



# higher education & training

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

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N5**

(4021225)

**14 October 2020 (X-paper)**  
**09:00–12:00**

**This question paper consists of 8 pages.**

250Q1B2014

**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 will be marked. Clearly cross out all work you do not want to be marked.

**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 section on a new page.
  6. Write neatly and legibly.
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**SECTION A (COMPULSORY)****QUESTION 1**

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Promotion is the vertical or upward movement of an employee to a position with higher remuneration and more responsibility. 

1.1.2 Setting priorities is an important step in planning activities.


1.1.3 A management assistant should always pay attention to details.

1.1.4 A person can work productively for many hours without taking a break. 

1.1.5 Crises cannot occur anytime and can be foreseen.

1.1.6 Messengers use bicycles, motorcycle and vehicles to deliver mail and parcels.

1.1.7 An attendance register ensures that all workers are not at work and it is usually used for calculating pay.




1.1.8 A current account is also known as a savings account. 

1.1.9 A diary is a book containing space for every day of the year.

1.1.10 An interruption causes a break in continuity.


(10 × 2) (20)




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

COLUMN A		COLUMN B	
1.2.1	Person or group with direct interest in an organisation 	A	interest
1.2.2	Slip stating all details of delivery	B	delegate
1.2.3	Fee charged by bank on money that customers borrow	C	checklist
1.2.4	Graphical presentation of structure of organisation	D	incoming mail
1.2.5	Valuable control document when organising or planning event	E	internal mail
1.2.6	Used in addition to landline telephone	F	stakeholder
1.2.7	Mail matter sent to organisation via post office or delivered by hand to business	G	x-ray scanner 
1.2.8	Set of rules for behaviour and plan of action adopted by company	H	business policy
1.2.9	Scans contents of parcels, handbags, briefcases and cameras 	I	hand-held metal detector
1.2.10	Distributing tasks to staff members to ease the workload	J	waybill
		K	security clearance
		L	cellphone
		M	organogram

(10 × 1) (10)

- 1.3 Choose the correct term from those in brackets. Write only the term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.


- 1.3.1 A (cheque/savings) account offers overdraft facilities.
- 1.3.2 A (cheque/savings) account is also known as a current account.
- 1.3.3 The function of the Johannesburg Stock Exchange is to (raise primary capital/lend money) to company directors.
- 1.3.4 (Dictation/Delegation) means saying something in words that another person then has to put in writing. 

- 1.3.5 (Emails/Faxes) as a method of distributing information or documents, is often used to inform staff who are not easily reached by other methods. 
- 1.3.6 (Emails/Faxes) are often used as distribution method to promote a paperless office.
- 1.3.7 (Delegation/Authority) means assigning authority and responsibility to subordinates.
- 1.3.8 (Communication/Decision making) is a verbal or nonverbal sharing of information.
- 1.3.9 (Net wage/Total deduction) is that part of the gross wage left after deductions have been made. 
- 1.3.10 The (policy/mission) of an organisation refers to guidelines on how things should be done. 
- (10 × 2) (20)  
**[50]**
- TOTAL SECTION A: 50**

## SECTION B


Answer any FIVE questions in SECTION B.

### QUESTION 2


- 2.1 Define each of the following terms:
- 2.1.1 Security clearance
- 2.1.2 Diary
- 2.1.3 Incoming mail
- 2.1.4 Insurance 
- 2.1.5 Market research
- (5 × 2) (10)
- 2.2 Name FIVE disadvantages of an open-plan office. (5 × 2) (10)
- 2.3 Explain FOUR factors to consider when buying office furniture. (5 × 2) (10)  
**[30]**

**AND/OR**


**QUESTION 3**

- 3.1 Differentiate between each of the following:
- 3.1.1 Downward and upward communication
  - 3.1.2 Vertical and horizontal communication
  - 3.1.3 Garage cards and petrol cards
  - 3.1.4 Authority and delegation 
  - 3.1.5 Vision and mission
- (5 × 2) (10)
- 3.2 Name FIVE guidelines for keeping a diary. (10)
- 3.3 Give FIVE duties of a messenger. (10)
- [30]**

**AND/OR****QUESTION 4**

- 4.1 List FIVE pieces of information that should be entered into the visitor's register or on a separate form. (10)
- 4.2 State FIVE guidelines for effective delegation.  (10)
- 4.3 Give FIVE disadvantages of emails. (10)
- [30]**

**AND/OR****QUESTION 5**




- 5.1 Discuss FIVE functions of the Johannesburg Stock Exchange (JSE). (10)
- 5.2 Industrial espionage means using a spy to obtain secret information about things like company staff, products, equipment and money. It is a common activity present whenever a business has competitors.
- State FIVE ways to prevent industrial espionage.  (10)
- 5.3 What does office etiquette imply? (5 × 2) (10)
- [30]**

**AND/OR**

**QUESTION 6**


6.1 Study the salary advice and answer the questions.

Salary advice Tlhakodisho Cash n Carry (pty) Ltd	
Name: Victoria Phenyo	Staff number: P0129
Period: Week ending 31 January 2018	
<b>EARNINGS:</b>	
Normal time: R900,00	
Plus overtime: R300,00	
Plus allowance: R200,00	
<b>Gross wage:</b>	
Less: Pension: R80,00	
UIF: R20,00	
PAYE: R80,00	
Medical aid: R100,00	
Bank bond: R150,00	
<b>TOTAL DEDUCTIONS:</b>	
<b>NET PAY:</b>	

- 6.1.1 Whose salary advice is shown above? (1)
- 6.1.2 Who is the employer?  (1)
- 6.1.3 On what date will the salary be available? (2)
- 6.1.4 How much is the annual contribution for medical aid? (2)
- 6.1.5 How much is the gross wage? (2)
- 6.1.6 How much are the total deductions? (2)
- 6.1.7 Calculate the net salary.  (2)
- 6.1.8 Give TWO compulsory deductions on the salary advice. (4)
- 6.2 Differentiate between *normal time* and *overtime*. (2 × 2) (4)
- 6.3 Name FIVE advertising media and methods.  (5 × 2) (10)

**[30]****AND/OR**

**QUESTION 7**

- 7.1 Name FIVE features of an electronic diary. (10)
- 7.2 State FIVE advantages of electronic filing.  (10)
- 7.3 Give FIVE guidelines to prevent an unacceptable office relationship. (10)

**[30]**

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