



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

OFFICE PRACTICE N5

1 DECEMBER 2016

This marking guideline consists of 8 pages.

SECTION A (COMPULSORY)**QUESTION 1**

1.1	1.1.1	E	(10 × 2)	(20)
	1.1.2	I		
	1.1.3	G		
	1.1.4	M		
	1.1.5	B		
	1.1.6	L		
	1.1.7	H		
	1.1.8	D		
	1.1.9	K		
	1.1.10	F		
1.2	1.2.1	C	(10 × 2)	(20)
	1.2.2	C		
	1.2.3	D		
	1.2.4	B		
	1.2.5	C		
	1.2.6	B		
	1.2.7	C		
	1.2.8	C		
	1.2.9	A		
	1.2.10	D		
1.3	1.3.1	drawer	(10 × 1)	(10) [50]
	1.3.2	itinerary		
	1.3.3	memorandum		
	1.3.4	industrial espionage		
	1.3.5	lease		
	1.3.6	life/accident insurance		
	1.3.7	Human Resource/personnel department		
	1.3.8	GPS		
	1.3.9	waybills		
	1.3.10	remittance register		

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

2.1



- 1 – Make sure no light is reflecting into your eyes from the monitor screen.
- 2 – Position the monitor an arm's length from you.
- 3 – Your arms need to bend at 90° with your spine or keep wrists and hands in a straight line without pressing down on the wrists while typing.
- 4 – Lower back must be supported by the chair.
- 5 – Choose an adjustable chair.
- 6 – Position your feet flat on the floor or on a foot rest (6 × 2) (12)

- | | | | |
|-----|-------|---|-------------|
| 2.2 | 2.2.1 | Purchasing department – They buy what is needed to run the business, to produce products and deliver services. ✓ ✓ | |
| | 2.2.2 | Finance department – Controls the company's finances, budgets must be submitted to this department, needs to track income and expenses, books must be balanced. ✓ ✓ | |
| | 2.2.3 | Administration department – processing paperwork, handling correspondence and deliveries, e-mails and telephone calls, filing faxing and diary management. ✓ ✓ | |
| | 2.2.4 | Human resources department – dealing with staff, formulates job descriptions, place advertisements for vacancies, interviews people and hires and signs contracts with new employees. ✓ ✓ | (4 × 2) (8) |

- 2.3 2.3.1 Vertical – flowing upwards from sub-ordinates to managers or downwards from managers to sub-ordinates. ✓ ✓
- 2.3.2 Horizontal – communication between people on the same level in an organisation. ✓ ✓
- 2.3.3 Diagonal – communication between persons of diverse levels of authority. ✓ ✓
- (3 × 2) (6)
- 2.4 walk, bicycle, motorbike, delivery van ✓ ✓ ✓ ✓
- (4)
[30]

QUESTION 3

3.1 3.1.1

Name: <u>William Leroi</u> ✓½		No. <u>CGS 05</u> ✓½	
Occupation: <u>Gardener</u> ✓½		Week end: <u>10 April 2015</u> ✓½	
Employer: <u>Clean –Garden-Services</u> ✓½			

	Hours	Rate	R	c
Ordinary time	40	30	1 200	00✓
Overtime	6	45	270	00✓
	Total		1 470	00✓
	Holiday bonus			
	Gross Total		1 470	00✓
	Less: Pension fund		294	00✓
	Taxable Income		1 176	00✓
	Deductions		263	68✓

	R	c
P.A.Y.E	211	68✓
UIF	12	00✓
Medical Aid	40	00✓
	Amount payable	
	912	32✓ ✓

Signature: W Leroi ✓½

(15)

- 3.1.2 • Minimize theft and robbery
 • Immediately available
 • Cost on banking minimum (no cash to bank)
 • Convenient
- (Any 3 × 1) (3)
- 3.1.3 Hourly wage system – the employee is paid a fixed tariff per hour regardless his performance. ✓ ✓
- (2)

- 3.2 3.2.1 Insurance contract – whereby the insurer undertakes, in return for the payment of a premium, to cover the losses suffered by the insured as a result of a specified event. ✓ ✓
- 3.2.2 Insured – the person who pays the premium and to whom the insurance company agrees to cover the losses suffered. ✓ ✓
- 3.2.3 Insurer – the insurance company who bears the risk ✓ ✓
- 3.2.4 Premium – the amount the insured person has to pay, monthly or annually, for insurance. The amount will depend on the degree of risk. ✓ ✓
- 3.2.5 Principle of indemnity – the insurer undertakes to pay the loss the insured has suffered. The insurer will put the insured back into the same position he was in before the loss – in no better or worse position. ✓ ✓

(10)
[30]**QUESTION 4**

- 4.1 4.1.1 • Take command over activities without bossing people around or blurting out orders.
- Take command over junior staff so that everyone knows what's expected of them and when their tasks need to be completed by.
- Motivate and lead junior secretaries and typists or computer operators to work together as part of the team.
- Decision-making authority should remain with the manager about things that could influence the overall outcome of the project, but the secretary can make on-the-spot decisions for effective implementation and should allow junior assistants to take responsibility for their actions.
- The secretary should ensure instructions are clear.
- Once activities are initiated, they need to be perpetuated, maintained, followed through and completed.
- Provide constant input, supervision, guidance and direction so that no one feels left out and no task is forgotten.
- Motivation is important.

(Any 6 × 2) (12)

- 4.1.2 • Distribution of workload.
- To make more time available.
- With time available, the opportunity is created to develop new skills.
- Other employees are provided with an opportunity to develop.
- Another employee could be better qualified to execute the task.

(5 × 1) (5)

- | | | | | |
|-----|-------|---|---------|------|
| 5.3 | 5.3.1 | G | | |
| | 5.3.2 | C | | |
| | 5.3.3 | J | | |
| | 5.3.4 | E | | |
| | 5.3.5 | F | | |
| | 5.3.6 | A | | |
| | | | (6 × 2) | (12) |
-
- | | | | | |
|-----|--|--|-------------|-------------|
| 5.4 | <ul style="list-style-type: none"> • Take care of routine tasks, type minutes, agendas, make reservations • Responsible to arrange functions and act as host • Select outfits carefully • Neat and stylish dressed throughout the trip • Maintain professional relationship to avoid embarrassing situations • Respect the manager's privacy • Act professional | | (Any 5 × 1) | (5) |
| | | | | [30] |

QUESTION 6

- | | | | | |
|-----|---|--|---------|------|
| 6.1 | <ul style="list-style-type: none"> • Identify the individuals to be trained. • Determine the most common mistakes made. • Develop a training programme. • Present the programme and • Evaluate the progress. | | (5 × 2) | (10) |
|-----|---|--|---------|------|
-
- | | | | | |
|-----|-------|--|-------------|-----|
| 6.2 | 6.2.1 | Dictating refers to the method where the employer dictates the content of the letter to the management assistant and she takes it down in shorthand or snelskrif. ✓✓ | | (2) |
| | 6.2.2 | <ul style="list-style-type: none"> • Dictating at the typewriter – She types as he dictates. • Manuscript – this is the correspondence written by the employer in his own handwriting. • Telephone dictating – when the employer is not at office he can phone the business and dictate to the management assistant over the phone. • Stenographic machine – it phonetically record speech. It is played back so that the assistant can type the document. | (Any 3 × 2) | (6) |
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- | | | | | |
|-----|---|--|---------|-------------|
| 6.3 | <ul style="list-style-type: none"> • Lightning – Adequate natural or artificial lightning is necessary • Ventilation – Sufficient fresh air must circulate and stale air removed • Temperature – Air conditioning can be used to control temperature • Colour – Colour influence people and can be used to the advantage of the employees • Noise – Noise, telephones, buzzers, fans etc. influence the performance of employees • Hygienic conditions – Offices, rest rooms, dressing rooms, kitchens and toilets must be kept hygienically clean. | | (6 × 2) | (12) |
| | | | | [30] |

QUESTION 7

- 7.1
- Industrial settlement – advantage for businesses to settle close to transport services.
 - Increase product turnover – availability of the product at the point of sale, increase the demand.
 - Geographic specialisation – raw materials can be transported to factories.
 - Mass production – to produce on big scale, production cost per unit decrease.
 - Social – the better the transport service, the more people will make use of it.
 - Political influence – transport brings people nationally and internationally closer together.
 - Distance – perishable products can reach destination quicker.
 - Labour – allows employees to offer their services where remuneration is the highest
 - Employment – give work to many people (Any 6 × 2) (12)
- 7.2
- 7.2.1 Web-conferencing allows a meeting to take place at a central online location. Participants can share Power Point slides, view software demonstrations or brainstorm ideas using a shared white board. ✓✓✓ (3)
- 7.2.2 Automated teleconferencing is a quick and effective way to have discussions with customers, suppliers or staff members. Up to seven people can connect simultaneously without pre-booking or operator assistance. All participants are billed separately. ✓✓✓ (3)
- 7.3
- 7.3.1 E-mail – transfer of letters, faxes or other documents from the sender to the recipient via an electronic media such as a computer network or internet. ✓✓ (2)
- 7.3.2
- Relative cheap – do not require stamp, envelopes or need not to be posted in the normal way.
 - Already typed documents can be sent to multiple locations.
 - No need to retype documents.
 - Documents can be transferred without the sender and recipient being present at the same time.
 - If the computers are connected, the mail can be sent 24 hours per day.
 - The messages can be permanently stored and used repetitively or kept until the user wants to cancel it.
 - Fast way to communicate.
- (Any 5 × 2) (10)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200