



**higher education  
& training**

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

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**OFFICE PRACTICE N5**

**22 JUNE 2018**

**This marking guideline consists of 9 pages.**

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

1.1	1.1.1	Assurance	(10 × 2)	(20)
	1.1.2	Organogram		
	1.1.3	Annual		
	1.1.4	RSVP		
	1.1.5	Horizontal structure		
	1.1.6	Time sheet		
	1.1.7	Shareholder		
	1.1.8	Reuters		
	1.1.9	Stockbrokers		
	1.1.10	Cash on delivery		
1.2	1.2.1	D	(10 × 2)	(20)
	1.2.2	G		
	1.2.3	A		
	1.2.4	K		
	1.2.5	H		
	1.2.6	B		
	1.2.7	C		
	1.2.8	E		
	1.2.9	I		
	1.2.10	L		
1.3	1.3.1	fidelity insurance	(10 × 1)	(10)
	1.3.2	drawer		
	1.3.3	Restricted		
	1.3.4	A receipt		
	1.3.5	delivery note		
	1.3.6	open-plan		
	1.3.7	office messenger		
	1.3.8	Setting priorities		
	1.3.9	franking		
	1.3.10	imprest		
				<b>[50]</b>

**TOTAL SECTION A: 50**

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

- 2.1      2.1.1
  - Make the customer feel valued.
  - Show you care.
  - Listen to their concern or comments.
  - Show real interest in what they are saying.
  - Acknowledge that what they are saying is important.
  - Never ignore a customer.
  - Never get angry.
  - Never make the customers feel like they are wasting their time.
  - Remain calm, friendly and patient.
  - Provide options to complaints
  - Never get emotional when dealing with a complaining customer.
  - Admit that you do not know the answer and refer the client to a manager who will be able to help him.      (Any relevant 10 × 1) (10)
- 2.1.2
  - Do not position your chair too high since it can cause muscle cramp and numb your legs.
  - Keep your feet flat on the ground to take the stress off your legs and hips.
  - Create proper support for your wrists when using a mouse or a keyboard so that your shoulders are not strained.
  - Make sure the screen is positioned just below eye level so you do not strain your neck muscles by having to tilt your head downwards all the time.      (4 × 2) (8)
- 2.2
  - To-do list – tasks to be done in order of priority each day drawn up for days or even weeks in advance
  - Responsibility chart/Production schedule –table with several columns listing the task, responsible person, due date, date of completion, as well as a column for comments
  - Diary – helps to cope with duties and responsibilities by certain deadlines and to organise the manager's schedule
  - Electronic calendars – this is put on the computer instead of writings in a diary or on a chart      (4 × 2) (8)
- 2.3
  - Telephone conversations
  - Lack of planning
  - Crises
  - Not knowing the whereabouts of the manager
  - Trying to do too much
  - Unnecessary tasks
  - Disorganised manager
  - Redoing tasks
  - Unclear instructions      (Any relevant 4 × 1) (4)

**[30]**

**QUESTION 3**

- 3.1      3.1.1      • Paperwork and physical use of paper is reduced.  
                          • It saves time not having to check and update the dual diary system manually.  
                          • Up-to-date information is always readily available. (3)
- 3.1.2      • A breakdown in electronic equipment blocks access to the day schedule.  
                          • Senior management's diaries may not be accessible.  
                          • There is a less communication with the manager since bookings is done electronically.  
                          • The manager might not be able to access the diary outside the office. (Any relevant 3 × 1) (3)
- 3.2      • Dictating at the typewriter – The employer stands at the management assistant's desk and she types as he talks.  
                  • Manuscript – This is correspondence written by the employer in his own handwriting.  
                  • Telephone dictating – The employer phones into the office and dictates.  
                  • Stenographic machine – This machine is used to record speech phonetically. (4 × 2) (8)
- 3.3      3.3.1      The system must suit the specific business and keep pace with its needs.
- 3.3.2      The retrieval of documents should be easy and quick.
- 3.3.3      The equipment must be compact and take up minimum space because of high rental rates. (3 × 2) (6)
- 3.4      • Identify the persons using the mail and remittance register: determine if cash or mail disappears or if the mail is incorrectly sorted.  
                  • Determine which mistakes are made during the handling: sorting and distributing, negligent handling of cash etc.  
                  • Develop a training programme: identify mistakes and develop a programme for those specific needs.  
                  • Presentation of the programme: as soon as the development of the programme is completed, time must be made for the presentation.  
                  • Evaluation: after completion of the training session feedback regarding the handling of the mail must be obtained. (5 × 2) (10)
- [30]**

**QUESTION 4**

- 4.1
- Finalise and communicate daily or weekly collection times for internal mail as well as post office parcels and letters.
  - Tell messengers the different addresses for collection and drop-off points.
  - Ensure messengers are using the latest updated versions of maps and map books or that they have the latest GPS maps downloaded on their devices.
  - Provide them with lists of tasks arranged according to priority.
  - Keep a record of parcels and other mail to be delivered.
  - Monitor messengers' movements, routes, paperwork and time management.
  - Work out the best route.
- (Any 5 × 2) (10)
- 4.2
- 4.2.1 Industrial espionage is organisational or economic spying or industrial intelligence and refers to any activity that tries to get hold of an organisation's product plans, production processes, formulae, client information, business strategies, trade secrets or prospective developments.
- (3)
- 4.2.2
- Shred documents before recycling.
  - Avoid printing sensitive company information.
  - Immediately secure important information by placing it in a sealed envelope, filing it or keeping it in a safe.
  - Do not leave information lying around.
  - Include clear, specific and strict guidelines for securing company information in the business policy.
  - Put physical security measures in place, such as guards.
  - Secure information in locked file cabinets and control the access
  - Password-protect important documents.
  - Protect information against hackers by erecting firewalls on company systems.
  - Install antivirus software and customised applications to block competitors from accessing sensitive data.
  - Only allow trusted IT professionals access to company information servers.
  - Immediately remove past employees from the company's system to cancel all access to company information after they have left the company.
  - Regularly back up company information by storing it off-site on external systems or servers.
  - Remain watchful and continuously update the company's protective measures.
- (Any relevant 6 × 2) (12)

- 4.3
- Serves as visual identification of staff and visitors
  - Gives entry to controlled or restricted areas
  - Allows entry to buildings and other areas after hours
  - Allows access to company computers and networks
  - Monitors photocopying and printing services
  - Provides access to parking
  - Monitors library services
  - Logs attendance or working hours
  - Monitors people's movement within the organisation
  - Denies access or services to those who do not have access cards
- (Any relevant 5 × 1) (5)  
**[30]**

**QUESTION 5**

- 5.1
- Climbing on chairs, tables or cupboards to reach high places are unsafe.
  - Lifting heavy objects or loads may cause back injuries.
  - Read instructions carefully when using highly inflammable objects.
  - Overloading is dangerous OR Always make sure that you can see over a load.
- (4)
- 5.2
- Outfits should be carefully selected to be neat and to make provision for all occasions.
  - Assistant should be dressed in good taste.
  - Be strictly professional to avoid embarrassing moments.
  - Respect the manager when he wants to be left alone.
  - Act professionally.
- (5 × 2) (10)
- 5.3
- It must be completed in the presence of another person as the mail is opened.
  - Entries must be done neatly and correctly without corrections.
  - All the information required to be entered by the persons opening the mail are to be completed.
  - No lines are left open between entries.
  - Payments received are to be made as safe as possible.
  - Uncrossed cheques are to be crossed.
  - Cash must be kept in a safe place.
  - All payments received must be handed over to the cashier together with the remittance register.
- (Any 7 × 1) (7)
- 5.4
- Hourly wage: The employee is paid a fixed tariff per hour regardless of their performance.
  - Piece wage system: The employee is paid according to each completed piece of work.
- (2 × 2) (4)

- |     |       |  |                    |
|-----|-------|--|--------------------|
| 5.5 | 5.5.1 | Petty-cash vouchers  | (1)                |
|     | 5.5.2 | <ul style="list-style-type: none"> <li>• Complete a petty-cash voucher.</li> <li>• Payment should be authorised and signed by a senior employee.</li> <li>• Supporting evidence (receipt) should be signed and dated.</li> <li>• Attach evidence to the petty-cash voucher.</li> </ul> | (4)<br><b>[30]</b> |

## QUESTION 6

- |     |  |                       |
|-----|--|-----------------------|
| 6.1 | <ul style="list-style-type: none"> <li>• It is convenient because immediate clearance is given on a transaction and the business receives the money directly.</li> <li>• Payments by the legitimate owner are guaranteed by the cardholder's bank for substantial amounts.</li> <li>• Credit cards are safer than cash because you do not have to carry large amounts of money around for purchases.</li> <li>• Many businesses allow discounts and other benefits upon the use of credit cards.</li> <li>• A credit card can be used internationally and insurance is available when paying travel expenses by credit card.</li> <li>• Visa cards and MasterCard are internationally accepted.</li> </ul> | (Any 5 × 2)      (10) |
| 6.2 | <ul style="list-style-type: none"> <li>• Savings account: Small amounts can be deposited and the interest will make the savings grow. NO overdraft is available on a savings account.</li> <li>• Current account: Also called a cheque account and money can be withdrawn by means of a cheque, debit card or cash card. Overdraft facilities are available.</li> </ul>  | (2 × 2)      (4)      |
| 6.3 | <ul style="list-style-type: none"> <li>• Speed</li> <li>• Safety</li> <li>• Regularity</li> <li>• Availability</li> <li>• Reliability</li> <li>• Adaptability</li> <li>• Cost-effectiveness</li> <li>• Limited handling of load</li> </ul>   | (Any 6 × 1)      (6)  |
| 6.4 | <div style="margin-bottom: 10px;">6.4.1      The person who pays the premium and to whom the insurance company agrees to cover the losses suffered.</div> <div style="margin-bottom: 10px;">6.4.2      The insurance company who bears the risk.</div> <div>6.4.3      The insurer undertakes to pay the loss the insured has suffered. The insurer will put the insured back into the same position he was before the loss.</div>   |                       |

6.4.4 Prices are falling

6.4.5 Prices are rising

(5 × 2) (10)  
[30]**QUESTION 7**7.1 7.1.1 40 hour × R40,00✓  
= R1 600,00✓6 hours over time × R60,00✓  
= R360,00✓R1 600,00 + R360,00  
= R1 960,00✓✓

(6)

7.1.2 R1 960,00 – 20% pension fund  
R1 960,00 – R392,00✓✓  
= R1 568,00 taxable income✓✓R1 568,00 × 18%✓✓  
= R282,24✓✓

(8)

- 7.1.3
- No cash is handled by anybody.
  - Money can be withdrawn at any time.
  - No cash handling fee at the bank.
  - No need to stand in a queue in the bank.

(Any 3 × 1) (3)

- 7.2
- Drawer does not have enough money in the bank
  - Payment is stopped
  - Irregular drawing
  - Account closed
  - Alterations on the cheque
  - Amount differs
  - Stale
  - Signature required
  - Signature differs from specimen held
  - Dead
  - Insolvent
  - Postdated

(Any 5 × 2) (10)



- 7.3
- Satisfactory credit assessment.
  - Monthly income and expenditure and credit information of the account holder supplied by the credit bureaux is in order.
  - The account holder can afford the overdraft.
- (3)  
**[30]**

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