

# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**N1090(E)(N26)H  
NOVEMBER EXAMINATION  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N5**

(4021225)

**26 November 2014 (Y-Paper)  
13:00–16:00**

**This question paper consists of 9 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING  
REPUBLIC OF SOUTH AFRICA  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N5  
TIME: 3 HOURS  
MARKS: 200**

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**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 questions in SECTION B.
  3. Read ALL the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Start each question on a NEW page.
  6. Write neatly and legibly.
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**SECTION A (COMPULSORY)****QUESTION 1**

1.1 Various options are provided 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 Matters to keep in mind when taking leave:

- A Not to bother a person during his leave period
- B Others must plan for replacement person
- C People who stay behind will inform the substitute about matters
- D Leave your phone number so that they can contact you in your leave period

1.1.2 Messengers are monitored to ...

- A verify that the deliveries are done after 13:00.
- B verify that time is allowed for delays.
- C take action for infringement.
- D avoid time-wasting.

1.1.3 A device operated by security personnel, by moving it over the body of a visitor.

- A Walk-through metal detector
- B Hand metal detector
- C X-ray scanner
- D B-ray scanner

1.1.4 Classification of information that is not disclosed to everybody is ...

- A classified.
- B secret.
- C top secret.
- D confidential.

1.1.5 Control takes place ...

- A only at the end of the process.
- B only when a problem occurs.
- C at the beginning of the process.
- D at different stages.

1.1.6 Duties of the messengers are ...

- A extending tea and lunch breaks.
- B fetching and returning files to the central filing system.
- C waiting for someone else to tell you what to do.
- D sending, collections and deliveries of mail and parcels.

- 1.1.7 Measures to secure the safety of deliveries and collections should be ...
- A that temporary workers are employed for the time being.
  - B using the shortest route for delivery.
  - C made to the receptionist.
  - D that the delivery book is signed by the addressee and controlled daily.
- 1.1.8 The following must be included in a safety policy:
- A Evacuation process in the case of delivery
  - B How the Remuneration and Safety Act will be applied in the organisation
  - C The protection of data on company computers and mainframe computers
  - D Collection and deliveries of the security staff
- 1.1.9 Information is only disclosed to middle and top management, according to instructions.
- A Classified
  - B Secret
  - C Top Secret
  - D Confidential
- 1.1.10 Co-ordination is the activity ...
- A that assigns duties and responsibility to subordinates.
  - B whereby a supervisor acts to make sure that goals are achieved.
  - C that brings things together and harmonises activities.
  - D that performs tasks in such a way that aims are achieved.

(10 × 1) (10)

- 1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.2.1	When a person works hard because of fear that he will lose his job	A remedial action
1.2.2	Acting in good time	B punctual
1.2.3	An action that is taken to avoid danger	C internal motivation
1.2.4	Doing the same things at certain times every day	D resuscitation
1.2.5	Deviation with control needs ...	E sequence
1.2.6	Intend to do harm	F prompt
1.2.7	Order in which events take place	G precaution
1.2.8	Keeping to the promised time	H external motivation
1.2.9	To bring a person back from a state of unconsciousness	I hostile
1.2.10	When you work with advanced equipment at work	J routine

(10 × 1) (10)

- 1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Lack of planning is a time waster.
- 1.3.2 The name of the safety manager must be included in the safety policy.
- 1.3.3 Trying to do only what you can manage is a time waster.
- 1.3.4 Redoing work is a time waster.
- 1.3.5 Inadequate equipment is a time waster.
- 1.3.6 Time is wasted by messengers when waiting for parcels to be signed for.
- 1.3.7 A crisis at the wrong time is a time waster.

1.3.8 Messengers use a delivery book that indicates the name of the person to which the parcel must be delivered to.

1.3.9 To prevent espionage lock all confidential documents away.

1.3.10 Meeting starting at the scheduled time is a time waster.

(10 × 1) (10)

1.4 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1–1.4.15) in the ANSWER BOOK.

1.4.1 The place that you are travelling to.

1.4.2 A card that is pulled through the slots of a gate to unlock them.

1.4.3 The person to whom a letter or parcel is addressed.

1.4.4 Locking devices that are used to lock safe doors.

1.4.5 The best possible use of something, to get the most value out of it.

1.4.6 Consists of a number of buttons to open a lock.

1.4.7 A card with the company's logo on, employee's name, photo.

1.4.8 An action that goes against the rules.

1.4.9 Clip this card onto the clothes so that it will be easily visible.

1.4.10 Put more important things before less important ones.

1.4.11 The word-wide news agency that supplies all sorts of news.

1.4.12 Tax that you pay on shares bought.

1.4.13 A person buys shares with a long-term view in hope of sharing in profits of the company by receiving dividends.

1.4.14 A person buys shares in the hope that their price will rise so that they may be sold at a profit.

1.4.15 A person who buys new shares that are placed on the market in the expectation that they will rise quickly to a higher price, when they will sell them at a profit.

(15 × 1) (15)

1.5 Name the FIVE basic first-aid guidelines.

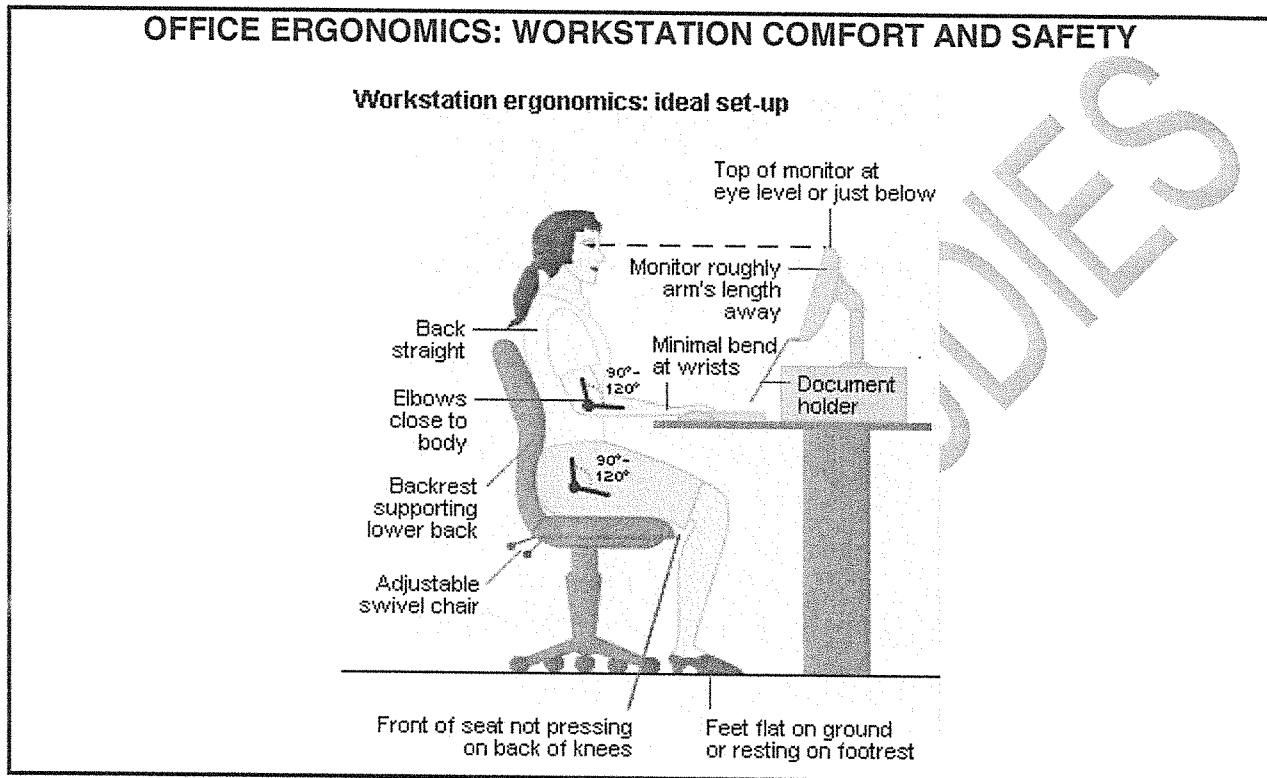
(5)

[50]

**TOTAL SECTION A: 50**

**SECTION B**

Answer any FIVE questions.

**QUESTION 2**

- 2.1 Name and describe TEN requirements of effective office furniture. (10)
- 2.2 Describe the factors to be considered when buying office furniture. (10)
- 2.3 Formulate FIVE characteristics of a good sitting posture and the influence it has on the posture. (10)
- [30]**

**QUESTION 3**

- 3.1 Neo Tsogo is appointed as a management assistant. Her main task is to plan and manage time through a variety of tools.
- Arrange her personal work-planning methods. (8)
- 3.2 3.2.1 Suggest the planning mechanism and aids that Neo Tsogo should follow to make progress in her work. (5)
- 3.2.2 Describe the purpose of these aids in more detail, especially with reference to task lists and record keeping. (7)

3.3 Compile a task record sheet from the following information:

On 3 June: minutes to Precious for typing, proofreading, photo copying and distribution. On 5 June proofreading is done. 6 June copying done and distributed. Task completed at 15:00.

On 3 June: A buying agreement to Thumi for completion. Receive it back at 15:00 on 4 June.

On 5 June: Order stationery. Received 5 June 16:30.

6 June: Johanna assigned responsibility to arrange the annual congress. She must report back weekly. Progress is as follows: 13 June planning document handed in. 20 June quotations for venue received and venue reserved.

27 June: receive quotations for catering.

Draw a table in the ANSWER BOOK for the compiling of your task record sheet.

(10)  
[30]

#### QUESTION 4

4.1 Your manager is on his way to Austria for a congress. It is your duty to organise which travelling documents he needs to take on his trip.

Name these travelling documents. (6)

4.2 Give the reasons why he needs those documents. (13)

4.3 Explain which monetary arrangements must be made for your manager's trip to Austria. (3)

4.4 List the things that you need to remind your manager to take on the trip. (3)

4.5 On the last moment your manager decided to take you with him.

Give FIVE guidelines of the tasks that you must be prepared to do on this trip. (5)  
[30]

#### QUESTION 5

5.1 Explain the *petty-cash system*. (15)

5.2 Apply the control measures for handling the petty cash. (4)

5.3 You received different petty-cash vouchers during November 2014.

Prepare a list of what must be stated on a petty-cash voucher. (7)



5.4 Define the following concepts:

5.4.1 Creditors

5.4.2 Debtors

5.4.3 Stale

5.4.4 Internal claim

(4 × 1)

(4)

[30]

### QUESTION 6

6.1 Compare SEVEN advantages of a credit card to those of a company card.

(7 × 2)

(14)

6.2 Name and explain the EIGHT extra services that can be provided to an organisation's telephone system.

(8)

6.3 List SIX requirements for a good transport system.

(6)

6.4 Give TWO categories of mail.

(2)

[30]

### QUESTION 7

7.1 Define the concept *internal mail*.

(1)

7.2 Demonstrate how you will use the characteristics of internal mail to make it useable.

(7)

7.3 Explain your understanding of a *franking machine*.

(5)

7.4 Define *advertising*.

(3)

7.5 Explain how advertising can be used as a sales campaign.

(8)

7.6 You are 30 years old and are very concerned that you will not have enough money for retirement.

Explain how methods of insurance can be used to make provision for income after retirement.

(6)

[30]

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**