



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

14 October 2020

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	True		
	1.1.2	True		
	1.1.3	True		
	1.1.4	False		
	1.1.5	False		
	1.1.6	True		
	1.1.7	False		
	1.1.8	False		
	1.1.9	True		
	1.1.10	True		
			(10 × 2)	(20)
1.2	1.2.1	F		
	1.2.2	J		
	1.2.3	A		
	1.2.4	M		
	1.2.5	C		
	1.2.6	L		
	1.2.7	D		
	1.2.8	H		
	1.2.9	G		
	12.10	B		
			(10 × 1)	(10)
1.3	1.3.1	cheque		
	1.3.2	cheque		
	1.3.3	raise primary capital		
	1.3.4	Dictation		
	1.3.5	Faxes		
	1.3.6	Emails		
	1.3.7	Delegation		
	1.3.8	Communication		
	1.3.9	Net wage		
	1.3.10	policy		
			(10 × 2)	(20)
				[50]
			TOTAL SECTION A:	50

SECTION B**QUESTION 2**

- | | | | | |
|-----|-------|---|---------|---------------------|
| 2.1 | 2.1.1 | Detailed investigation of a person's civil, criminal and debt records, as well as the person's affiliation with clubs, societies and other persons | | |
| | 2.1.2 | Book containing space for every day of the year to record appointments and other information | | |
| | 2.1.3 | Mail matter sent to the business via the post office or delivered by hand | | |
| | 2.1.4 | Contract in which insurer promises, against the payment of a premium, to reimburse damage suffered by the insured as a result of a specific incident | | |
| | 2.1.5 | Gathering information about market and using it to make marketing decisions | (5 × 2) | (10) |
| 2.2 | | <ul style="list-style-type: none"> • Impersonal office • Irritating habits of others may cause stress • Productivity could be lower • Lack of privacy makes confidential discussions difficult • High noise level | (5 × 2) | (10) |
| 2.3 | | <ul style="list-style-type: none"> • High-quality furniture lasts longer. • Modular furniture can be adjusted to workers' needs • Chairs must suit the type of work • Factors influencing on the choice of upholstered, leather or plain wooden furniture • Useful furniture necessary such as credenzas, stationery shelves, telephone tables, letter holders | (5 × 2) | (10)
[30] |

QUESTION 3

- | | | | | |
|-----|-------|---|--|--|
| 3.1 | 3.1.1 | <p>Downward communication</p> <ul style="list-style-type: none"> • Management handing information down to subordinates • Used to communicate information on policy matters, guidelines • Concerned with knowledge staff should have • Done through notices, newsletters memorandums, et cetera • Rather autocratic <p>Upward communication</p> <ul style="list-style-type: none"> • Subordinates giving information to management • Indicate feelings and attitudes of subordinates to seniors | | |
|-----|-------|---|--|--|

- 3.1.2 Vertical communication
- Communication in straight line downwards from top to bottom or upwards from bottom to top
- Horizontal communication
- Communication between staff on more or less the same level
- 3.1.3 Garage card
- Only used at garage with purchases immediately debited to cardholder's current account
- Petrol card
- May be used only for petrol, not for other garage expenses
- 3.1.4 Authority
- Legitimate power manager possesses to act and to make decisions so as to carry out a task and reach his/her goals
- Delegation
- Assigning authority and responsibility to subordinates
- 3.1.5 Vision
- Imaginative insight into the future and aims for success
- Mission
- Fundamental and unique purpose of organisation distinguishing it from other organisations
- (5 × 2) (10)
- 3.2
- Recorded information about persons, purpose of appointments, telephone and cellphone numbers
 - Best to do own entries in diary
 - To be recorder as soon as dates are known
 - Different sizes or colours necessary
 - Appointments not to be changed without prior discussion with relevant persons
- (5 × 2) (10)
- 3.3
- Collecting internal and external mail
 - Sorting and delivering internal mail
 - Delivering external mail to the mail room
 - Fetching and returning files
 - Taking post to the post office
 - Acting as driver to deliver and collect parcels and post
 - Assisting in mailroom
- (5 × 2) (10)
- [30]**

QUESTION 4

- 4.1
- Name and signature of visitor
 - Date and time of visit
 - Visitor's card number
 - Purpose of the visit
 - Person to be visited
 - Telephone and identity number of visitor
 - Time of departure (Any 5 × 2) (10)
- 4.2
- Decide which tasks can be delegated.
 - Decide on the correct person to do the task.
 - To be successful, delegation must take place with the necessary training.
 - Decide who will do the training.
 - Ensure that the delegated person understands that she/he becomes responsible for the delegated task.
 - Ensure that the delegated person understands the task and the reasons for performing the task.
 - Communicate the necessary time frames and control measures.
 - Delegate the authority to perform the task.
 - If the right person has been selected and trained, that person must be trusted and given the chance to do the work. (Any 5 × 2) (10)
- 4.3
- High initial costs of setting up
 - Costly and time-consuming computer training
 - Possible loss of messages and delays owing to malfunctioning of computer
 - Messages can only be sent to email users
 - Computer viruses easily transmitted through emails (5 × 2) (10)
- [30]**

QUESTION 5

- 5.1
- Small investors can invest their savings in this way giving them the chance to gain ownership in companies.
 - An investor can transfer his/her investment through the stock exchange from less profitable to more profitable companies.
 - An investor can convert his/her shares into cash if needed by selling the shares on the stock exchange.
 - A company that needs to enlarge its capital can issue more shares.
 - The value of shares is determined by supply and demand.
 - The stock exchange is an important link between investors and entrepreneurs.
 - Share prices are widely published which enables investors to be informed.
 - The stock exchange is a sensitive barometer of the economic and political conditions of the country (Any 5 × 2) (10)

- 5.2
- Protect confidential documents.
 - Do not allow personnel to take confidential documents from the premises.
 - Lock all confidential documents away after hours.
 - Check your and your senior's office and desks regularly for listening devices.
 - Be careful of visitors who ask leading questions about your senior or the organisation.
 - Look out for people hanging around for no reason.
 - Do not allow anyone who claims to be a technician or messenger access without security confirmation or positive identification of the organisation she/he represents.
 - Stay with a computer technician who works with a stiffy on your computer, he may copy information.
 - Do not give your access code to a computer technician.
 - Report unfamiliar persons without access cards to the security service.
- (Any 5 × 2) (10)
- 5.3
- Introducing people
 - Greeting people
 - Remembering names or titles
 - Being loyal
 - Confidentiality and secrecy
 - Helpfulness and thoughtfulness
 - Co-operation with other people
- (Any 5 × 2) (10)
[30]

QUESTION 6

- | | | | |
|-----|-------|------------------------------------|-----|
| 6.1 | 6.1.1 | Victoria Phenyó | (1) |
| | 6.1.2 | Tlhakodisho Cash n Carry (Pty) Ltd | (1) |
| | 6.1.3 | 31 January 2018 | (2) |
| | 6.1.4 | R100,00 | (2) |
| | 6.1.5 | R1 400 | (2) |
| | 6.1.6 | R430,00 | (2) |
| | 6.1.7 | R970,00 | (2) |
| | 6.1.8 | UIF and PAYE | (4) |
- 6.2
- | | | |
|---|---------|-----|
| Working week –minimum working hours per week | | |
| Overtime – extra working hours above minimum prescribed hours | (2 + 2) | (4) |

- 6.3
- Press, which includes newspapers, magazines, journals
 - Radio, television and internet
 - Cinemas
 - Pamphlets and handbills
 - Displays and exhibitions
 - Competitions
 - Widely advertised sales
 - Advertisements on wrapping and packing materials
 - Internal publicity
 - Neon lights and big advertising boards
 - Advertisements on vehicles, buses, shelters and refuse bins
 - Free gifts and samples
 - Closed-circuit television
- (Any 5 × 2) (10)
[30]

QUESTION 7

- 7.1
- Calendars displayed for a year or more in advance
 - Scrolling through pages
 - Entering of any commitment, appointment, reminders for appointments, cancellations
 - Facility to block out periods of time for uninterrupted work
 - Accessing of diaries of colleagues and synchronising meetings possible on computer
 - Reminders of routine tasks
- (Any 5 × 2) (10)
- 7.2
- Information can be easily retrieved by keying in the code of desired information.
 - With correct information the correct file will appear on the screen.
 - Filing done on network system allows more than one person at a time access to data.
 - Optical readers or scanners transfer information accurately from hard copy to computerised system.
 - Originals in filing cabinets can be housed in basements and costs can be saved.
- (Any 5 × 2) (10)

- 7.3
- Always act professionally.
 - Ensure a correct and safe distance between you and the other person.
 - Do not offer or accept lifts after a function or after work unless there are others accompanying you.
 - Never touch or lean against the person.
 - Do not invite her/him out for dinner alone.
 - Beware of people who lead you on, the situation may develop into something more.
 - Never compliment someone in the office about looks or personal appearance.
 - Avoid jokes with a sexual content. (Any 5 × 2) (10)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200