



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

(4021225)

14 June 2021 (X-paper)
09:00–12:00

This question paper consists of 9 pages and 1 ANSWER SHEET.

301Q1J2114

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
OFFICE PRACTICE N5
TIME: 3 HOURS
MARKS: 200


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. Read all the questions carefully.
 2. SECTION A is compulsory.
 3. Answer any FIVE questions in SECTION B.
 4. Number the answers according to the numbering system used in this question paper.
 5. Start each section on a new page.
 6. Use only a black or blue pen.
 7. Write neatly and legibly.
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SECTION A (COMPULSORY)**QUESTION 1**


1.1 Choose the correct term from those in brackets. Write only the answer next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 The (manager/management assistant) is not responsible for the efficient operation of the business 

1.1.2 (Horizontal/Vertical) function refers to the communication between people at the same or similar levels within the organisation


1.1.3 (E-mail/Facsimile) can be define as the transfer of letters, faxes or other documents from the sender to the recipient via electronic media such as computer networks or the Internet.

1.1.4 (Authority/Delegation) is the power that a person in the organisation has to make decisions and give orders to the people working under him/her.

1.1.5 (Data/A database) is an organised collection of data, created with computer software that makes it possible to store and manage the data in the database. 

1.1.6 (Workflow/Workstation) is the process of passing documents, information or tasks from one employee to the next for action according to a specific set of rules.

1.1.7 (Planning/Organising) is to arrange people and resources into an efficient system so that goals can be achieved.




1.1.8 (Visa/ID book or card) is permission to travel to, enter, travel throughout or remain in a foreign country. 

1.1.9 (A bull/bear market) is a market in which stock prices are falling.

1.1.10 A (remittance/cheque) is a sum of money that is sent to somebody in order to pay for something.



(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 (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Logical structure of an organisation and represented in a diagram 	A	stenography
1.2.2	A form of speed-writing or shorthand where symbols are used to represent words and phrases	B	diagonal communication
1.2.3	Orderly and systematic storing and arranging of documents so that it can be located easily for reference purposes	C	planning
1.2.4	Communication that takes place across the different levels of authority in the organisation	D	messengers
1.2.5	The process of deciding how a task will be executed to achieve set goals	E	organigram
1.2.6	To inspire a person with an incentive or motive to act in a particular way	F	a courier
1.2.7	Can be used as emergency drivers to reach disaster areas	G	motivation
1.2.8	Unique services that usually delivers mail items, packages/parcels and messages	H	filing
1.2.9	It is vital to the security of a business premises and its assets – human and material 	I	access control
1.2.10	Money can be withdrawn at any time	J	diary 
		K	savings account
		L	visitors register
		M	horizontal communication

(10 × 1) (10)

1.3 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 A current account is also known as a savings account. 
- 1.3.2 A garage card is used for fuel purchases at service stations.
- 1.3.3 A bull market is a market in which stock prices are rising.
- 1.3.4 During a robbery, everyone should be kept calm.
- 1.3.5 All messengers use the same routes.
- 1.3.6 Recipients must not sign delivery documents as proof of delivery.
- 1.3.7 The remittance register is a book with unnumbered pages, divided into rows. 
- 1.3.8 Storage facilities and equipment must be fireproof.
- 1.3.9 Secluded office layout indicates status, prestige and authority.
- 1.3.10 Supervision is not easier in an open-plan and panoramic office layout.


(20 × 1) (20)
[50]

TOTAL SECTION A: 50

SECTION B


Answer any FIVE questions in this section.

QUESTION 2

- 2.1 Name the SIX functions which must be analysed, specified and allocated before an organisation can be structured. (6 × 2) (12)
- 2.2 Good teamwork in a company starts with a shared understanding of the importance of the goals of the company. Many companies recruit people with an ability and inclination to work well in a team.
- Identify FIVE benefits of teamwork and co-operation.  (5 × 2) (10)
- 2.3 Messengers operate internally within a business as well as business to business, carrying items between different businesses.
- State FOUR the duties of a messenger within the business. (4 × 2) (8)
[30]

QUESTION 3

- 3.1 The management assistant will meet different visitors each day. The assistant must at all times be sincere and friendly when receiving visitors.

Name FIVE guidelines for receiving visitors.  (5)

- 3.2 Name FIVE factors to take into account when buying office furniture. (5 × 2) (10)


- 3.3 Name TEN guidelines to ensure safety in the office. (10)

- 3.4 The use and type of access cards will be determined by the access and control of movement policy of the particular business.

State the benefits of access control for a business. (5)
[30]


QUESTION 4

- 4.1 Visitor registers differ between businesses, depending on the type of business and how strictly access needs to be controlled.

Complete the visitors register ANSWER SHEET (attached) by making use of the following information from the books of Bokamoso Trading Enterprise (Pty) Ltd. 



Ms Raesetja Khunedi, ID No: 8809030650089, Cell No: 060 000 7676, visited Ms T. Solomons on 7 April 2019, at 14:00, for a meeting that ended at 16:00.

Mr Lehlogonolo NM, ID No: 7703056880087, Tel. No: 012 312 4554, submitted documents to Mr J Thomo on 15 September 2019 at 08:00 and left at 08:15. (16)


- 4.2 The person opening the mail must record any money received by mail in the remittance register. 

What are the guidelines to complete the remittance register? (7 × 2) (14)
[30]



QUESTION 5

- 5.1 Secretarial office administration includes the administration of a network of communications within the organisation. The location and conditions under which the day-to-day work is done will be critical to how effective the management assistant's work performance will be. 
- Discuss the guidelines for the best location for the office of the management assistant. (5 × 2) (10)
- 5.2 What are tips to improve the appearance of a workstation? (5 × 2) (10)
- 5.3 Define the following terms:
- 5.3.1 Ergonomics
 - 5.3.2 Diary
 - 5.3.3 An itinerary 
 - 5.3.4 The remittance register
 - 5.3.5 Petty cash
- (5 × 2) (10)
- [30]**

QUESTION 6

- 6.1 Huge sums of money are paid into insurance companies monthly by numerous policyholders. Insurance companies are very big investors in the stock exchange, property market, government and semi-government bonds market and play a major role in the economy.
- Name FIVE functions of insurance companies. (5 × 2) (10)
- 6.2 Scheduling the trip involves careful planning and a travel agent can help prepare the many details of the trip. 
- Identify the procedures to be followed when a travel agent is used. (4 × 2) (8)
- 6.3 Identify SIX hints when dealing with enquiries or problems of clients. (6 × 2) (12)
- [30]**

QUESTION 7

- 7.1 Define the term *dictating*.  (3)
- 7.2 Give FOUR ways of dictating. (4)
- 7.3 Name FIVE methods of filing.  (5)
- 7.4 State NINE unsafe conditions in that may be found in an office environment.
(9 × 2) (18)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200

ANSWER SHEET

EXAMINATION NUMBER:

CENTRE NUMBER:														

VISITORS REGISTER

QUESTION 4.1

Surname & Initials or Name	Tel./Cell No	ID Number	Person to visit	Reason for visit	Time in	Time out	Signature