



**higher education  
& training**

---

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

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N5**

**30 NOVEMBER 2018**

**This marking guideline consists of 10 pages.**

**SECTION A****QUESTION 1**

1.1	1.1.1	C		
	1.1.2	B		
	1.1.3	C		
	1.1.4	D		
	1.1.5	A		
	1.1.6	D		
	1.1.7	C		
	1.1.8	B		
	1.1.9	A		
	1.1.10	B		
			(10 × 2)	(20)
1.2	1.2.1	J		
	1.2.2	C		
	1.2.3	H		
	1.2.4	G		
	1.2.5	B		
	1.2.6	E		
	1.2.7	L		
	1.2.8	I		
	1.2.9	K		
	1.2.10	N		
			(10 × 1)	(10)
1.3	1.3.1	Skype		
	1.3.2	Travellers cheques		
	1.3.3	Insurance contract		
	1.3.4	Cross reference		
	1.3.5	GPS		
	1.3.6	Internet		
	1.3.7	To-do-list		
	1.3.8	SARS		
	1.3.9	Diary		
	1.3.10	Gatekeepers		
			(10 × 2)	(20)
<b>TOTAL SECTION A:</b>				<b>50</b>

**[50]**

**SECTION B****QUESTION 2**

- 2.1
- To distribute the workload.
  - 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)
- 2.2
- Finalise and communicate daily or weekly collection times for internal mail as well as post office parcels and letters.
  - Tell messengers the different addresses for collection and drop-off points.
  - Ensure messengers are using the latest updated versions of maps and map books or that they have the latest GPS map downloaded on their devices.
  - Provide them with a list of tasks arranged according to priority.
  - Keep a record of parcels and other mail to be delivered.
  - Monitor messengers' movements, routes, paperwork and time management.
  - Work out the best route. (5 × 2) (10)
- 2.3
- Files stack on-top of the cupboard.
  - Electrical cables lying loose.
  - Open drawers.
  - Papers/pens lying on the floor.
  - Dustbin over full.
  - Staff member standing on a chair.
  - Smoking in the office.
  - Drinking at the workstation. (Any 5 × 1) (5)
- 2.4
- 2.4.1 Insured: The person who pays the premium and to whom the insurance company agrees to cover the losses suffered.
- 2.4.2 Indemnification: It means that the insurance company undertakes to pay the loss the insured has suffered. This applies to short-term insurance. (2 × 2) (4)
- 2.5
- Measles
  - Rubella
  - Mumps
  - Tetanus
  - Pertussis (whooping cough)
  - Poliomyelitis (Any 3 × 1) (3)

- 2.6
- Paperwork and physical use of paper is reduced.
  - It saves the secretary time not having to check and update the dual diary system manually.
  - Up-to-date information is always readily available.
- (3)  
**[30]**

**QUESTION 3**

- 3.1
- Weight
  - Content and
  - Urgency of the delivery
- (3)
- 3.2
- 3.2.1 E-mail is short for electronic mail and it is the exchange of written messages send via computer networks. (2)
- 3.2.2
- It replaces written work as well as telephone calls.
  - Messages to groups can be send simultaneously.
  - Files can be attached.
  - Hyperlinks to websites can be included.
  - It can be send to anyone in the world who has internet access.
  - Messages will be received in a matter of minutes/fast.
  - It can be send 24 hours per day. (Any 4 × 1) (4)
- 3.3
- S – specific and to the point.
  - M – Measurable by a certain date.
  - A – Achievable with resources and time available.
  - R – Realistic according to your strengths, abilities, gifts and talents.
  - T – Time-bound so that there is a specific deadline for reaching the objective. (5)
- 3.4
- Complete all tasks and duties that were set aside while you were preparing for the trip.
  - Work at the same pace as you would have while the manager was in the office.
  - Open incoming mail as soon as possible.
  - Use your good sense to decide what you can deal with yourself and what to refer to another person.
  - Keep photocopies of documents of completed tasks to bring the manager up to date when he/she returns.
  - If you cannot communicate with your manager regularly, you will have to judge for yourself whether a matter is important enough for his/her involvement, or whether someone else must deal with it.
  - Make a list of items to be discussed with the manager when he contacts you.
  - Open a file with details of all tasks to be dealt with when the manager returns.
  - Schedule appointments in the same way as in the past.
  - Plan your schedule so that you have the first day the manager is back at the office, free to follow-up on work generated by the recent trip.
- (Any 5 × 2) (10)

- 3.5
- The primary function of the JSE is to raise primary capital.
  - The JSE is an essential cog in the functioning of a capitalist economy.
  - It provides new investment opportunities in the country.
  - It helps to create more job opportunities.
  - The JSE provides an effective and efficient price determination facility and price risk management.
  - It creates a well-controlled and orderly environment for trading in negotiable securities.
  - It mobilizes capital that contributes towards development and wealth.
  - It links investors to entrepreneurs.
  - It creates the opportunity for the whole population to share in the success of profitable business ventures.
  - It serves as a barometer of a country's political stability and economy.
- (Any 6 × 1) (6)  
**[30]**

**QUESTION 4**

- 4.1
- Firewalls.
  - Password protection.
  - Documents should be filed in locking drawers or cabinets.
  - All office doors should be locked.
  - Encrypt document files so that even if a business computer is stolen, the user will need a password or key to unscramble the information.
  - Make sure all previous employees' access is removed from the system.
  - Assign file permission to restrict who can view or change a document.
  - Implement information rights in documents to limit the amount of print outs that can be made of the file.
  - Update the security system to try to prevent theft. (Any 5 × 1) (5)
- 4.2
- Petty cash money and the petty cash voucher book, must be kept in a safe place/locked away.
  - Petty cash vouchers must be attached to the petty cash book.
  - Totals of the petty cash vouchers issued should correspond with the final total of the petty cash journal.
  - A senior employee should check the accuracy of the petty cash journal and the balance in the petty cash regularly.
  - Petty cash vouchers must be authorized. (5 × 2) (10)
- 4.3
- Telephone conversations.
  - Lack of planning.
  - Crisisses.
  - Not knowing the whereabouts of the manager.
  - Trying to do too much.
  - Unnecessary tasks.
  - Disorganised manager.
  - Re-doing tasks.
  - Unclear instructions. (Any 5 × 1) (5)

## OFFICE PRACTICE N5

- 4.4 4.4.1 Vertical communication: Vertical communication takes place downwards when instructions are given by top management to middle management and down to other staff members. Upwards communication takes place when lower level staff give feedback, complaints, suggestions and reports to supervisors and managers who are higher up in the organisation. (2)
- 4.4.2 Horizontal communication: Happens between two people on the same level of authority who work in different departments. (2)
- 4.5
- Speed: The product must be taken from the seller to the buyer as quickly as possible.
  - Safety: Goods must reach the receiver in the same condition in which they left the sender.
  - Regularity: Transport must adhere to the schedule.
  - Availability: Must be prepared to transport products whenever the service is needed.
- 
- Reliability: Sender must have the assurance that the products will indeed 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 costs must not make the product too expensive.
  - Limited handling of load: Products must not be reloaded in transit.
- (Any 3 × 2) (6)
- [30]**

**QUESTION 5**

- 5.1
- Maintain a travel reimbursement policy.
  - Require original documentation to be submitted with expense report and keep for audit purposes.
  - Use a formal review process by which a Department Manager reviews employees' report.
  - If expenditure looks extraordinary or abnormal, question the report.
  - Make disbursements with all the required formality.
  - Greater control may be exercised when corporate charge cards are used.
  - Credit activity reports must be compared with the expense reports.
  - Audit a sample of employee expense reports annually to ensure that they meet the company's policy.
  - Be consistent with reimbursement.
  - Prosecute employees who are falsifying their expense report.
- (Any 4 × 2) (8)
- 5.2 Short term planning:
- Includes daily, weekly and monthly plan that the management assistant does under the manager's guidance.
  - The management assistant needs to complete the tasks as planned.

Medium-term planning:

- This planning stretch over 2–5 years.
- Secretaries will be involved in much bigger projects.

Long-term planning:

- This is done over 5–10 plus years and requires the secretary's own planning to complement the manager's overall strategy.
- Daily tasks is also part of the long-term planning (3 × 3) (9)

- 5.3
- Outfits must be carefully selected to make provision for all occasions.
  - Management assistant must be dressed tastefully and neatly.
  - She must be strictly professional to avoid embarrassing situations.
  - She must notice when the employer would like to be left alone.
  - She must always act professionally. (5 × 2) (10)

- 5.4
- 5.4.1 LAN – Local Area Network
- 5.4.2 CAN – Campus Area Network
- 5.4.3 WAN – Wide Area Networks
- (3 × 1) (3)
- [30]**

## QUESTION 6

- 6.1
- To-do-list.  
It is a record of all tasks that have to be completed
  - Task record.  
A record of all tasks completed.
  - Time sheets.  
These are divided in separate columns for time, activity, time spent on a task and comments.
  - Diary.  
Used to organise the daily activities in the company. (4 × 2) (8)

6.2

<b>ABSA BANK</b>																		
<b>CENTURION</b>																		
d d m my yyy/																		
1 5 0 1 2 0 1 7																		
<b>Credit: Nated Traders/</b>								<b>CASH</b>		<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>C</b>	<b>C</b>	
<b>Branch</b>	3	5	5	3	5	6	<b>Notes</b>					√	4	9	3	0	0	0
<b>Account no</b>	0	6	3	2	5	6	9	8	7	<b>Coins</b>		√	4	3	9	5	0	
<b>Subtotal</b>								√	5	4	2	3	5	0				
<b>Name of drawer</b>		<b>Branch code</b>						<b>CHEQUES</b>		<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>C</b>	<b>C</b>	
S Khoza/		ABSA Menlyn/						<b>R</b>		√	8	4	4	6	0			
								<b>R</b>										
								<b>R</b>										
								<b>R</b>										
<b>Total</b>								<b>R</b>	√	6	2	6	8	1	0			

BP Hollard   √   (Cash subtotal is R5369.50 therefore, total is equal to R6214,10)  
Signature of depositor

(10)

6.3      6.3.1      Credit card – gives the card holder the right to buy goods and services on credit up to an agreed limit.

(2)

- 6.3.2
- Convenient because immediate clearance is given and the business receives the money directly.
  - Payments by the legitimate owner are guaranteed by the cardholder's bank for substantial amounts.
  - Credit cards are safer than cash
  - Many businesses allow discounts and other benefits upon the use of credit cards
  - Cardholders enjoy the feeling of status and prestige.
  - For travel purposes, can be used internationally and insurance is available.
  - Visa Cards and Master cards are internationally acceptable.

(Any 5 × 1)      (5)

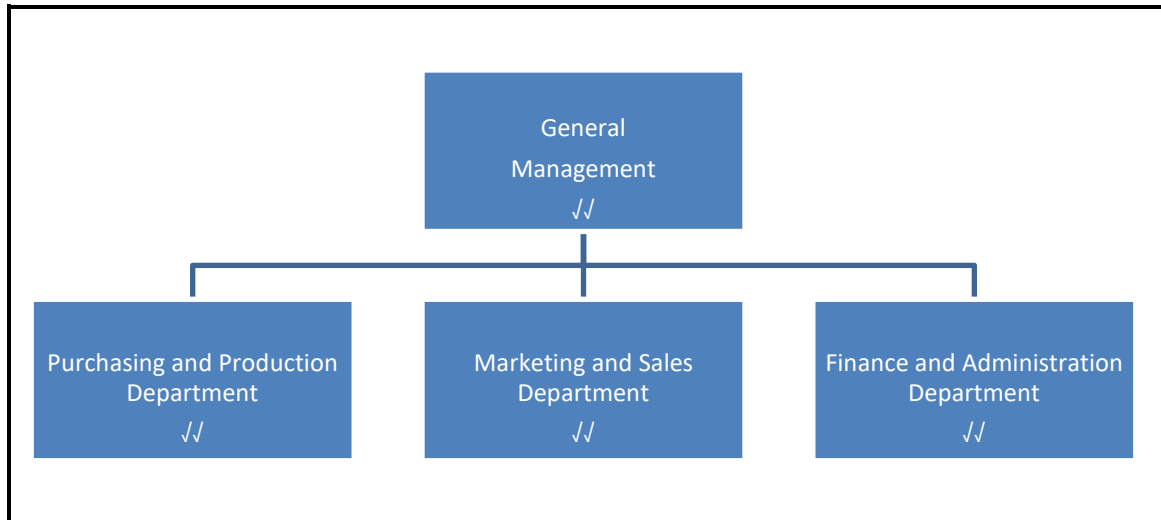
- 6.4
- Identify the persons.
  - Determine which mistakes are made.
  - Develop a training program.
  - Presentation of the program.
  - Evaluation.

(5)  
[30]



**QUESTION 7**

7.1



(8)

- 7.2
- Immediately call the police.
  - Call an ambulance, if necessary.
  - Inform the designated person responsible for safety and security or the manager.
  - As soon as this is done, lock all doors and ask everyone to stay where they are.
  - Provide a special area where statements can be made.
  - Do not contact the media.
  - Be careful not to touch anything – fingerprints must be taken. (Any 5×1)

(5)

7.3 7.3.1 Hourly wage system:  
The employee is paid a fixed tariff per hour regardless of their performance.  
Calculation:  $(\text{rate/tariff per hour}) \times (\text{number of hours worked})$

(3)

7.3.2 Overtime remuneration:  
Paid to employees that work longer hours than the normal hours they have agreed to.  
This applies mainly to employees working for a wage.  
The overtime tariff is higher than the basic tariff.

(3)

7.3.3 UIF:  
UIF stand for Unemployment Insurance fund.  
The employer pays a certain percentage of the employee's gross wage (calculated on normal time) to the UIF.  
Employer and employee contribute on a 50–50 basis to the fund.

1% of normal wage is paid.

If the employee loses his/her job, he/she can claim an allowance for a certain period of time.

(5)

- 7.4
- Remain friendly.
  - Accept interruptions as part of your work and do not be frustrated by it.
  - Do not say 'I am busy' when someone interrupts you.
  - Do not make people feel bad or like they are wasting your time when they interrupt you.
  - Limit social disruptions from colleagues.
  - Keep telephone interruptions short and to the point.
  - Don't socialize over the phone.
  - Always remain professional and helpful.
  - Do not plan your tasks to the minute, but work in extra time for interruptions.
- (Any 6 × 1) (6)  
**[30]**
- TOTAL SECTION B: 150**
- GRAND TOTAL: 200**