



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1250(E)(N30)H

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

(4021225)

30 November 2018 (X-Paper)

09:00–12:00

This question paper consists of 10 pages and 1 addendum.

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. Answer ALL the questions in SECTION A.
 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 question on a NEW page.
 6. Write neatly and legibly.
-

SECTION A**QUESTION 1**

- 1.1 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 (1.1.1–1.1.10) in the ANSWER BOOK.

- 1.1.1 A ... market is a market in which stock prices are falling.
- A broker
 - B stock
 - C bull
 - D bear
- 1.1.2 A form of sales to encourage clients to buy by using samples, coupons and high profile advertising at the point of sale:
- A Bulk sales
 - B Sales campaigns
 - C Personal sales
 - D Door-to-door sales
- 1.1.3 A permit for permission to travel:
- A Passport
 - B Identity document
 - C Visa
 - D Internal drivers document
- 1.1.4 The process of deciding how you will execute a task to achieve set goals:
- A Organising
 - B Activating
 - C Control
 - D Planning
- 1.1.5 Responsible for the overall structure, survival and operation of the organisation:
- A General management department
 - B Administration department
 - C Public relation department
 - D Human resources department

- 1.1.6 The employer and employee contribute on a 50-50 basis to this fund (1% each of normal wage). When an employee earns R1 750 per week the contribution of the employer will be ...
- A R50,00.
 - B R175,00.
 - C R1,75.
 - D R17,50.
- 1.1.7 This is the final stage of document creation and results in e-mails, letters and reports:
- A Inputs
 - B Transformation stage
 - C Outputs
 - D Revised stage
- 1.1.8 Visitors register and visitors' cards are used to ... visitors.
- A name
 - B identify
 - C supervise
 - D count
- 1.1.9 At the beginning of the year, important dates will be plotted on a calendar for the year ahead:
- A Annual planning
 - B Daily planning
 - C Planning per task
 - D Weekly planning
- 1.1.10 An office layout where all departments are located in one room:
- A Panoramic office layout
 - B Open plan
 - C Cubicle farms
 - D Traditional office layout

(10 × 2) (20)

- 1.2 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–N) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	The process of passing documents	A	category II – senior messenger
1.2.2	The chain of command, corporate ladder or pecking order	B	itinerary
1.2.3	They control and supervise	C	hierarchy
1.2.4	To get hold of an organisation's product plans, production processes, formulae, client information, business strategies, trade secrets or prospective developments	D	post-dated cheque
		E	time sheets
		F	location
		G	industrial espionage
1.2.5	A document that contains all the destinations, arrivals and departures, dates and times, accommodation details and transport details from the beginning to the end of a trip	H	category III – first messenger
		I	marketing
		J	workflow
1.2.6	The document used to determine the number of hours per week worked by an employee	K	workstation management
		L	stale cheque
1.2.7	A cheque that was issued to the company six months previously and never deposited at the bank	M	basic wage
		N	current account
1.2.8	The strategy of the business that defines the target market and product mix for a set target market		
1.2.9	When the management assistant has all the right equipment, means and material together it must be utilised in such a way that it can simplify and accelerate her work		
1.2.10	It offers the client the convenience of a cashless payment instrument in which funds can be deposited		

(10 × 1)

(10)

1.3 Complete the statements below. Write only the word(s) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Modern technology such as ..., teleconferencing and video conferencing make it possible for managers to have important business meetings remotely.
- 1.3.2 ...are used for travel in the USA and Africa and in countries where credit card facilities are not readily available.
- 1.3.3 In the ..., an insurance company promises to protect the other party – who pays a regular premium – against damage or losses as a result of a specific incident.
- 1.3.4 ...refers to a system where files can be filed logically in more than one place.
- 1.3.5 ...refers to a Global Positioning System and is a satellite-based navigation system.
- 1.3.6 The ... is a vast network of networks that links the world and is accessed by users using dial-up modems, DSL, and satellites.
- 1.3.7 A ... is a prioritised list of all tasks that must be completed.
- 1.3.8 The employer is required by law to deduct ... from the employees' wage and pay the amount over to SARS.
- 1.3.9 A ... is a book with spaces for each day of the year in which you can write down things that have to be done at a future date.
- 1.3.10 In most cases, the visitors' register is managed and controlled by the front desk receptionist or management assistant who fulfils the function of a ...

(10 × 2) (20)
[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE questions in this section.

QUESTION 2

- 2.1 Good teamwork in a company starts with a shared understanding of the importance of the goals of a company.

Name FIVE benefits of teamwork and co-operation in a business. (5 × 1) (5)

- 2.2 Briefly discuss FIVE duties of the messenger manager or controller. (5 × 2) (10)

- 2.3 Study the cartoon below and identify FIVE safety hazards in this office. (5 × 1) (5)



- 2.4 Define the following terms in connection with insurance:

2.4.1 Insured

2.4.2 Indemnification

(2 × 2) (4)

- 2.5 List THREE types of vaccinations a traveller should get. (3 × 1) (3)

- 2.6 Shortly discuss THREE advantages of an electronic diary. (3 × 1) (3)

[30]

QUESTION 3

- 3.1 Name THREE factors that will determine the cost of delivery when making use of a courier service. (3 × 1) (3)
- 3.2 3.2.1 Define the term *e-mail*. (2)
- 3.2.2 Shortly discuss FOUR advantages of the use of emails. (4 × 1) (4)
- 3.3 Objectives and goals in a business always have to be SMART.
What does SMART stands for? (5)
- 3.4 Discuss FIVE duties of the management assistant during the manager's absence from the office. (5 × 2) (10)
- 3.5 Name SIX functions of the Johannesburg Stock Exchange. (6 × 1) (6)
- [30]**

QUESTION 4

- 4.1 Neglecting to implement safety measures in the office, can lead to the management assistant being held liable for any loss or damages if sensitive documents, electronic data or company money is stolen. To prevent these items to be stolen after hours, safety measures should be put into place.
Name FIVE of these safety measures. (5 × 1) (5)
- 4.2 Explain the accountability procedures and security measures when using petty cash in a business. (5 × 2) (10)
- 4.3 Name FIVE time wasters you need to identify and eliminate. (5 × 1) (5)
- 4.4 Briefly explain the organisational structure and communication in a business concern, under the following headings:
- 4.4.1 Vertical communication.
- 4.4.2 Horizontal communication. (2 × 2) (4)
- 4.5 Shortly discuss THREE factors to be considered when selecting a transport system. (3 × 2) (6)
- [30]**

QUESTION 5

- 5.1 Discuss FOUR control measures to prevent fraud during internal claims. (4 × 2) (8)
- 5.2 Goals can be grouped according their deadline. The management assistant needs to plan according to the time frames using three main categories. Shortly discuss these THREE categories. (3 × 3) (9)
- 5.3 Discuss FIVE guidelines when the management assistant accompanies the manager on a business trip. (5 × 2) (10)
- 5.4 What does the following abbreviations stands for?
- 5.4.1 LAN
- 5.4.2 CAN
- 5.4.3 WAN (3 × 1) (3)
- [30]**

QUESTION 6

- 6.1 Discuss FOUR planning mechanisms available to help management assistants to structure their work. (4 × 2) (8)
- 6.2 Complete the deposit slip on the ADDENDUM (attached), using the following information:
- On the 15th of January 2017, BP Hollard deposited the following cash and cheques received into the bank account of NATED Traders:
- | | | |
|--------|---------|----|
| Notes: | R200,00 | 10 |
| | R100,00 | 24 |
| | R50,00 | 7 |
| | R10,00 | 18 |
- Coins R439,50
- Cheque received from: S Khoza ABSA Menlyn R844,60
- Account number: 063 256 987
- Branch code: 355 356 (10)
- 6.3 6.31 Explain term *credit card*. (2)
- 6.3.2 Shortly discuss FIVE advantages of credit cards. (5)
- 6.4 Name the FIVE basic steps to be followed for personnel training and development. (5 × 1) (5)
- [30]**

QUESTION 7

- 7.1 Draw a diagram, clearly showing the following departments: general management, purchasing and production, marketing and sales – and the admin and finance department, on different post levels. (8)
- 7.2 Briefly discuss FIVE things that must be done after a robbery has occurred in a business. (5 × 1) (5)
- 7.3 Discuss the following terms:
- 7.3.1 Hourly wage system. (3)
- 7.3.2 Overtime remuneration. (3)
- 7.3.3 UIF. (5)
- 7.4 Name SIX guidelines that can help a management assistant to cope with interruptions in the work place. (6 × 1) (6)

[30]**TOTAL SECTION B: 150****GRAND TOTAL: 200**

ADDENDUM**EXAMINATION NUMBER:**

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CENTRE NUMBER:

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QUESTION 6

6.1

Deposit slip

ABSA BANK CENTURION																							
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Credit				Cash	R	R	R	R	R	R	C	c											
				Notes																			
Branch																							
Account no																							
				Coins																			
				Subtotal																			
Name of drawer	Branch code				R	R	R	R	R	R	C	c											
					R																		
					R																		
					R																		
				Total	R																		

Signature of depositor