



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE  
NOVEMBER EXAMINATION  
OFFICE PRACTICE N5  
20 NOVEMBER 2013**

**This marking guideline consists of 10 pages.**

**SECTION A****QUESTION 1**

1.1	1.1.1	Communication		
	1.1.2	Franking		
	1.1.3	Secluded layout		
	1.1.4	Tentative		
	1.1.5	Medium-term planning		
	1.1.6	Internal motivation		
	1.1.7	Setting priorities		
	1.1.8	Interruptions		
	1.1.9	Impress		
	1.1.10	Desk organisers	(10 × 2)	(20)
1.2	1.2.1	Grapevine		
	1.2.2	Ingredient		
	1.2.3	Mailing list		
	1.2.4	Non-profit organisation		
	1.2.5	Non-verbal		
	1.2.6	Versatile		
	1.2.7	Profit		
	1.2.8	Sift		
	1.2.9	Specialise		
	1.2.10	Subordinate	(10 × 2)	(20)

1.3	1.3.1	False
	1.3.2	False
	1.3.3	False
	1.3.4	True
	1.3.5	True
	1.3.6	True
	1.3.7	False
	1.3.8	False
	1.3.9	False
	1.3.10	True

(10 × 1) (10)  
[50]

**TOTAL SECTION A: 50**

**SECTION B****QUESTION 2**

- 2.1
- Purchasing department  
The purchasing function involves everything that is bought
  - Sales department  
The sales function involves all activities to do with selling goods
  - Production department  
Production is the activity that takes place when raw materials are transformed into useful products
  - Marketing department  
It is responsible for bringing the product or service to the notice of buyers or clients
  - Finance department  
The functions of this department is to obtain, use and control funds
  - Administration department  
The function is to deliver services to all other departments
  - Human Resource department  
The function here is to recruit, sift, appoint and place personnel
  - Public Relations department  
To be successful the business needs healthy relations with its external environment, community and clients (8 × 2) (16)
- 2.2
- A senior gives instructions to subordinates for example; the general manager of a factory gives instructions to the production managers who communicates with the foreman
  - Only one person gives instructions to the persons directly under him/her
  - Because only one person gives instructions there is no confusion (Any 2 × 2) (4)
- 2.3
- Adopt the correct tone of voice and tempo of speech
  - Be aware of the volume and clarity of your speech
  - Put a friendly tone in your voice
  - Avoid a monotonous nasal tone and using sentences or phrases that sound like recitations
  - Use a person's name once she/he is identified because it creates a more personal relationship in the conversation
  - Never use slang language or company jargon as a caller will not understand what is being said
  - Be aware of 'chatty callers' fishing for information
  - Promote the image of the organization by using the telephone correctly (Any 5 × 2) (10)
- [30]**

**QUESTION 3**

3.1

- Planning

It is the process of setting aims for future and developing actions to reach goals

- Organising

It is the process of arranging people and other resources in such a way that they carry out activities to reach the set goals

- Decision-making

Making a decision means choosing the most suitable action to solve a problem or resolve a situation, considering all the possibilities and alternatives

- Delegation

Assigning duties, authority and responsibility to subordinates to relieve your task

- Activating

Activating is the act of motivating people to perform their tasks in such a way that they achieve their aims effectively

- Control

Control is the process whereby a supervisor acts to make sure that goals are achieved and activities progress according to plans

- Co-ordination

Means arranging people or activities so that they work in harmony to reach their goals

- Motivation

It is the process to get a worker to deliver their best or that they move towards achieving goals

(Any 5 × 2) (10)

3.2

- The office should be accessible to staff, with enough safe parking
- A business should be located where it is convenient for its clients
- Office should have enough space so that they can be laid out and equipped conveniently for the staff
- Conditions in and around offices should contribute to the health, welfare, convenience and work performance of staff
- Matters like ventilation, light, temperature, noise, cleanliness, etc. should receive a lot of consideration
- The decoration and layout of furniture and equipment in offices should be functional

(Any 5 × 2) (10)

- 3.3
- Big enough table or desk with no other documents on it so that there will be no mix-up with new mail and documents already in process
  - A letter opener or letter knife
  - A date stamp set for that particular day
  - A stapler and a staple remover
  - The incoming mail register
  - Remittance register for money received
  - Baskets for sorting the mail into different departments or sections
  - Ruler, pen and pencil
- (Any 5 × 1) (5)
- 3.4
- It is dangerous to overload a lift with more people than indicated
  - Running in corridors and on staircases may cause you to slip, trip and fall
  - When people congregate on staircases and in corridors the way is blocked and it is difficult for others to pass. This can cause an accident
  - Climbing on chairs, tables or cupboards to repair a light or to take something from a high place is dangerous
  - Do not press against the glass of a window to open it because it may break and cut you
  - Do not move or try to carry heavy objects without the right apparatus because this can cause back injuries
  - Do not carry too much in one journey; make sure that you can see your way over the load
  - Use only equipment and machinery that you are trained and skilled to handle
  - Adhere to warning notices and safety signs
  - Be careful when using a guillotine, stapler, knives and other sharp objects
- (Any 5 × 1) (5)
- [30]

#### QUESTION 4

- 4.1
- Monitor the sending, collection and delivery of mail and parcels
  - Recording the mail and parcels received
  - The distance travelled and the time it took to deliver the mail or parcels
  - See if delivery is done efficiently, taking road delays into consideration
  - Make sure the signature of the addressee is there as proof of delivery
  - Ensure that the logbook is properly completed for every delivery
  - Time of arrival at work and knocking-off time
- (Any 5 × 2) (10)
- 4.2
- Protect confidential documents from inquisitive eyes
  - Do not allow personnel to take confidential documents from the premises
  - Lock all confidential documents away after hours
  - Check your own and your senior's office and desks regularly for listening devices
  - Be careful of visitors who ask leading questions about your senior or the organization

- Look out for people 'hanging around' for no reason
  - Do not allow anyone who claims to be a technician or messenger access without security confirmation or positive identification
  - Stay with a computer technician who works with a stiffy on your computer, he may copy information
  - Do not give your access code to a computer technician
  - Report unfamiliar persons without access cards to the security service
- (Any 5 × 2) (10)

- 4.3      4.3.1      It is a claim for a refund for an expense that an employee has paid from his/her own funds for expenses incurred on behalf of the organization
- 4.3.2      This happens when a person transfers his/her right to an asset to somebody else
- 4.3.3      Interest on a deposit is added to the deposit and next month's interest will be calculated on the greater amount
- 4.3.4      It is permission given to a traveller to enter a country and stay in it for a certain period
- 4.3.5      It is the minimum number of hours per week that an employee must work
- (5 × 2) (10)  
[30]

**QUESTION 5**

- 5.1      • Savings accounts  
• Fixed deposits  
• Investments  
• Current accounts  
• Overdraft/Cheques
- (5 × 1) (5)
- 5.2      • Small investors can invest their savings in this way and it gives them the chance to gain ownership in companies  
• An investor can transfer his/her investment through the stock exchange from less profitable to more profitable companies  
• An investor can convert his/her shares into cash if needed by selling the shares on the stock exchange  
• A company that needs to enlarge its capital can issue more shares  
• The value of shares is determined by supply and demand  
• The stock exchange is an important link between investors and entrepreneurs  
• Through the information from the stock exchange share prices are largely published which enables investors to be informed  
• The stock exchange is a sensitive barometer of the economic and political conditions of the country
- (Any 5 × 2) (10)

- 5.3      5.3.1      Gathers information about a market and uses it to make marketing decisions
- 5.3.2      An advertisement tries to create a demand for goods that are unknown or to increase the demand for known goods or to maintain the demand for goods
- 5.3.3      It is insurance taken out to make provision for the years after retirement and to supplement one's pension
- 5.3.4      It is a contract based on the principle that the insured pays the premiums and that the insurer will pay out a specific amount of money on the death of the insured
- 5.3.5      This is a policy that will pay out when the insured reaches a certain age. Should the insured die before the expiry date the policy is paid out to the heirs
- (5 × 2)      (10)
- 5.4
  - The cashier must issue a receipt for all money received
  - All money received must be deposited daily into the bank
  - All payments are done by cheque, except for the incidental expenses that are paid through the petty cash
  - No money received may be used for payments
  - All cheques or postal orders must be crossed
  - For safety and control purposes a deposit book should be obtained from the organisations bank rather than using loose deposit slips      (Any 5 × 1)      (5)  
[30]

**QUESTION 6**

- 6.1
  - To ensure that all employees receive the correct amount to which they are entitled according to their service contract
  - To ensure that the correct payment is made to the correct person
  - To ensure that the correct compulsory and non-compulsory deductions are made from the payment package
  - To ensure that the employer's contribution towards the payment of its employees are calculated correctly
  - To ensure that all deductions from salaries or wages and all contributions are paid over correctly to the correct administrators
  - To ensure that all payments and transactions are legal and verified
  - To ensure that payment is done in such a way that the risk of theft or losses is minimized      (Any 5 × 2)      (10)



- 6.2
- 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 × 2) (12)
- 6.3
- These cheques are used by travellers who do not carry a large amount of cash with them
  - Travellers' cheques can be used locally and internationally
  - They are issued by banks, Rennies and Thomas Cook
  - Travellers' cheques are a safe way of carrying money
  - Each cheque is signed in the presence of the bank official who issues them
  - When the cheques are cashed the person will sign a second time in the presence of the person cashing them
  - The signatures must be the same otherwise the cheque will not be cashed
  - If these cheques are lost or stolen the bank will replace them
- (Any 4 × 8) (8)  
[30]

## QUESTION 7

- 7.1
- Try and sum up the visitor by judging his/her attitude
  - To be able to assist and handle a client you must ask questions to obtain information
  - Once you have gathered all the necessary information and you are able to help the visitor you must make an appointment with the correct person or give the visitor the information or documents he/she requires
  - If you cannot help a visitor you should contact someone who can
  - All the information you have gathered must be given to your colleague so that she/he does not have to ask the same questions you have asked
  - The gathered information can be given to your colleague through the internal telephone or by means of a written memorandum
  - You should follow the guidelines of the organisation with regard to visitors from charitable organizations, beggars or job seekers
  - Personal visitors should be received according to the preference of the person they came to see
- (Any 5 × 2) (10)

- 7.2 It is a book containing space for every day of the year. It is mainly used to record appointments and other information connected to the appointment. (3)
- 7.3
- Record important information like the name of the person, purpose of the appointment, telephone and cell phone numbers, etc.
  - It is best if you do your own entries in your diary
  - As soon as the dates of the year's events are known they must be recorded in the diary
  - To avoid confusion your diary should be a different size or colour to that of your senior
  - Once an appointment is made, even if it is tentative, you cannot change it without prior discussion with the person involved
- (5 × 1) (5)
- 7.4
- High-quality, more expensive furniture lasts longer and does not have to be replaced so often
  - Use modular furniture which can be adjusted to the needs of workers
  - 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, etc.
  - Many factors will have an influence on the choice of upholstered or leather or plain wooden furniture
  - Useful furniture such as credenzas, stationery shelves, etc makes life easier for staff
- (Any 5 × 2) (10)
- 7.5
- 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
- (Any 2 × 1) (2)
- [30]

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**