



# higher education & training

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

N1260(E)(J14)H

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N5**

(4021225)

**14 June 2019 (X-Paper)**  
**09:00–12:00**

**This question paper consists of 9 pages and 1 addendum.**

**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.
  7. Use only BLUE or BLACK ink.
  8. Write neatly and legibly.
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**SECTION A (COMPULSORY)****QUESTION 1**

- 1.1 Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

ergonomics; MTN; POLC; clock card; Vodacom; waybill; visitors register; hourly wage system; planning; remittance register; human resources; overtime; fixed deposit; Telkom; drawer; courier

- 1.1.1 An acronym that refers to the management function
- 1.1.2 A book in which the movement of people in and out of the organisation's building is recorded Y
- 1.1.3 Employees are paid a fixed tariff per hour regardless of their performance
- 1.1.4 Determining the goals and aims that need to be reached within a certain time
- 1.1.5 They control and supervise the messengers and coordinate messenger tasks Y
- 1.1.6 The department responsible for dealing with staff
- 1.1.7 Extra hours a person works above the minimum prescribed working hours per week
- 1.1.8 A card that is inserted into an electronic machine that resembles a large clock
- 1.1.9 An investment of a fixed amount for a fixed period at a fixed interest rate Y
- 1.1.10 The only institution in South Africa allowed to provide traditional telephone services

(10 × 2) (20)

- 1.2 Choose a word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Used to limit access to information on the computers	A	organising
1.2.2	Management function Y	B	courier services
1.2.3	Unsafe condition in an office	C	pp
1.2.4	The compensation workers receive should they become unemployed	D	diagonal communication
1.2.5	Urgent dispatching of mail/parcels	E	password
1.2.6	Abbreviation used when signing letters on behalf of someone else	F	cross conference
1.2.7	System where files can logically be filed in more than one place	G	loose electric wires
1.2.8	Communication that takes place across different levels of authority in the organisation	H	stale
1.2.9	A cheque that has not been deposited in a bank account for six months Y	I	UIF
1.2.10	A duplicate of a document made on a disk and stored in a safe place	J	back-up copy
		K	hard disk
		L	vertical communication
		M	indexing

(10 × 1)

(10)

1.3 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 Communication between staff on the same level in an organisation.

- A Horizontal communication
- B Vertical communication ☒
- C Diagonal communication
- D Downward communication

1.3.2 The science that studies the relationship between workers, the furniture and equipment they use, and productivity.

- A Public relations
- B Ergonomics
- C Regulations
- D Human resources

1.3.3 Action taken to put a process back on track.

- A Tentative
- B Remedial action
- C Company jargon
- D Organising

1.3.4 Process of arranging people and other resources in such a way that they carry out activities to achieve set goals.

- A Planning
- B Leading
- C Organising ☒
- D Controlling

1.3.5 Takes place at any stage of planning or organising of activities.

- A Planning
- B Organising
- C Co-ordinating
- D Controlling

1.3.6 ... may be taken for urgent personal matters including illness of family members, funerals, etcetera.

- A Sick leave
- B Ordinary leave ☒
- C Special leave
- D Study leave

1.3.7 ... planning helps one decide which tasks may be left out, delegated or combined, and eliminates tasks that waste time.

- A Weekly
- B Daily ☒
- C Yearly
- D Monthly

1.3.8 List of matters to be dealt with on a specific day.

- A To-do list
- B Checklist
- C Year planner
- D Desk organisers

1.3.9 The customary and polite manner or rules of doing things in certain situations.

- A Personal affair
- B Punctuality ☒
- C Loyalty
- D Protocol

1.3.10 A storage of verbal messages for future delivery.

- A Voice mail
- B Internet ☒
- C Beltel
- D Electronic yellow pages

(10 × 2) (20)  
[50]

**TOTAL SECTION A: 50**

## SECTION B

Answer any FIVE of the SIX questions in this section.

### QUESTION 2

- 2.1 Complete the petty cash voucher (ADDENDUM attached) by using the following information from the books of Khunedi Attorneys.

Petty cash voucher number: 001

Date: 06 June 2015

The money is for magazines for the waiting room

Amount: R75,00

Total: R75,00



Recipient: Ms Victoria Phenyio

Authorised by: Mr Khunedi Faith

(7 × 2) (14)

- 2.2 State FIVE advantages of credit cards. (5 × 2) (10)

- 2.3 Name and explain THREE types of computer networks. (3 × 2) (6)

**[30]**

### QUESTION 3

- 3.1 Communication is the key to a successful organisation because information, decisions and problems need to be understood by all employees.



Name SEVEN purposes of effective communication. (7 × 2) (14)

- 3.2 Name THREE advantages of a secluded office layout. (3 × 2) (6)

- 3.3 What are the advantages of panoramic and open-plan layouts? (5 × 2) (10)

**[30]**

### QUESTION 4

- 4.1 Name ways in which a management assistant can motivate juniors? (5 × 2) (10)

- 4.2 List FOUR important aspects to consider when an employee goes on leave. (4)

- 4.3 Self-management includes planning, goal setting, a plan of action, follow-up, evaluation and control over the project at hand.



Briefly discuss SIX ways to follow up in order to improve productivity and to identify factors that could prevent a project from progressing. (6)

- 4.4 Define the term *incoming mail*. (2)

- 4.5 The management assistant is responsible for sorting and distributing mail to the relevant departments.




Name EIGHT tools used when opening mail.

(8)


**[30]**

## QUESTION 5

Answer the following questions on safety in the office:

- 5.1 Discuss the guidelines to be followed for basic first aid. (5 × 2) (10)
- 5.2 What are the guidelines to be followed during hostage-taking?  (5 × 2) (10)
- 5.3 Name unsafe conditions that may cause accidents in organisations. (5 × 2) (10)
- [30]**

## QUESTION 6

- 6.1 The management assistant must always be sincere and friendly when receiving visitors.  
 Discuss the guidelines for receiving visitors/courteous behaviour towards the visitors. (5 × 2) (10)
- 6.2 Name SIX factors to consider when selecting a transport system. (6)
- 6.3 Name FOUR different types of credit cards that are generally used. (4)
- 6.4 List FIVE actions that you can take when under pressure at work. (5 × 2) (10)
- [30]**



**QUESTION 7**

7.1	Define the following terms:		
7.1.1	Market research		
7.1.2	Ergonomics	(2 × 2)	(4)
7.2	What are the aims of advertising?	(3 × 2)	(6)
7.3	Identify FIVE procedures for the quick and easy filing of documents.	(5 × 2)	(10)
7.4	The office chair should contribute to a correct sitting posture.		
	<div> <div></div> <div>Name the characteristics of a good sitting position.</div> </div>	(5 × 2)	(10)
			<b>[30]</b>
		<b>TOTAL SECTION B:</b>	<b>150</b>
		<b>GRAND TOTAL:</b>	<b>200</b>

ADDENDUM

QUESTION 2.1

PETTY CASH VOUCHER

NO:

.....

DATE: .....

<u>Required for</u>	<u>AMOUNT</u>
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.....	.....
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TOTAL

.....

Signature: .....

Authorised by: .....