



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

OFFICE PRACTICE N5

26 NOVEMBER 2014

This marking guideline consists of 13 pages.

SECTION A (COMPULSORY)**QUESTION 1**

| | | | | |
|-----|--------|-----------------------------|----------|------|
| 1.1 | 1.1.1 | A | (10 × 1) | (10) |
| | 1.1.2 | D | | |
| | 1.1.3 | B | | |
| | 1.1.4 | D | | |
| | 1.1.5 | D | | |
| | 1.1.6 | B | | |
| | 1.1.7 | D | | |
| | 1.1.8 | C | | |
| | 1.1.9 | B | | |
| | 1.1.10 | C | | |
| 1.2 | 1.2.1 | C | (10 × 1) | (10) |
| | 1.2.2 | F | | |
| | 1.2.3 | G | | |
| | 1.2.4 | J | | |
| | 1.2.5 | A | | |
| | 1.2.6 | I | | |
| | 1.2.7 | E | | |
| | 1.2.8 | B | | |
| | 1.2.9 | D | | |
| | 1.2.10 | H | | |
| 1.3 | 1.3.1 | True | (10 × 1) | (10) |
| | 1.3.2 | False | | |
| | 1.3.3 | False | | |
| | 1.3.4 | True | | |
| | 1.3.5 | True | | |
| | 1.3.6 | False | | |
| | 1.3.7 | True | | |
| | 1.3.8 | False | | |
| | 1.3.9 | True | | |
| | 1.3.10 | False | | |
| 1.4 | 1.4.1 | Destination | | |
| | 1.4.2 | Access card | | |
| | 1.4.3 | Addressee | | |
| | 1.4.4 | Combination locks | | |
| | 1.4.5 | Optimal | | |
| | 1.4.6 | Pushbutton combination lock | | |
| | 1.4.7 | Identification card | | |
| | 1.4.8 | Infringement | | |
| | 1.4.9 | Visitors card | | |

- 1.4.10 Prioritise
- 1.4.11 Reuters
- 1.4.12 Marketable Securities Tax
- 1.4.13 An investment
- 1.4.14 Speculation
- 1.4.15 A stag

(15 × 1) (15)

- 1.5
- Check for bleeding
 - Suspected fractures
 - Burns
 - Breathing problems
 - Eye injuries
 - Electrical shocks and injuries

(Any 5 × 1) (5)
[50]

TOTAL SECTION A: 50

SECTION B (Candidate must answer only FIVE questions.)**QUESTION 2**

- 2.1
- Furniture to suit the needs of workers. ✓
 - Modular furniture has the advantage that it can be adapted easily if the type of work or needs of staff change. ✓

The desk

- A modular desk can easily be extended in an L-shape or U-shape or any other requirement to suit the purpose of the worker. ✓
- The height of the user should be considered so that there is enough space for movement between the legs and the desk. ✓
- The corners of a desk should be rounded to prevent injuries and should be smoothly polished to prevent damage to clothes, which can get caught on rough corners. ✓
- A desk should have drawers so that small, frequently used articles can be stored close at hand for easy use. ✓

The desk chair

- The most important feature of a desk chair is that it should support the user and prevent fatigue. ✓
- It should be able to be adjusted to a suitable height. ✓
- The back rest should be slightly curved to support the back. ✓
- The seat must not be too deep ✓
- The seat must not be too soft because it becomes difficult to get out of the chair.
- Chairs for general office work should have arm rests, but typist's chairs are often preferred without arm rests.
- If the user has to move in the chair at an L-shape desk, the chairs must be on wheels. The more legs with wheels, the safer and easier it will function.

(Any applicable answer) (Any 10 × 1) (10)

- 2.2 Consider these factors:

- High-quality, more expensive furniture lasts longer and does not have to be replaced so often. ✓
- Cheap furniture does not always have the same features for comfort and effectiveness that more expensive furniture has. ✓
- Use modular furniture, which can be adjusted to the needs of workers, and choose adjustable and durable chairs. ✓
- Choose chairs that are suitable for the type of work that has to be performed, e.g. typist's chairs, chairs for drawing boards, special kneeling chairs for persons with back trouble, visitor's chairs for different purposes. ✓
- Many factors will have an influence on the choice of upholstered, or leather or plain wooden furniture, etc. ✓
- Useful furniture such as credenzas, stationery shelves, telephone tables, letter holders, baskets, etc. making life easier for staff. ✓

- An executive chair with arm rests that swivels, tilts and provides back support. ✓
- A chair without arm rests that swivels and tilts; used by typists who want to have their arms free from obstruction. ✓
- An armchair that swivels. ✓
- A special kneeling chair on which a person sits with bent knees which encourages good posture and relieves backache ✓

(Any applicable answer) (10 × 1) (10)

- 2.3 The head should be kept upright, in line with the spinal column. ✓
 INFLUENCE If the chair is too high, the head will be bent and this may cause backache. ✓
- The back should be bent slightly forward, ✓
 INFLUENCE Because sitting in a rigidly upright position for long periods is unnatural and can cause stress in the back and shoulders. ✓
- The chair should be adjusted to the correct height ✓
 INFLUENCE So that the thigh is horizontal to the floor. ✓
- The feet should be flat on the floor to support the legs, ✓
 INFLUENCE Otherwise there could be blood circulation problems. ✓
- The lower part of the back should be supported so that you do not sit in a hunched position, ✓
 INFLUENCE Which causes stress in the back. ✓

(10)
[30]**QUESTION 3**

- 3.1
- Keep the following guidelines in mind:
 - Set goals to achieve for the work to be completed at the end of the day. ✓
 - Determine what work has to be done. Use a 'to do' list. ✓
 - Set priorities according to which the work should be done. ✓
 - Be realistic when planning the work that can be done for the day. ✓
 - Plan your office in such a way that time is not wasted on unnecessary movements, stretching to reach things, etc. ✓
 - Plan which work can be delegated and then hand it over. ✓
 - Set time aside to exercise control over delegated work. ✓
 - Plan your telephone calls, as a lot of time is wasted through long calls. (8)
- 3.2 3.2.1 Planning mechanisms and aids
 Plan your day in writing. The following aids can be used: ✓
- The to-do list
 - This is a list of tasks to be done. ✓
 - The list can be set up for days in advance, but ✓
 - A list for every day will give a clear picture of tasks for that day. ✓
- Tasks records
- To keep track of all tasks in different stages of completion, you should have a pre-printed form or ✓
 - A document on your computer on which you record the progress of work. ✓ (5)

3.2.2 The to-do list

The purpose of the list is to:

- List tasks in order of priority, with the most important first. ✓
- As soon as you have completed a task, you should tick it off on the list. ✓
- Tasks that are left over at the end of the day must be carried over to the next day so that they are not forgotten. ✓
- Time charts and a year planner should be compiled

Tasks records

The purpose of keeping records of tasks is to:

- Keep track of all work in progress ✓
- Keep track of who is working on the assignment ✓
- Monitor if the set time frames are kept ✓
- Have a record of date and time of completion of work. ✓
- Ensure that time is not wasted on less important things ✓
- Establish which tasks can be delegated ✓
- Make sure of the year planner to plan the execution of activities in advance ✓

(Any 7 × 1) (7)

3.3

| Task | Person involved | Date start | Stage of progress | Current date | Date completed | Time completed |
|-------------------------|-----------------|------------|----------------------------------|--------------|----------------|----------------|
| A buying agreement | Thumi | 3 June | | | 4 June | 15:00 |
| Minutes: | Precious | 3 June | | | | |
| Typing, | | | | | | |
| proofreading, | | | Proofreading done | | 5 June | |
| photo copying | | | Photo copying done | | 6 June | |
| distribution | | | distribution | | 6 June | 15:00 |
| Order stationery | | 5 June | | | 5 June | 16:30 |
| Arrange annual congress | Johanna | 6 June | Report weekly | | | |
| | | | Planning document handed in | | 13 June | |
| Quotations | | 20 June | Quotations for venue received | | | |
| | | | Venue reserved | | 20 June | |
| | | 27 June | Quotations for catering received | | | |

(5 marks if all headings are correct)

(5 marks if all entries are correct)

(10)
[30]

QUESTION 4

- 4.1
- Passport ✓
 - Visas ✓
 - International driver's licence ✓
 - Health certificates ✓
 - Travel insurance ✓
 - Monetary/money arrangements ✓
- (6)

- 4.2
- Passport
- A passport is a document used for travelling outside South Africa ✓
 - So that he can be allowed to travel outside S.A.

Visas

- Most of the countries of the world have a representative – an embassy or consulate – in South Africa who issue visas to people who want to visit their countries. ✓
- In most cases the applicant must pay for a visa. ✓
- Not all countries require a visa for entry. ✓
- Some countries make a difference between a visa for business purposes and a visa for holidays.
- A visa is usually issued for a limited period, usually for the duration of the visit to the country.
- A visa is sometimes issued for multiple entries over a longer period.
- An agreement between a number of countries in Europe has resulted in travellers being able to use the same visa for entry into this group of countries. - a Schengen visa namely Austria, Belgium, France, Germany, Greece, Italy, Luxembourg, the Netherlands, Portugal and Spain. ✓

International driver's licence

- Most countries require an international driver's licence for driving in their country. ✓
- The Automobile Association (AA) in South Africa issues these licences.
- The requirements for such a licence are usually a South African driver's licence and two passport-size photos. ✓
- International driver's licences are issued for different countries and are usually valid for a specific period of time. In many neighbouring countries, the ordinary South African driver's licence is sufficient. ✓

Health certificates

- A health certificate is a prerequisite for entry into some countries. ✓
- Sometimes some type of immunisation is required. ✓
- In some countries immunisation is not compulsory but it is advisable. ✓
- It is important to consult the travel agent about health requirements well in advance because there are sometimes prescribed time frames for immunisation.
- It is useful to keep a record of the type and dates of inoculations or vaccinations your senior has had for future travelling.

Travel insurance

- Unforeseen problems like illness, accident, loss of luggage, theft or death make it necessary to take out travel insurance. ✓
- Most banks grant you free insurance when you pay for an air ticket by credit card. ✓
- It is always advisable to take out additional insurance for losses that are not covered by the free insurance or when the compensation for a loss will not be sufficient. ✓
- Compensation for losses will depend on the credit card used and accepted by the insurer. For example, the compensation paid out when a gold credit card was used for payment, is much higher than when an ordinary credit card was used.
- This type of insurance is only valid for the duration of the trip and there are certain health conditions applicable to this type of insurance.
- The loss or theft of cash is usually not covered or when it is included, it is usually limited to a small amount.

Monetary/money arrangements

- When your senior goes on a business trip, the organisation usually pays the expenses and gives him/her an allowance for other expenses. The allowance can be in the form of an advance or an allowance of a certain amount to be spent on a credit card. This usually covers expenses such as meals, tips, toll gates, taxis, etc. Travelling in South Africa is not a problem because a credit card, a cheque or cash will cater for all expenses. To travel in other countries, you will need to make special arrangements.
- Foreign currency control only allows a traveller to buy foreign currency within a certain period before the commencement of the journey.
- To buy foreign currency the air ticket must be submitted to the institution where the currency is bought.

(Reasons must be given under a heading MAX 3 MARKS UNDER ONE HEADING)(Max 13 reasons)

(13)

4.3 The following arrangements are usually made for such trips:

- Credit cards ✓
- Traveller's cheques in suitable currencies ✓
- Cash in suitable currencies. ✓

(3)

- 4.4
- Spare glasses or contact lenses ✓
 - Medicine for chronic ailments and medical supplies for ordinary illnesses ✓
 - Telephone numbers for emergencies. ✓

(3)

- 4.5
- Handle routine administrative tasks ✓
 - Handle the typing work like agendas, minutes, reports, etc. ✓
 - Make reservations and other arrangements ✓
 - Act as hostess at functions ✓
 - Act as interpreter if she/he knows the foreign language. ✓

(5)
[30]

QUESTION 5

- 5.1
- The petty cash cashier or management assistant will initially receive a cheque from the cashier for a certain amount of money. ✓
 - This amount depends on the number of transactions carried out every month, ✓
 - It is usually based on past experience. ✓
 - The cheque is cashed and the petty cash cashier will keep the cash locked away in a safety box or drawer. ✓
 - Payments will be made from the cash.
 - Anybody who has to make a small payment can request the cash for it from the cashier. ✓

The system works as follows:

- The person will complete a petty cash voucher stating the reason for payment. ✓
- A senior will have to approve the transaction by signing the voucher, ✓
- The recipient will sign the voucher as proof that she/he received the money. ✓
- The invoice or some document as proof that payment was made is attached to the petty cash voucher. ✓
- The vouchers are numbered in sequence. ✓
- The vouchers are filed as the source document. ✓

Restoring the imprest or float

- At a certain stage, usually the end of the month, the amount should be replenished again. This is known as restoring the imprest amount'. ✓
- All the amounts from the vouchers are added together in a petty cash book ✓
- The total of the payments is subtracted from the amount that was originally received, and a cheque for the difference between the amount received and the amounts paid out, will be issued to restore the original float. ✓

(15)

- 5.2
- Petty Cash Voucher No ✓
 - Date ✓
 - What is the money required for. ✓
 - The amount required. ✓
 - Total amount ✓
 - Signature of the person that required the money. ✓
 - Who authorised it. ✓

(Any 4 × 1)

(4)

- 5.3 Control measures
- No staff member is allowed to lend money from the petty cash. This practice is known as IOU, which means I owe you. ✓
 - A senior should regularly control the petty cash to see if the amount of cash in the drawer balances with the records. ✓
 - The vouchers should be audited to ensure that the expenses are authorised and are validated. ✓
 - Inspections should be carried out to make sure that the necessary safety precautions regarding the safekeeping of the money are adhered to. ✓ (7)
- 5.4
- 5.4.1 Creditors: These are persons or organisations to whom your organisation owes money. ✓
- 5.4.2 Debtors: These are persons or organisations who owe money to your organisation. ✓
- 5.4.3 Stale: A cheque is stale when it is over 6 months old, and the bank will not honour it. ✓
- 5.4.4 Internal claim: A claim for a refund for expenses that an employee has paid from his own funds for expenses incurred on behalf of the organisation ✓
- (4 × 1) (4)
[30]

QUESTION 6**6.1 Advantages of a credit card:**

- They are convenient and safe because no cash is needed. ✓
- They provide a form of credit as purchases are made but only paid for when the statement is received. ✓
- The cardholder only pays one account. ✓
- Expensive items can be paid off through the budget account. ✓
- If a card is lost or stolen it can be stopped so that it cannot be misused. ✓
- Insurance for lost cards is available at a nominal fee. ✓
- The card can be used to obtain cash. ✓
- More than one card on the same account can be issued to family members.
- Only 10% of revolving credit needs to be settled at first.
- Budget account can be settled over 48 months.
- Accepted means of payment.
- Free access to account via ATM's.

Advantages of a company card:

- The separate statement that is received is ideal to control the expenses of separate employees. ✓
- Because the company pays the account, there is no need for an internal claim system. ✓
- There is no need for employees to carry cash for the payment of expenses. ✓
- The creditworthiness of the employee is not considered because the company takes responsibility for the payment of the account ✓
- Easy reconcilable monthly statement. ✓
- The company enjoys 25 days free credit. ✓
- Lost card insurance is available. ✓

(Any 7 × 2) (14)

6.2

- Music on hold: pre-recorded music is played while a person is on hold. ✓
- Voice mail: the subscriber can record a short message to callers. It usually operates with the call answer facility but it can also operate by itself. ✓
- Call answer: Telkom offers the client the service of an answering machine and the client can retrieve messages from any telephone. ✓
- Identity call: the client can see the telephone number of a caller on a screen on the telephone. ✓
- Waiting call: the telephone system will notify the client that there is a call waiting while he/she is busy with another call. ✓
- Conference call: this enables a number of persons to be connected to each other at the same time to discuss matters. ✓
- Speed call: this enables the client to store a number of telephone numbers in the system. Each number has a code. When you have to call one of these numbers, you will only dial the code instead of the complete number. ✓
- Detailed call information: subscribers can request a printout with full details of all the calls that are made from that number. ✓

(8)

- 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)
- 6.4
- Private or personal mail, which is not opened. ✓
 - Confidential mail. ✓
 - General mail of all kinds.
 - Newspapers and magazines.
 - Notifications from the post office for registered items.
- (Any 2 × 1) (2)
- [30]

QUESTION 7

- 7.1 Internal mail is mail between different sections or departments or staff members of the same organisation. ✓ (1)
- 7.2 Characteristics of internal mail:
- Internal mail is usually in the form of short messages, reports, instructions or memorandums. ✓
 - Pre-printed memorandum forms are available. ✓
 - Internal memorandums or mail. Are done in duplicate so that a copy can be filed as proof. ✓
 - There is no address on the memorandum. ✓
 - No introduction, e.g. the usual 'Dear sir' or formal ending, e.g. 'Yours truly'. ✓
 - The paragraphs are often numbered to make the document clearer or more easily understood. ✓
 - It is usually addressed from somebody to somebody. ✓
- (7)
- 7.3
- Prints stamps on envelopes or other mail. ✓
 - The machine is filled at the post office with a certain value of postage. ✓
 - Every time a stamp is affixed, the amount is deducted from the total in the machine. ✓
 - As soon as the deposited amount of postage is used, a further amount must be deposited. ✓
 - The value of the postage affixed on the envelope will be according to the post office's charges for the size and weight of the article to be posted. ✓
- (5)

- 7.4
- Advertising tries to create a demand for goods that are unknown. ✓
 - To increase the demand for known goods ✓
 - To maintain the demand for goods. ✓
- (3)
- 7.5
- The purpose of advertising is to promote sales ✓
 - To create a demand for a product or service. ✓
 - Advertising is any method employed to bring products or services to the attention of potential buyers. ✓
 - No business can wait for customers: it must attract buyers with persuasive advertising ✓
 - And expert sales techniques. ✓
 - The aim of advertising is to create a demand for unknown and new products ✓
 - To increase the demand for already known goods. ✓
 - To maintain the demand for goods so that they are not forgotten and pushed out of the market by new goods. ✓
- (8)
- 7.6
- The main purpose of an annuity (also called a pension annuity or retirement annuity) is to make provision for income after retirement. ✓
 - Many people do not belong to a pension fund and have to provide for their own income after retirement. ✓
 - Others wish to supplement their income from the pension fund because the benefits are not adequate to maintain a comfortable lifestyle. ✓
 - The government wants to encourage citizens to be self-supporting after retirement, ✓
 - It provides incentives to encourage saving during the working years. ✓
 - These incentives are given in the form of tax deductions according to the amounts paid as premiums towards annuities. ✓
- (6)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200