



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

OFFICE PRACTICE N5

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This question paper consists of 9 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
OFFICE PRACTICE N5
TIME: 3 HOURS
MARKS: 100

NOTE: If you answer more than the required number of questions, only the required number will be marked. ALL work you do NOT want to be marked must be clearly crossed out.

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. Write neatly and legibly.
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SECTION A**QUESTION 1**

1.1 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Contract whereby the insurer undertakes to pay out a lump sum to beneficiaries at death, on retirement or on reaching a certain age

1.1.2 Graphical presentation of the structure of an organisation

1.1.3 Yearly, for the year or once a year

1.1.4 An abbreviation for the French expression that means 'please reply'

1.1.5 Also called flat organisational structure, with fewer levels of management while employees often have more autonomy

1.1.6 Control document showing when employees arrive at work and when they leave

1.1.7 Person who buys shares with a long-term view in the hope of sharing in profits of the company by receiving dividends

1.1.8 International news agency delivering reliable and accurate news coverage 24 hours per day

1.1.9 Registered member of the stock exchange who is licensed to buy or sell shares on his own or on his client's behalf

1.1.10 Meaning that something must be paid for when it is delivered

(10 × 2) (20)

- 1.2 Choose a term 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	Determine exactly when a relevant task should be finished	A	diagonal communication
1.2.2	Search for effective office furniture	B	annuities
1.2.3	Taking place between persons of diverse levels of communication	C	organise
1.2.4	Amount the insurer demands from the insured	D	time management
1.2.5	When a person works hard because of fear that he will lose his job	E	protocol
1.2.6	Insurance take out to supplement a pension	F	claim
1.2.7	To put a structure in place so that people can carry out activities to reach set goals	G	ergonomics
1.2.8	The right procedure and code of behaviour	H	internal motivation
1.2.9	UIF	I	unemployment insurance fund
1.2.10	Small sum of money made available to give people change	J	time waster
		K	premium
		L	float
		M	fidelity insurance

(10 × 2) (20)

1.3 Choose the correct word or words from those in brackets. Write only the word or words next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 An employer takes out (life insurance/fidelity insurance) against losses owing to dishonesty of an employee.
- 1.3.2 A (drawer/drawee) is the person who issues the cheque.
- 1.3.3 (Restricted/General) crossing means that the cheque is not transferable.
- 1.3.4 (A receipt/An invoice) serves as a proof of payment.
- 1.3.5 A (transport invoice/delivery note) is the document that accompanies transported goods.
- 1.3.6 In an/a (open plan/panoramic) office layout all departments are located in one room.
- 1.3.7 Delivering and collecting incoming mail and documents are some of the duties of a/an (controller/office messenger).
- 1.3.8 (Setting priorities/Monthly planning) means arranging matters in order of importance.
- 1.3.9 A (franking/collating) machine is used to print the postage stamp on an envelope.
- 1.3.10 The (imprest/petty cash) system is a means of restoring the petty cash balance.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

Answer any FIVE questions in this section.

QUESTION 2

- 2.1 Elizabeth Banda is a newly appointed management assistant in the sales department of the office furniture store Comfy Furniture in Pretoria. One day an unhappy Mr Breda, a client, burst into the store claiming the furniture that was delivered to him the previous day was not the products he had bought. Elizabeth offered to exchange the products, but Mr Breda demanded a refund. Elizabeth knew this was against the company policy, burst into tears and rushed out of the office to avoid the situation.
- 2.1.1 Give 10 guidelines that would have helped her to deal with this customer's complaint. (10)
- 2.1.2 Elizabeth spends most of her time in the office sitting in front of her computer.
Discuss FOUR tips on the correct sitting position that will help to prevent muscle cramps and spasms. (4 × 2) (8)
- 2.2 Discuss FOUR planning aids which help management assistants to structure their work. (4 × 2) (8)
- 2.3 Name FOUR time wasters that must be eliminated in the workplace. (4) [30]

QUESTION 3

- 3.1 In most offices diaries are kept electronically for easy updating and convenient sharing. Once an appointment is made, it sends reminders to all those involved.
- 3.1.1 Name THREE advantages of electronic diaries. (3)
- 3.1.2 Name THREE disadvantages of electronic diaries. (3)
- 3.2 Name and describe FOUR ways of dictating. (4 × 2) (8)
- 3.3 Discuss the importance of an efficient filing system under the following requirements:
- 3.3.1 Suitability
- 3.3.2 Accessibility
- 3.3.3 Economics (3 × 2) (6)

- 3.4 Name and describe FIVE steps for the training and development of personnel working with a remittance register. (5 × 2) (10)
[30]

QUESTION 4

- 4.1 Explain FIVE duties of a management assistant when managing and controlling messengers. (5 × 2) (10)
- 4.2 4.2.1 What is *industrial espionage*? (3)
- 4.2.2 Briefly discuss SIX ways in which industrial espionage can be prevented. (6 × 2) (12)
- 4.3 Name FIVE reasons for the use of identification and access cards in a business. (5)
[30]

QUESTION 5

- 5.1 Name the FOUR unsafe actions in this workplace illustrated in the pictures below.



(4)

- 5.2 The employer of a company expects his management assistant to accompany him on his business trip to Cape Town. The management assistant must handle the routine tasks, type the minutes and agendas, and also act as interpreter.

Discuss FIVE guidelines that assistant must follow when accompanying the manager on the business trip. (5 × 2) (10)

- 5.3 Name SEVEN important guidelines to adhere to when completing a remittance register. (7)
- 5.4 What is the difference between the *hourly wage system* and the *piece wage system*? (2 × 2) (4)
- 5.5 5.5.1 Which source documents will be used when drawing up the petty-cash journal? (1)
- 5.5.2 Name the steps that must be followed when making a payment from the petty cash. (4 × 1) (4)
- [30]**

QUESTION 6

- 6.1 Briefly discuss FIVE advantages of the type of bank card in the picture below.



- (5 × 2) (10)
- 6.2 Explain the difference between a *savings account* and a *current account*. (2 × 2) (4)
- 6.3 Name SIX factors to consider when selecting a transport system. (6)
- 6.4 Define each of the following terms:
- 6.4.1 The insured as a party involved in insurance
- 6.4.2 The insurer as a party involved in insurance
- 6.4.3 Indemnification
- 6.4.4 A bear trading on the stock market
- 6.4.5 A bull trading on the stock market

(5 × 2) (10)
[30]

QUESTION 7

- 7.1 7.1.1 Calculate Nandi's gross wage at the end of the week. Show ALL calculations. (6)
- 7.1.2 Calculate the income tax for the week. Show ALL calculations. (8)
- 7.1.3 Name THREE advantages for the workers if WP cleaning services would use internet banking to pay the wages. (3)
- 7.2 Name FIVE reasons why a bank may refuse to pay a cheque. (5 × 2) (10)
- 7.3 State THREE conditions under which a bank will grant an overdraft. (3)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200