - Diagonal communication (4 × 1) (4)
- [30]**

QUESTION 6

- 6.1
- To ensure the effective functioning of the organisation because it brings all aspects together
 - To define, introduce and strengthen the purpose of the business
 - To organise the staff, materials and other resources
 - To inform, train and educate the staff
 - To motivate the staff so that they deliver to their best
 - To promote a well-organised working environment in which everybody can be productive
 - To promote unity in the organisation
 - To promote a better understanding of the organisation, its aims and the results that are reached
- (8 × 2) (16)
- 6.2
- Internal memorandum
 - Route form
 - Distribution list
 - Direct answer form
 - Notice boards
 - Faxes
 - E-mail
 - Other electronic media
- (8 × 1) (8)
- 6.3
- Telephone
 - Lack of planning
 - Meetings not starting at the scheduled time
 - Information not available on time
 - Unclear or insufficient instructions
 - Inadequate and faulty equipment
 - Re-doing work
 - Crises
 - Trying to do too much yourself
 - An unorganised workplace
 - Doing unnecessary tasks
 - Bad communication between the senior and the management assistant
- (Any 6 × 1) (6)
[30]

QUESTION 7

- 7.1
- Help to create a working culture that will promote motivation
 - Help to develop junior staff by teaching them skills such as proper communication, negotiating skills, skills on presentations, et cetera.
 - Assure the staff that you trust them by giving them the authority to make decisions within clearly understood margins
 - Help and teach people to be effective in what they do and how they do it
 - Help them to set clear goals and have a vision
 - Help staff to take responsibilities for certain tasks
 - Identify talents in people and create opportunities where these talents can be applied
 - Acknowledge good work and ideas and show appreciation for them
- (Any 5 × 2) (10)
- 7.2
- To ensure that the work is done correctly as instructed
 - To ensure that the quality and standard of the work is as expected
 - To ensure that the work is done accurately and without mistakes
 - To ensure that the correct procedures and systems are used
 - To ensure that due dates and time frames are kept to
- (5 × 2) (10)
- 7.3 It is the basic amount of money a person earned during a certain period (2)
- 7.4
- Pay as you earn (PAYE)
 - Unemployment Insurance Fund (UIF)
 - Workmen's Compensation Act (WCA)
- (3 × 1) (3)
- 7.5
- No cash is handled by anybody
 - The employee does not have problems having the cheque cashed
 - It is not necessary to queue in the bank to cash the cheque or to deposit the excess cash that he/she does not need straight away
 - The money is in the person's account and the money can be withdrawn at any time even after-hours at the ATM or by cheque
 - The money is electronically transferred into the employee's banking account by the organisation
 - To have your money deposited in your account is also the cheapest system for the employee
- (Any 5 × 1) (5)
[30]
- TOTAL SECTION B: 150**
GRAND TOTAL: 200