



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

3 December 2019

This marking guideline consists of 9 pages.

SECTION A

Answer ALL the questions in SECTION A.

QUESTION 1

1.1	1.1.1	Viruses	(10 × 1)	(10)
	1.1.2	Communication		
	1.1.3	Organogram		
	1.1.4	Security		
	1.1.5	Industrial espionage		
	1.1.6	Reuters		
	1.1.7	Shares		
	1.1.8	Market research		
	1.1.9	Petty cash		
	1.1.10	Traveller's cheques		
1.2	1.2.1	E	(10 × 2)	(20)
	1.2.2	G		
	1.2.3	L		
	1.2.4	B		
	1.2.5	K		
	1.2.6	J		
	1.2.7	D		
	1.2.8	I		
	1.2.9	F		
	1.2.10	A		
1.3	1.3.1	A	(10 × 2)	(20)
	1.3.2	D		
	1.3.3	B		
	1.3.4	A		
	1.3.5	B		
	1.3.6	C		
	1.3.7	A		
	1.3.8	A		
	1.3.9	C		
	1.3.10	B		
TOTAL SECTION A:				50

SECTION B

Answer any FIVE of the six questions in SECTION B.

QUESTION 2

- 2.1
- Make economical use of lighting, ventilation and communication.
 - Departments that work together must be placed close together.
 - The reception area should be placed in such a way that employees will not be disturbed by people looking for the management assistant.
 - The work station or reception should be located separately so that employees will not need to pass through it when looking at the notice board or using the photocopier or soft drinks vending machine.
 - Desks should be arranged to make optimal use of natural lighting and air.
 - Enough provision should be made for power points and wiring.
 - Repositioning partitions must not negatively influence lighting or ventilation.
 - Employees should not face directly into the sun while they are working.
 - Sufficient floor space should be available.
 - The number of people working in the same space should not be too many.
 - The type of work people do should be taken into account.
 - Take into account the equipment they need.
 - The budget should be kept in mind.
 - The service the company provides should be kept in mind.
 - Whether the company will expand has an influence on the layout.
 - The amount of privacy staff members need must be kept in mind.
 - Provide for the number of managers who need to be accommodated.
 - The work and meeting areas that are needed should be taken into account.
 - Layout elements such as lighting, colour and ergonomics should be considered. (Any 5 × 2) (10)
- 2.2
- To-do-list – Write down all tasks that must be completed. Prioritise the list.
 - Task record – Keep a record of all tasks that have been completed. A specific date for completion of a task serves as reference.
 - Time sheets – Divide the time sheet into separate columns for time, activity, time spent on a task and comments. All daily activities can be filled in.
 - Diary – It is use to organise the daily activities in the company. It includes the manager's requirements, planning and work. (4 × 3) (12)
- 2.3
- 2.3.1
- Availability – popular service in SA
 - Speed – can reach its destination in a short period of time
 - Reliable – it is door-to-door and it is secure (Any 2 × 2) (4)
- 2.3.2
- Cost – rates are higher than rail transport
 - Loading capacity – size is limited, therefore large quantities cannot be transported (2 × 2) (4)

[30]

QUESTION 3

- 3.1 3.1.1
 - Passport – It must be valid and have enough blank pages for endorsement.
 - Visa – Determine if a visa is required. A visa is put inside the passport.
 - International driver's license – If a person has to drive abroad, he/she should apply for an international driving permit.
 - Health certificates – Determine which countries require vaccinations or preventative medication and arrange for what is required.
 - Insurance certificates – Travel insurance insures loss of money, baggage, medical costs, flight cancellations, accidents or liability.
 - Monetary arrangement – A business trip is treated as a business expense and can be paid for in cash, using a personal or company credit card, online, by traveller's cheque or using a Travelwallet card. (5 × 2) (10)
- 3.1.2
 - The management assistant must take care of the routing tasks, type minutes and agendas, make other arrangements and reservations and may even act as interpreter, if the manager speaks a foreign language.
 - Outfits should be carefully selected to make provision for all occasions.
 - Dress tastefully and neatly throughout the trip.
 - Ensure strictly professional employer/management assistant relationship to avoid embarrassing situations.
 - Notice when employer would like to be left alone.
 - Act professionally at all times. (Any 5 × 1) (5)
- 3.2
 - Develop a work ethic.
 - Train staff to acquire presentation, communication and negotiating skills.
 - Encourage self-confidence – give challenging work.
 - Place personnel in positions where it is easy for them to communicate with any other person in the company.
 - Encourage employees to accept responsibility for their work.
 - Teach people to be effective.
 - Develop self-management and self-motivation teams.
 - Determine clear goals and develop a vision of what is to be achieved.
 - Get people to take 'ownership' of certain tasks.
 - Identify talents and create opportunities where creativity and talents can be realised.
 - Acknowledge work well done. (Any 10 × 1) (10)

- 3.3
- Telephone calls
 - Lack of planning
 - Crises
 - Finding the manager
 - Disorganised manager
 - Unclear instructions
 - Doing too much
 - Unnecessary tasks
 - Redoing tasks
 - Information not available on time
 - Faulty equipment
 - Meeting not starting on time
 - Unorganised workplace
 - Bad communication between the senior assistant and the management assistant
- (Any 5 × 1) (5)
[30]

QUESTION 4

- 4.1
- The employees feel valued, productivity improves and profit increases.
 - Staff will more readily accept responsibility for their tasks if their opinions are taken into account when decisions are made.
 - Absenteeism and work apathy are reduced when personnel feel that their input is vital to success.
 - Customers experience improved service levels when staff cooperate to exceed customer expectations.
 - There is less tension among members of staff because their focus is on the greater good and not on themselves.
 - Teamwork enhances the abilities of each employee, resulting in individual and business success.
- (Any 5 × 2) (10)
- 4.2
- Be friendly.
 - Give full attention to visitors.
 - Quickly assess the situation.
 - Use the correct approach.
 - Ask the necessary, correct questions.
 - Maintain control of the situation.
 - Ensure the visitor is comfortable.
- (Any 6 × 1) (6)
- 4.3
- Office furniture should be chosen with great care.
 - Buy furniture of a high quality.
 - The furniture must contribute to the safety and comfort of the workers.
 - Furniture must have sufficient working and storage space.
 - Furniture can be used to conceal electrical cables.
 - New furniture must fit in with the existing furniture and equipment.
 - Furniture must be easy to clean.
 - Furniture must not be too heavy to move.
 - Chairs must be adjustable and firm.
 - Tables and desks must be the correct height.
- (Any 6 × 1) (6)

- 4.4
- The Occupational Health and Safety Act must be adhered to regarding the handling, transferring, storing or delivery of certain items such as flammable items. Messengers must receive appropriate training for handling such items.
 - Regular health, safety and security checks regarding the handling and transport of items should be done.
 - Outgoing and incoming mail registered and one-delivery documents must be completed accurately and diligently.
 - A key-register should be kept to indicate who is in charge of keys to storage areas, documents and vehicles
 - Security standards must be high when cash is handled and transported.
 - Post boxes must have keys and postage bags must be locked on the outside.
- (Any 4 × 2) (8)
- [30]**

QUESTION 5

- 5.1
- Planning – to determine aims and goals and how to reach them within a certain time. Can be long-term, medium-term and short-term planning
 - Organising – arranging and assigning of tasks, material and people in such a way that together they can effectively contribute to the achievement of the goals.
 - Leading/activating – when the planning is put into action and the people involved are motivated to reach the set goals.
 - Controlling – continuous process of evaluating activities to make sure that the execution of the tasks leads to achieving set goals. Follow-up must be done.
- (4 × 3) (12)
- 5.2
- To distribute the work load
 - To have 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)
- 5.3
- Identify the individuals to be trained.
 - Determine the most common mistakes made.
 - Develop a training programme, present the programme and evaluate the progress.
- (3 × 2) (6)

- 5.4 5.4.1 • Dictate refers to the method where, for example, the manager reads the content of a letter aloud to the management assistant who then takes it down in shorthand.
 • One person says something that has to be put in writing by another person. (Any ONE) (1)
- 5.4.2 • Dictating at a typewriter – the assistant types as the employer dictates
 • Manuscript – this is the correspondence written by the employer in his own handwriting.
 • Telephone dictating – when the employer is not at the office he can phone the business and dictate to the management assistant over the phone.
 • Stenographic machine/Dictaphone – it phonetically records speech. It is played back so that the assistant can type the document.
 • Taking dictation in shorthand – this type of dictation involves taking down word for word what the senior person is saying. The notes will be then typed at high speed.
 • Dictation at the computer – the senior person stands at the computer dictating while the assistant is typing. (Any 3 × 2) (6)
- [30]**

QUESTION 6

- 6.1 • Slippery and worn treads on a staircase
 • Worn and torn carpets as well as small loose carpets with curling corners
 • Slippery floors because of polish or spilled liquid
 • Frayed electrical wires and cables that can cause short-circuits
 • Open desk and cabinet drawers.
 • Stacked furniture and boxes in corridors and fire exit routes
 • Overstocked shelves
 • Broken electrical switches and loose connections
 • Too much weight on the top drawer of a filing cabinet that can cause the cabinet to topple over and hurt the person opening the drawer
 • Crowded offices without a good ventilation system (Any 5 × 1) (5)

6.2 Walk-through metal detector

- This detector will determine whether a person is carrying any kind of metal articles.
- Should a person carry any metal on him/her, the detector will sound an alarm.
- It is often used as control of internal staff to monitor what they carry in and out of the building.

Hand metal detector

- This device is hand-operated by security personnel, by moving it over the body and bag of the visitor or employee.
- The device will signal when it detects any kind of metal or electric article, e.g. a gun, cellphone, etc.
- The person will then have to prove that the article is safe.

X-ray scanner

- This device will scan all parcels, handbags, briefcases, etc. for their contents.
- This type of a scanner is used in conjunction with the metal detector. All bags, cameras, luggage, cameras, etc. must go through the X-ray scanner while the people go through the metal detector.
- The X-ray scanner shows the total contents of the luggage on a screen, which is monitored by a security official.
- This method is expensive but highly effective because everything in the luggage and handbag can be seen in detail.

(13)

6.3

- Cost: Transport cost must be as low as possible to keep the total cost low
- Speed: Efficient transport must bring the product quickly to its destination, e.g. the quality of perishable goods deteriorates quickly.
- Availability: Transport facilities and terminals must be located at convenient, safe and accessible places.
- Reliability: The sender must know that the service is reliable and that the carrier will meet the deadline for delivery. Late deliveries cause great expenses and losses.
- Safety: Losses as a result of negligence or damage must be limited as far as possible.
- Regularity: The carrier must run according to schedules or at agreed times so that business and production can be planned.

(6 × 2)

(12)

[30]

QUESTION 7

7.1	7.1.1	J		
	7.1.2	D		
	7.1.3	B		
	7.1.4	G		
	7.1.5	A		
	7.1.6	I		
	7.1.7	H		
	7.1.8	F		
	7.1.9	E		
	7.1.10	C		
			(10 × 2)	(20)
7.2	<ul style="list-style-type: none"> • It is a control card/sheet/journal • Shows arriving time at work • Shows leaving time from work • Rate per hour they agreed to • Overtime information • Deductions • Net wage 			
			(Any 6 × 1)	(6)
7.3	HORIZONTAL COMMUNICATION			
	<ul style="list-style-type: none"> • Communication takes place between departments and people on the same level in the organisation. 			
	<ul style="list-style-type: none"> • It is side-by-side communication. 			
	VERTICAL COMMUNICATION			
	<ul style="list-style-type: none"> • Communication takes place between workers and management at different levels of the organisation with the flow of communication going downward or upward. 			
	<ul style="list-style-type: none"> • It is bottom-up communication. 			
	DIAGONAL COMMUNICATION			
	<ul style="list-style-type: none"> • Communication takes place across all levels of authority in the organisation. 			(2 × 2) (4)
				[30]
TOTAL SECTION B:			150	
GRAND TOTAL:			200	