



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

OFFICE PRACTICE N4

13 JUNE 2016

This marking guideline consists of 9 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	D	(10 x 2)	(20)
	1.1.2	B		
	1.1.3	D		
	1.1.4	C		
	1.1.5	C		
	1.1.6	A		
	1.1.7	B		
	1.1.8	A		
	1.1.9	D		
	1.1.10	C		
1.2	1.2.1	E	(5 x 2)	(10)
	1.2.2	D		
	1.2.3	C		
	1.2.4	B		
	1.2.5	A		
1.3	1.3.1	Executive	(5 x 2)	(10)
	1.3.2	Local		
	1.3.3	Electronic banking services		
	1.3.4	Gentleman		
	1.3.5	Formal		
1.4	1.4.1	True	(5 x 2)	(10)
	1.4.2	True		
	1.4.3	True		
	1.4.4	False		
	1.4.5	True		
TOTAL SECTION A:				50

SECTION B (Candidates must answer only FIVE questions in this section.)**QUESTION 2**

- 2.1
- Receive visitors to the office.
 - Manage and control the answering service.
 - Book meetings.
 - Receive and send text messages using the computer.
 - Manage petty cash.
 - Responsible for the office equipment and its maintenance.
 - Do small amounts of filing and typing.
- (Any 5 x 1) (5)
- 2.2
- Answer telephone after the second ring.
 - Incoming calls enjoy preference above anything else, even important jobs
 - Do not lift the receiver to let the caller wait while you are continuing your conversation with another person.
 - Identify yourself and the company. Some companies have a standard way of greeting.
 - Transfer calls carefully.
- (5 x 1) (5)
- 2.3
- A warm, inviting atmosphere is created through an attractive interior of the reception area as well as being friendly and helpful.
 - Provide up-to-date reading material. Annual reports and advertisements of the company can also be placed there.
 - Smoking is not allowed and this can be conveyed by notices.
 - Visitors can be offered coffee or tea and cold mineral water can be supplied.
 - All signs must be done professionally and must be visible.
- (5 x 1) (5)
- 2.4
- 2.4.1 A meeting is valid when the state of the meeting is being legally or officially acceptable. (1)
- 2.4.2
- Meeting must be convened according to the provisions in its constitution.
 - Must be convened by persons with authority to do so, e.g. chairperson or secretary.
 - Proper notice must be given.
 - Meeting must be properly constituted.
 - The persons present should form a quorum.
- (Any 4 x 1) (4)
- 2.5
- Bezuidenhout J
 - Burger B
 - Lefelo T
 - Molefe SS
 - Visser
- M (10)
(5 x 2) [30]

QUESTION 3

- 3.1
- The person in charge always knows which and how much stock is available.
 - Timeous orders save money and prevent wastage.
 - Forecasting when and where which products will be required, can be done and then bargains may be utilised.
 - Aged articles may be sold to staff at a discount price – rather than throwing it away.
 - A more realistic budget for stock can be set up and kept to.
 - Build up a list of reliable suppliers that also offer an after-sales service to benefit the whole organisation.
 - Money can be saved because all orders are done at a central point and purchases are not done at different places at higher prices. (Any 5 x 1) (5)
- 3.2
- This is an indirect system combining the alphabetical and numerical filing systems.
 - The files are arranged alphabetically, but not strictly alphabetical.
 - Each file gets the letter of the alphabet with which the correspondent's surname starts and also a number – e.g. in this way P Botha can get a number B6 and T Molefe a M3.
 - Alphabetical and numerical index cards are used.
 - A general file for coincidental correspondence can be placed after each alphabetical index.
 - In this system a separate index which is strictly alphabetical is kept. (Any 5 x 1) (5)
- 3.3
- The rules for the election of a chairman are determined in the constitution.
 - A chairman is elected for the duration of a term of office and assisted by a vice chairman.
 - Some constitutions may provide that each meeting elects an unopposed chairperson.
 - A temporary chairman presides over the election of the chairman which is done by ballot. (5 x 1) (5)
- 3.4
- A pleasant, satisfactory working environment
 - Effective work force/people to do the job
 - Effective office furniture and equipment to fulfil tasks efficiently
 - Adequate facilities to comply with the internal and external communication requirements and needs of the organisation
 - The reception area should be situated far from busy offices, so that visitors would not disturb workers.
 - Efficient controlling of the temperature through air-conditioning and heating. (Any 5 x 1) (5)

3.5	3.5.1	G		
	3.5.2	D		
	3.5.3	C		
	3.5.4	F		
	3.5.5	A		
			(5 x 2)	(10) [30]

QUESTION 4

- 4.1
- Plan outgoing calls in advance.
 - Be at the right place when the call is made such as own desk or workstation.
- Make sure of the following:
- Name and surname of person to be called
 - Name of the company
 - Correct area code and telephone number
 - Reason for the conversation and information needed/conveyed
 - When making an overseas call, keep the time differences and duration of call into account.
 - Determine the purpose of the call.
 - Keep a file with all the relevant facts of the person at hand. (Any 5 x 2) (10)
- 4.2
- Horizontal filing
 - Vertical filing, upright stacking
 - Lateral filing
 - Strategic placing
 - Tubular filing
 - Micrographics
 - Computerised/Electronic system
 - Centralised and decentralised filing (Any 5 x 1) (5)
- 4.3
- Observation of the escape route, vehicle and helpers must immediately be written down if known. Shock activates loss of memory.
 - Keep all spectators away until all statements and fingerprints have been finalised. Names, addresses and telephone numbers of eye witnesses must be obtained.
 - Provide a private office where statements can be taken down.
 - Be aware of the press that may ask questions.
 - Do not reveal how much money has been robbed. This indicates how much money is handled in the organisation, which might activate further robberies. (5 x 1) (5)

- 4.4
- Verbal voting
 - Division
 - Raising hands
 - By ballot
 - By proxy
 - Resolution
- (Any 5 x 1) (5)
- 4.5
- What is the policy of the organisation about purchasing of goods?
 - Should the goods be ordered in large or smaller quantities?
 - Who is the person responsible for authorising the purchase?
 - Does the organisation have an official supplier?
 - Should you request quotations?
- (Any 5 x 1) (5)
[30]

QUESTION 5

- 5.1
- 5.1.1 Horizontal filing system
 - 5.1.2 Lateral/Vertical
 - 5.1.3 Tubular filing
 - 5.1.4 Micro-graphics
 - 5.1.5 Computerised/Electronic filing
- (5 x 2) (10)
- 5.2
- Writing memorandums, reports, letters, house journals, notice boards
 - Orally: conversations and informal communication network called the 'grapevine'
 - Electronically: computer, e-mail, modem, Beltel, electronic message handling
 - Telecommunications: telephone, telex and fax machine
 - Mail: letters
 - Messenger service: messenger delivers parcels, letters, confidential documents.
- (5 x 1) (5)
- 5.3
- Where a member uses offensive or insulting language
 - If a meeting no longer constitutes a quorum and the chairman is not aware of this fact
 - If a motion of amendment is contrary to the law of the county, the constitution of the organisation or deviates from the matter under discussion
 - If a motion has not been seconded before the meeting and the chairman does not take this into consideration
 - If there have been irregularities in the proceedings
- (5 x 1) (5)
- 5.4
- Ignore foul languagevv from these clients and you should never be upset if they burst into the officevv, remain professionally calm and politevv, be patient and do not try to call the customer to ordervv. You should always set an example and let the person feel ashamed.vv
- (5 x 2) (10)

QUESTION 6

- 6.1
- Telephonic
 - Telephonically followed by written confirmation
 - By card
 - Electronic
 - Verbally in person
- (5 x 1) (5)
- 6.2
- It is not easy to locate the file.
 - It takes up a lot of space.
 - Top files must be taken down to reach the bottom file.
 - High stacks can easily tumble down.
 - It is not suitable for large volumes of files.
- (5 x 1) (5)
- 6.3
- Managing telephonic communication
 - Managing reception
 - Managing records, budgets and stock
 - Managing all aspects related to meetings, private and public gatherings
 - Dealing with different types of clients, consumers and visitors
 - Fulfilling managerial duties
 - Utilising information and resources
- (Any 5 x 2) (10)
- 6.4
- No cellphone must be answered while driving unless Bluetooth is used – no messages should also be typed.
 - Speak in a hushed voice in public areas – loud talking is bad taste.
 - Keep your distance 3–5 metres from the nearest person – be careful of personal space.
 - Keep business private, also when speaking on the telephone.
 - If the phone rings while busy with a conversation, ask politely if it may be answered.
- (5 x 2) (10)
[30]

QUESTION 7

- 7.1
- The manager always enjoys preferencev. Full and immediate attention is given to the manager's needs. The MA is delivering a personal service to this person. Loyalty, confidentiality and 'reading' the manager's moods, fulfilling expectations, are very important. Things are done the way he/she prefers within the boundaries of company policy. Relationship is mutual respect.v
 - The MA can be regarded as the manager's memoryv: There is no room for negligence or mistakes or forgetfulness within reasonable limits. A diary and other reminders should be kept.v
 - Disburdening of the manager's workload: The MA is responsible for keeping all information together, keeping records and managing it well enough so that it can be made available to the manager when needed. Computer software is a handy tool to ensure information can be located. MA must make sure that tasks are completed on time and deadlines are kept.
 - Protection of the office and time of the manager: Screening of communication and visitors to manager's office is important. All visitors must first report at the desk of the MA before entering the manager's office.
 - Daily planning sessions with manager: it is necessary to meet on a daily basis with the manager to establish the lay-out of the day or things that need to be done (5 x 2) (10)
- 7.2
- Dial slowly and correctly.
 - Identify yourself as soon as the call is answered.
 - State the reason for calling.
 - Make notes of your conversation – not to forget any details afterwards.
 - Ask when not clear about an answer or when in doubt.
 - Stay in control of the conversation.
 - End conversation speedily and in good style. (Any 5 x 1) (5)
- 7.3
- Who
 - Which
 - When
 - Where
 - What (5 x 1) (5)
- 7.4
- Filing is the orderly and systematic storing and arranging of documents so that it can be located easily and quickly for reference purposes.
 - Classify documents in a predetermined way.
 - Store files which contain letters and other documents.
 - Store files or covers in cabinets or drawers.
 - Easy retrieval of files and documents must be possible.
 - Move files no longer in use, to the archive.
 - Get rid of old documents and papers according to company policy. (Any 5 x 1) (5)

7.5	7.5.1	Electronic banking services	(1)
	7.5.2	<ul style="list-style-type: none">• Requesting bank statements• Transferring money between accounts• Creating beneficiaries• Paying beneficiaries• Checking financial records	
		(Any 4 x 1)	(4)
			[30]
		TOTAL SECTION B:	150
		GRAND TOTAL:	200