



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

(4021225)

3 December 2019 (X-Paper)

09:00–12:00

This question paper consists of 10 pages.

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. Answer ALL the questions in SECTION A.
 3. Answer any FIVE of the six questions in SECTION B.
 4. Number the answers according to the numbering system used in this question paper.
 5. Start each question on a NEW page in the ANSWER BOOK.
 6. Write neatly and legibly.
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SECTION A




Answer ALL the questions in SECTION A.

QUESTION 1

- 1.1 Choose a term from the following list that matches each of the descriptions below. Write only the answer next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.





communication; hierarchy; Reuters; viruses; shares; market research;
advertising; organogram; petty cash; security; industrial espionage;
stocks; traveller's cheques



- 1.1.1 Malicious computer programs that destroy data or gain unauthorised access to computers 
- 1.1.2 Conveying a message from the sender to the receiver verbally, in writing or in another way
- 1.1.3 The logical structure of an organisation represented in a diagram
- 1.1.4 The safe-keeping and guarding of all aspects of a business
- 1.1.5 Unauthorised people secretly watching the activities of a company or spying or obtaining their documentation with hostile motives
- 1.1.6 A worldwide news agency delivering reliable and accurate news coverage 24 hours per day 
- 1.1.7 Represents ownership of an enterprise
- 1.1.8 The systematic accumulation, recording and interpretation of the market features
- 1.1.9 Kept in an organisation to accommodate the payment of small amounts in the daily running of a business 
- 1.1.10 Can be bought in different currencies from banks and are theft-proof

(10 × 1) (10)

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

COLUMN A		COLUMN B	
1.2.1	Science that mixes the human anatomy, psychology, engineering and design to study the relationship between employees and their working environment	A	to-do-list
		B	modem 
		C	remittance register
1.2.2	Determining of aims and goals that have to be reached within a certain time	D	visitors' register
		E	ergonomics
1.2.3	Correspondence written by the employer in his/her own handwriting	F	hourly wage system
		G	planning
1.2.4	Modulator demodulator 	H	piece wage system
1.2.5	Cash can be deposited and withdrawn and it also offers a cashless payment option to the account holder	I	senior messenger
		J	itinerary 
1.2.6	Document that contains all the destinations, arrival and departure dates and times, accommodation details and transport from the beginning to the end of a trip	K	current account
		L	manuscript
1.2.7	Recording of the movement of people other than the employees, into and out of a building		
1.2.8	Controls and supervises the messengers and coordinate their tasks 		
1.2.9	Employee is paid a fixed tariff per hour regardless of his/her performance		
1.2.10	Follow-up system that helps the secretary follow up on tasks that still need to be done		

(10 × 2) (20)

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 Equipment that is used to control entrance:

- A Identification card
- B Security clearance
- C Metal detection device
- D Visa



1.3.2 The ... department is responsible for dealing with staff matters.

- A public relations
- B marketing
- C administration
- D human resources

1.3.3 ... is the measuring and evaluation of a task or project.

- A Planning
- B Controlling
- C Activating
- D Organising



1.3.4 ... use partitions as well as open landscaped areas.

- A Panoramic offices
- B Secluded offices
- C Open-plan offices
- D Cubicles

1.3.5 ... is to give certain authority, duties, tasks and responsibilities to others so that the work can be done more efficiently and meaningfully.

- A Dictation
- B Delegation
- C Organising
- D Activation



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

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



1.3.7 Time management is the process of using available time in such a way that every hour/minute is used optimally.

... is/are NOT an example of time management.

- A Telephone calls
- B Grouping similar tasks
- C Starting the day with a different task
- D Preparing in advance



1.3.8 The ... must be completed to ensure proper control of payments received by the organisation through mail.

- A remittance register
- B deposit slip
- C cash control sheet
- D claim form



1.3.9 The ... is the account holder.

- A payee
- B domicile
- C drawer
- D drawee



1.3.10 A ... card gives the cardholder the right to buy goods and services on credit up to an agreed limit.

- A debit
- B credit
- C cheque
- D garage



(10 × 2)



(20)
[50]

TOTAL SECTION A: 50



SECTION B

Answer any FIVE of the six questions in SECTION B.


QUESTION 2

- 2.1 Planning your office layout carefully can help you maximise your available space and increase productivity.  State FIVE guidelines for the layout of a work station. (5 × 2) (10)
- 2.2 When time is managed effectively, there will be time available for each task every day. Planning and time management work best when plans are reviewed regularly. Briefly discuss FOUR planning mechanisms or aids that can be used for time management.  (4 × 3) (12)
- 2.3 Courier services are known as speed services.
- 2.3.1 Name TWO advantages of courier services. (2 × 2) (4)
- 2.3.2 Name TWO disadvantages of courier services. (2 × 2) (4)
- [30]**

QUESTION 3

- 3.1 Modern technology, such as Skype, teleconferencing and videoconferencing, makes it possible for managers to have important business meetings remotely. This is, however, not always ideal. Sometimes an executive will have to go on a business trip. 
- 3.1.1 Name and briefly discuss FIVE travel documents that should be arranged beforehand for an executive to take on a trip. (5 × 2) (10)
- 3.1.2 Name FIVE guidelines to be followed when a management assistant accompanies a manager on a business trip. (5)
- 3.2 State TEN ways in which the management assistant can motivate junior workers in the business.  (10)
- 3.3 A management assistant should be able to identify and eliminate any time-wasters that are preventing him/her from becoming a productive worker. Name any FIVE time-wasters that the management assistant can encounter in the business. (5)
- [30]**

QUESTION 4


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

Briefly discuss FIVE benefits of teamwork and cooperation in a business. (5 × 2) (10)

- 4.2 The management assistant will meet different visitors, each one as an individual.

Give SIX guidelines that the management assistant should follow when receiving visitors in his/her office. (6)

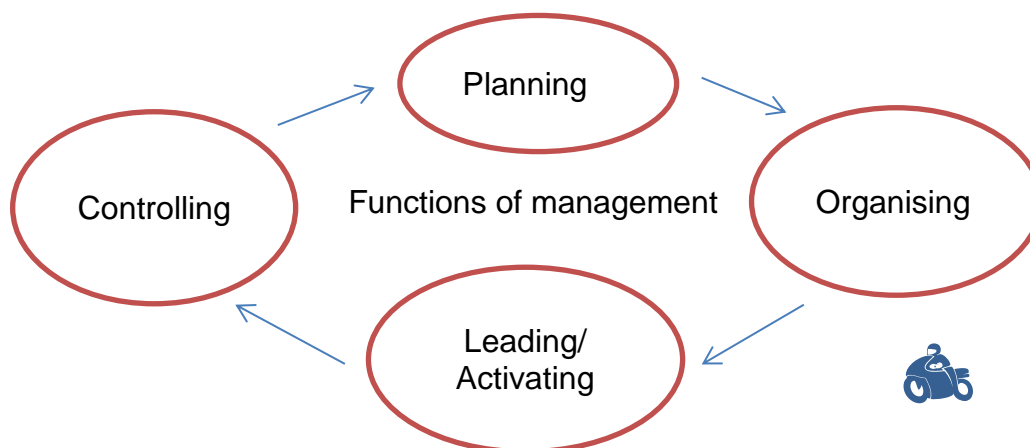
- 4.3 State SIX factors to keep in mind when buying furniture for an office. (6)

- 4.4 Safekeeping and guarding of all aspects of a business is one of the most important tasks of management. 

Give FOUR ways in which management can ensure the security and safety of documents and articles to be delivered. (4 × 2) (8)
[30]

QUESTION 5

- 5.1 Briefly discuss the FOUR management functions as shown in the diagram below. (4 × 3) (12)



- 5.2 Give FIVE reasons why tasks are delegated to other people. (5)

- 5.3 Staff development must continuously take place.


Discuss THREE aspects that should be included in the training programme. (3 × 2) (6)

- 5.4 5.4.1 Define the term dictate.  (1)

5.4.2 Briefly describe THREE ways of dictating. (3 × 2) (6)




[30]

QUESTION 6


- 6.1 State FIVE conditions that are seen as accidents caused by human factor. (5)
- 6.2 You are working at a hotel where the Princess of Monaco is staying and it is your duty to detect firearms, dangerous weapons and bombs. 
 Explain the different devices that you will use to detect when the above articles are taken on the premises. (13)
- 6.3 Describe SIX requirements of a good transport system. (6 × 2) (12)
[30]

QUESTION 7

- 7.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (7.1.1–7.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
7.1.1	Action that is taken to put things back on the right track	A tentative	
7.1.2	Insurance to compensate for bodily injuries	B long-term	
7.1.3	Planning for a period longer than five years	C organise	
7.1.4	Take out insurance to supplement their pension	D Road Accident Fund	
7.1.5	Not yet confirmed	E Fidelity Guarantee Fund	
7.1.6	Planning for a period of 2 to 5 years	F short-term	
7.1.7	This is a contract based on the principle that the insured pays the premiums and it will pay out a specific amount of money at the death of the insured	G annuities	
7.1.8	Planning can be daily, weekly, monthly	H life insurance	
7.1.9	Employer takes out insurance against losses due to dishonesty of an employee	I medium-term	
7.1.10	Process of arranging people that they can carry out activities to reach set goals	J remedial action	

(10 × 2) (20)

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|-----|---|---|-------------|
| 7.2 | State SIX characteristics of a wage sheet. | | (6) |
| 7.3 | Explain the term <i>communication protocols</i> . | 
(2 × 2) | (4) |
| | | | [30] |

TOTAL SECTION B:	150
GRAND TOTAL:	200