



# higher education & training

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

N1230(E)(D1)H  
**NOVEMBER EXAMINATION**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N5**

(4021225)

**1 December 2016 (X-Paper)**  
**09:00–12:00**

**This question paper consists of 10 pages and an answer sheet.**

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

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**INSTRUCTIONS AND INFORMATION**

1. SECTION A is COMPULSORY.
  2. Answer any FIVE (5) questions in SECTION B.
  3. Number the answers according to the numbering system used in the question paper.
  4. Start each question on a NEW page in the ANSWER BOOK.
  5. Write neatly and legibly.
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**SECTION A****QUESTION 1**

- 1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A-J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

<b>COLUMN A</b>		<b>COLUMN B</b>	
1.1.1	Person responsible for functioning of an organisation	A	savings account
1.1.2	Information that is not disclosed to every-body	B	shares
1.1.3	Message	C	remittance register
1.1.4	Form of inward/outward mail	D	cash register
1.1.5	Proportional ownership of an organisation	E	manager
1.1.6	Indicates departments, posts, personnel in an organisation	F	current account
1.1.7	Supplement an employee's pension	G	communication
1.1.8	Method used to control money in a business	H	annuity
1.1.9	A travel document	I	confidential
1.1.10	Offers overdraft facilities	J	itinerary
		K	visa
		L	organogram
		M	fax

(10 × 2)

**[20]**

- 1.2 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 (1.2.1–1.2.10) in the ANSWER BOOK.

- 1.2.1 When a manager distributes tasks to other staff members to share the workload.

- A dictate
- B escalate
- C delegate
- D authority

- 1.2.2 These are used for safety and security reasons to accurately identify individuals, limit access and movement in certain areas or prevent illegal or harmful items or substances from coming onto the premises.
- A access card
  - B visitors register
  - C scanning equipment
  - D security gates
- 1.2.3 This is a pre-paid MasterCard or Visa card that Absa, FNB, Nedbank and Standard Bank offers across a wide range of currencies. You load the card before you leave.
- A traveller's cheque
  - B debit card
  - C credit card
  - D travel wallet
- 1.2.4 This type of office can make people feel trapped and confined.
- A modern office
  - B cubicle office
  - C open-plan office
  - D traditional office
- 1.2.5 Estimated income and expenses of the office for the month/year to come.
- A income statement
  - B cash flow statement
  - C budget
  - D balance sheet
- 1.2.6 Record of payments to casual workers.
- A remittance register
  - B wages journal
  - C attendance register
  - D salary journal
- 1.2.7 This method is used by businesses and individuals to check the accuracy of their own cash journals against the records of their bank.
- A bank statement
  - B cash books
  - C bank reconciliation
  - D deposit slips

1.2.8 ... is the only provider/providers of landline telecommunication services in South Africa.

- A Telkom
- B Neotel
- C both A and B
- D none of the above

1.2.9 Which acronym refer to management functions?

- A POLC
- B GAOL
- C VMGS
- D WHAT

1.2.10 To send off, post, mail or ship out.

- A delivery note
- B order
- C courier
- D dispatch

(10 × 2) (20)

1.3 Choose the correct word(s) from those given in the word bank. Write only the word(s) next to the question number (1.3.1 – 1.3.10) in the ANSWER BOOK.

visitor's register, human resource/personnel department, itinerary, drawer, memorandum, drawee, GPS, remittance register, industrial espionage, instalment sale financing, waybill, MTN, life- and personal accident insurance(assurance), financing on lease
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1.3.1 A person issued a cheque.

1.3.2 A travel plan, which lists dates, places that will be visited, names and addresses of accommodation, places of interest, etc.

1.3.3 This method is used for informal communication in a business.

1.3.4 Unauthorised people watch the activities of the firm secretly or spying with hostile motives.

1.3.5 A financial plan where the right of ownership of the purchased goods is only transferred to the purchaser once the full purchased price together with finance costs if fully repaid to the bank.

1.3.6 This type of insurance is NOT based on the principle of indemnity.

1.3.7 Recruitment of staff.

- 1.3.8 It takes information and calculate the exact location and position it on an electronic map.
- 1.2.9 The slip stating all the details of the delivery.
- 1.2.10 Any money received as part of incoming mail, must be entered correctly.

(10 × 1) [10]

**TOTAL SECTION A: 50****SECTION B****QUESTION 2**

- 2.1 Since most of your time in the office will be spent at your workstation behind a desk, it is important to sit at the right position for your body.

Look at the picture below and discuss, according to the indicated numbers, the right sitting position and posture.



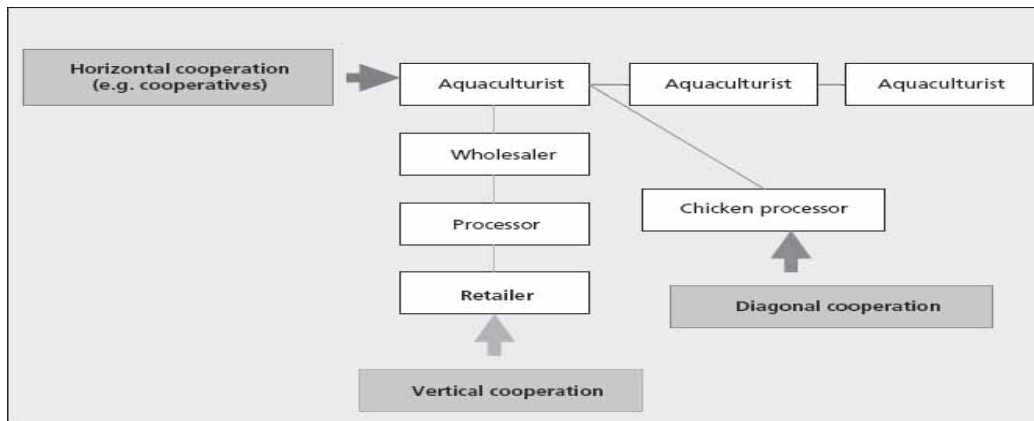
(6 × 2) (12)

- 2.2 Shortly discuss the functions of the following departments in an organisation:
- 2.2.1 Purchasing
- 2.2.2 Finance
- 2.2.3 Administration

## 2.2.4 Human Resources

(4 × 2) (8)

2.3 Briefly discuss the THREE different types of communication as indicated in the picture below.



(3 × 2) (6)

2.4 Office messengers use different modes of transport to collect and deliver items.

Name FOUR modes that can be used for this duty.

(4 × 1) (4)  
[30]**QUESTION 3**

3.1 Study the case study below:

William Leroi (CGS 05) is an employee, gardener, at Clean-Garden-Services. He is paid a fixed hourly wage of R30.00 per hour, regardless of his performance. When he is working longer than the legal or contractually agreed hours of 40 hours per week, he is entitled to overtime remuneration of R45.00 per hour.

For the week ending, 10 April 2015, William worked 46 hours.

All employees belong to the Work Less Pension Fund and must contribute 20% of their gross wage to this fund.

1% of normal time amount will be deducted for UIF.

Income tax is calculated at 18% of taxable income and his medical aid contribution is R40,00 per week.

3.1.1 Complete the wage envelope for William Leroi of Clean-Garden-Services for the week ended 10 April 2015 (ANNEXURE A).

(15)

- 3.1.2 Name THREE advantages for the workers, if Clean-Garden-Services uses internet banking to pay wages. (3)
- 3.1.3 Which wage system does Clean-Garden-Services use in the business? Give a reason for your answer. (2)
- 3.2 Define the following insurance terms:
- 3.2.1 Insurance contract
- 3.2.2 Insured
- 3.2.3 Insurer
- 3.2.4 Premium
- 3.2.5 Principle of indemnity (5 × 2) (10) [30]

#### QUESTION 4

- 4.1 It is not only the manager's responsibility to lead a project and get everyone involved, it is also the management assistant's responsibility to lead those the manager has delegated tasks to and motivate them.
- 4.1.1 Discuss SIX ways how this can be done. (12)
- 4.1.2 Give FIVE reasons why managers will delegate tasks. (5)
- 4.2 Name and discuss FOUR planning mechanisms and aids to improve time management. (8)
- 4.3 State FIVE basic guidelines for handling money at the management assistant's workstation. (5) [30]

#### QUESTION 5

- 5.1 Use the information below to complete the cheque and cheque counterfoil. (ANNEXURE B).

On 10 April 2015 Nated Traders bought a computer from Incredible Connections for the amount of R4 999,00 and paid by cheque. The owner, S Dlamini, signed and made it an 'order' cheque. (10)



- 5.2 What is the purpose of crossing a cheque? (3)
- 5.3 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A-J) next to the question number (5.3.1–5.3.6) in the ANSWER BOOK.

COLOMN A		COLOMN B	
5.3.1	When the market is generally rising, high economic growth and strong investor confidence.	A	JSE
		B	bear market
		C	broker
5.3.2	An agent acts on behalf of its clients as buyer or seller of a security.	D	market order
		E	inflation
5.3.3	Earn dividends at a fixed rate.	F	Dow Jones Industrial Average
5.3.4	Overall increase in prices for goods and services, usually measured by the percentage change in the Consumer Price index.	G	bull market
		H	securities
5.3.5	Calculated by adding the prices of each of the 30 stocks divided by a divisor.	I	shares
		J	preference shares
5.3.6	The largest stock exchange in Africa.		

(6 × 2) (12)

- 5.4 Give FIVE guidelines for the management assistant when an employer expects her/him to accompany him on a business trip. (5) [30]

**QUESTION 6**

- 6.1 Staff developing must take place continuously. Discuss FIVE aspects that must be included in the training programme. (10)
- 6.2 6.2.1 Define the term 'dictating'. (2)
- 6.2.2 Shortly describe THREE ways of dictating. (3 × 2) (6)
- 6.3 There are certain aspects that should be taken into consideration when creating the ideal office environment. Shortly discuss SIX aspects. (12) [30]

**QUESTION 7**

- 7.1 Transport contributes to the economy of a country. Briefly discuss SIX facts regarding transport of economic importance. (12)
- 7.2 Shortly discuss the following:
- 7.2.1 Web-conferencing
- 7.2.2 Automated teleconferencing (2 × 3) (6)
- 7.3 7.3.1 Define the term *e-mail*. (2)
- 7.3.2 Discuss FIVE advantages of *electronic mail* (10) [30]
- TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

**ANNEXURE A**

Name: \_\_\_\_\_ No. \_\_\_\_\_

Occupation: \_\_\_\_\_ Week end: \_\_\_\_\_

Employer: \_\_\_\_\_

	Hours	Rate	R	c
Ordinary time	40	30		
Overtime	6	45		
<b>Total</b>				
<b>Holiday bonus</b>				
<b>Gross Total</b>				
<b>Less: Pension fund</b>				
<b>Taxable Income</b>				
<b>Deductions</b>				
			<b>R</b>	<b>c</b>
<b>P.A.Y.E</b>				
<b>UIF</b>				
<b>Medical Aid</b>				
<b>Amount payable</b>				

Signature: \_\_\_\_\_

**ANNEXURE B**

Date: _____			<b>ABSA</b>		DATE _____	
To : _____			<b>EEUFEEES STREET ERMELO</b>		DATUM _____	
For: _____			PAY		order/	
Balance b/f			BETAAL		or bearer#	
Amount paid in			AMOUNT			
Balance			BEDRAG			
This cheque						
Withdrawals						
Balance c/f			S Dlamini for nated Traders			
0260			0260:0310388325:052544			