



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

14 JUNE 2019

This marking guideline consists of 8 pages.

SECTION A (COMPULSORY)**QUESTION 1**

1.1	1.1.1	POLC		
	1.1.2	Visitors register		
	1.1.3	Hourly rate system		
	1.1.4	Planning		
	1.1.5	Remittance register		
	1.1.6	Human resources		
	1.1.7	Overtime		
	1.1.8	Clock card		
	1.1.9	Fixed deposit		
	1.1.10	Telkom		
			(10 × 2)	(20)
1.2	1.2.1	E		
	1.2.2	A		
	1.2.3	G		
	1.2.4	I		
	1.2.5	B		
	1.2.6	C		
	1.2.7	F		
	1.2.8	D		
	1.2.9	H		
	1.2.10	J		
			(10 × 1)	(10)
1.3	1.3.1	A		
	1.3.2	B		
	1.3.3	B		
	1.3.4	C		
	1.3.5	C		
	1.3.6	A		
	1.3.7	B		
	1.3.8	A		
	1.3.9	D		
	1.3.10	A		
			(10 × 2)	(20)
				[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2****2.1 PETTY CASH VOUCHER**

NO: 001✓✓

DATE: 06 JUNE 215✓✓

**Required for
Amount**Magazine for waiting area or room✓✓
R75,00✓✓**TOTAL: R75,00✓✓**

Signature: Ms Victoria Phenyoy✓✓

Authorised by: Mr Khunedi Faith✓✓

(7 × 2) (14)

- 2.2
- They are most 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 pays only one account
 - Expensive items can be paid off using the budget account
 - If a card is lost or stolen it can be stopped to prevent misuse
 - Insurance can be taken out on the card to protect the holder against misuse of the card
 - The card can be used to obtain cash
 - More than one card can be issued to family members on the same account
- (Any 5 × 2) (10)

- 2.3
- Local Area Network (LAN)
This network consists of a group of computers linked to each other. It is usually set up within the same building because of the limitations of the cables used.
 - Metropolitan Area Network (MAN)
This is the same kind of network as LAN. The only difference is that the network stretches over a larger area, e.g. connecting computers in different buildings.
 - World-Wide Area Network (WAN)
This is a world-wide network that connects computers with each other.

(3 × 2) (6)

[30]

QUESTION 3

- 3.1
- To ensure the effective functioning of the organisation
 - To define, introduce and strengthen the purpose of the business
 - To organise the staff, materials and other resources
 - To inform, train and educate the staff
 - To motivate the staff so that they deliver their best
 - To promote a well-organised working environment in which everybody can be productive
 - To promote unity in the organisation
 - To promote a better understanding of the organisation, its aims and the results to be reached (Any 7 × 2) (14)
- 3.2
- Privacy and confidentiality of staff and visitors
 - Better security, as only individuals or small groups that share the space have access
 - It is quieter in the office, which allows a higher level of concentration
 - There is less interruption by colleagues passing by (Any 3 × 2) (6)
- 3.3
- A lot of floor space is saved with this kind of layout
 - No expensive partitions are needed in this type of layout
 - The layout is adaptable because the furniture or plants can be moved when needed
 - It is easier and cheaper to clean and maintain the office
 - Communication between staff is easier because they are close together
 - Supervision is easy as the entire section can be observed at a glance
 - The use of some form of partitioning in the panoramic layout allows a certain degree of privacy. (Any 5 × 2) (10)
- [30]**

QUESTION 4

- 4.1
- Help to create a working culture that will promote motivation
 - Help to develop junior staff by teaching them skills such as clear goals and have a vision
 - Proper communication, negotiation skills, presentation skills, etc.
 - Assure the staff that you trust them by authorising them to make decisions within clear limits
 - Help and teach people to be effective in what they do and how they do it
 - Help them to set goals and have a vision
 - Identify talent in people and create opportunities where these talents can be applied
 - Acknowledge good work and ideas and show appreciation (Any 5 × 2) (10)
- 4.2
- Decide on a replacement when someone goes on leave
 - Inform all concerned who will be on leave and when
 - Ensure that the substitute is informed of important matters before she/he takes over, and hand over documents, keys, etc.
 - Try not to bother a person during his/her leave (4)

- 4.3
- Set follow-up target dates to ensure that tasks are finished on time
 - Ensure that the planning schedule is adhered to as far as possible
 - Tasks must be evaluated according to standards and requirements
 - Evaluation must be done intermittently so that adjustments can be done in time
 - Control must be exercised to determine whether goals have been reached or not
 - Control of the quality and quantity of work must be done
- (6)
- 4.4 Any mail sent to the organisation through the post office or delivered at the organisation by hand. (2)
- 4.5
- A big enough table or desk, which is clear from other documents, to work on, so that new mail is not mixed up with other documents.
 - A letter opener
 - A date stamp set to the correct date
 - A stapler and staple remover
 - The incoming mail register
 - Remittance register for money received
 - Baskets for sorting mail for different departments or sections
 - Ruler, pen and pencil
- (8)
[30]

QUESTION 5

- 5.1
- Bleeding
Any type of bleeding wound should be treated immediately as a person can easily bleed to death.
 - Suspected fractures
If the person is seriously injured, for example to the back or head, the patient should not be moved unless in cases of other dangers such as like fire, falling objects, et cetera.
 - Burns
Do not remove anything that is stuck to the wound as it may remove also remove the skin.
 - Breathing problems
The patient must be laid down and any tight-fitting objects must be loosened.
 - Eye injuries
Any person touching the patient's eyes must first wash his/her own hands thoroughly.
 - Electrical shocks and injuries
Do not touch the injured person until the electricity has been switched off, because the electric current flowing through the patient will injure helpers.

(5 × 2) (10)

- 5.2
- Stay calm and try to calm other victims
 - Do not be stubborn, but rather do as you are told
 - Do not try to be a hero and put people's lives at risk
 - Take notice of as much detail possible, like faces, voices, accents, marks and scars, etc.
 - If you are kidnapped and moved, try to identify the place so that you can point it out to the police afterwards. (5 × 2) (10)
- 5.3
- 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 may 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 in the top drawer of a filing cabinet can cause the cabinet to topple over and hurt someone trying to open it
 - Crowded offices without a ventilation (Any 5 × 2) (10)

QUESTION 6

- 6.1
- Do not keep visitors waiting before paying attention to him/her
 - Always greet a client in a friendly way, with a smile
 - Listen with attention and with interest to what is being said
 - Be patient and tolerant and speak in a pleasant voice
 - Use positive words, expressions and body language
 - Address all clients and visitors in a professional manner
 - Do not call them names like 'my dear' or 'old man'
 - Show appreciation for the loyalty and support of clients
 - Always behave in such a way that you are an ambassador for your organisation
 - Be friendly
 - Give your full attention
 - Quickly assess the situation
 - Use the correct approach
 - Ask necessary, correct questions
 - Maintain control of the situation
 - Comfort the visitor (Any 5 × 2) (10)
- 6.2
- Cost
 - Speed
 - Availability
 - Reliability
 - Safety
 - Regularity (6)

- 6.3
- Credit card
 - Garage card
 - Petrol card
 - Company card
 - Smart card
 - Affinity card
- (Any 4 × 1) (4)
- 6.4
- Stay calm and do not panic
 - Prioritise your work
 - Delegate some tasks, but remember that you are still accountable and responsible for the delegated task
 - Extend your working day for the time that you are under pressure by coming in early in the morning and leaving late
 - If the pressure is permanent, request your senior to consider employing a permanent assistant to help you
- (5 × 2) (10)
[30]

QUESTION 7

- 7.1 7.1.1 Gathers information about a market and uses it to make marketing decisions.
- 7.1.2 Is the science that studies the relationship between workers, the furniture and equipment they use, and productivity
- (2 × 2) (4)
- 7.2
- To create demand for unknown and new products
 - To increase the demand for already known goods
 - To maintain the demand for goods to prevent them from being pushed out of the market by new goods.
- (3 × 2) (6)
- 7.3
- Collect the documents to be filed
 - Prepare the documents for the file
 - Index each document to be placed in its file
 - Code the paper by marking captions
 - Use cross referencing
 - Do preliminary sorting of the documents for filing
 - Place the documents in the correct file
- (Any 5 × 2) (10)
- 7.4
- The head must be kept in an upright position, in line with the spinal column
 - The back should be slightly bent forward, because sitting in an upright position is unnatural and can cause stress in the back and shoulders
 - The height of the chair must be adjusted so that the thigh is positioned horizontally with the floor
 - The feet should be flat on the floor, the calves in a vertical position relative to the floor
 - The back support of the chair must support the lumbar area to prevent stress in the back
- (5 × 2) (10)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200