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# higher education & training

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

**N1140(E)(M23)H  
JUNE EXAMINATION  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N5**

(4021225)

**23 May 2013 (Y-Paper)  
13:00–16:00**

**This question paper consists of 7 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
OFFICE PRACTICE N5  
TIME: 3 HOURS  
MARKS: 200

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

**INSTRUCTIONS AND INFORMATION**

1. SECTION A is COMPULSORY.
  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. Start each question on a NEW page.
  6. Leave TWO lines between sections and subsections of the questions.
  7. Write neatly and legibly.
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**SECTION A (COMPULSORY)**

Answer this section on the attached ANSWER SHEET.

**QUESTION 1**

- 1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) on the attached ANSWER SHEET.

1.1.1 This serves as a proof of payment.

- A Order
- B Receipt
- C Invoice
- D Credit card

1.1.2 A document that gives a traveller permission to enter a country and stay there for a certain period.

- A Identity book
- B Passport
- C Visa
- D Birth Certificate

1.1.3 A document accompanying transported goods is a/an ...

- A transport invoice.
- B delivery note.
- C consignment letter.
- D cheque.

1.1.4 An office layout where all departments are located in one room.

- A Traditional
- B Open plan
- C Modular
- D Panoramic

1.1.5 Visitor register and visitors' cards are used to ... visitors.

- A welcome
- B count
- C identify
- D name

1.1.6 Which ONE of the following is not a department of a business?

- A Purchases
- B Sales
- C Income
- D Production

1.1.7 A cheque crossing that is not transferable is ... crossing

- A restricted
- B general
- C bank
- D blank

1.1.8 Information listed on a dispatched article.

- A Name of sender
- B Identity number of sender
- C Home address of sender
- D Date of birth of sender

1.1.9 A person who issues a cheque is a/an ...

- A drawer.
- B drawee.
- C payee.
- D domicile.

1.1.10 Supplier of sea transport in South Africa is ...

- A Portnet.
- B Autonet.
- C Spoornet.
- D PX-courier services.

(10 × 2) (20)

1.2 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.2.1–1.2.10) on the attached ANSWER SHEET.

1.2.1 This means that something must be paid for when it is delivered

1.2.1 To put money into a bank or some other business with the aim of receiving interest

1.2.3 These are persons or organisations to whom your organisation owes money

1.2.4 This means that a person is not in debt and is able to honour his commitments

- 1.2.5 One of a variety of ways of doing something
- 1.2.6 Something that is necessary before something else can happen
- 1.2.7 Valuable property
- 1.2.8 Intending to do harm
- 1.2.9 An action that is taken to avoid danger
- 1.2.10 Order in which events are to take place

(10 × 2) (20)

- 1.3 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–J) next to the question number (1.3.1–1.3.10) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
1.3.1	To determine exactly when a relevant task should be finished	A	Johannesburg Stock Exchange
1.3.2	Postponement of tasks and decisions	B	monitor
1.3.3	Supervise someone and know what they are doing	C	time-wasters
1.3.4	Links investors to entrepreneurs	D	ergonomics
1.3.5	The money in a country in the form of notes and coins	E	currency
1.3.6	The search for effective furniture for an office	F	shares
1.3.7	The search for effective furniture for an office	G	diagonal communication
1.3.8	The search for effective furniture for an office	H	premium
1.3.9	Process through which a person willingly moves towards achieving a goal	I	motivation
1.3.10	Proportional ownership of an enterprise	J	time management
1.3.10	Takes place between persons of diverse levels of authority		
1.3.10	Amount the insurer demands from the insured		

(10 × 1) (10)

**TOTAL SECTION A: 50**

**SECTION B**

Answer any FIVE questions in this section.

**QUESTION 2**

- 2.1 State FIVE guidelines for leaving a message for a caller on the answering machine. (5 × 2) (10)
- 2.2 Explain the procedure for handling incoming mail.  
State 10 points. (10 × 2) (20)
- [30]**

**QUESTION 3**

- 3.1 Define the following terms:
- 3.1.1 Organogram
  - 3.1.2 Dictation
  - 3.1.3 Overtime
  - 3.1.4 Co-ordination
  - 3.1.5 Security clearance
- (5 × 3) (15)
- 3.2 Explain the purpose of identification cards for staff. (3)
- 3.3 Explain the card key as a type of lock. (3)
- 3.4 Explain your actions during a hostage-taking incident. (4 × 2) (8)
- 3.5 Explain the term *forgery*. (1)
- [30]**

**QUESTION 4**

- 4.1 Explain the difference between a *savings account* and a *current account*. (5 × 1) (5)
- 4.2 Distinguish between a *credit card* and a *garage card*. (5 × 1) (5)
- 4.3 What are the advantages of using couriers? (4 × 1) (4)
- 4.4 State FOUR guidelines on how you would cope with interruptions. (4 × 2) (8)
- 4.5 State FOUR differences between being paid a salary and a wage. (4 × 2) (8)
- [30]**

**QUESTION 5**

- |     |  |         |             |
|-----|--|---------|-------------|
| 5.1 | Name and explain the principles on which insurance is based.       | (4 × 2) | (8)         |
| 5.2 | State THREE conditions under which a bank will grant an overdraft. | (3 × 2) | (6)         |
| 5.3 | Name FIVE characteristics of a good sitting position.              | (5 × 2) | (10)        |
| 5.4 | Explain the term <i>fidelity insurance</i> .                       | (2 × 1) | (2)         |
| 5.5 | Name FOUR types of communication.                                  | (4 × 1) | (4)         |
|     |  |         | <b>[30]</b> |

**QUESTION 6**

- |     |  |         |             |
|-----|--|---------|-------------|
| 6.1 | What is the purpose of effective communication?                          | (8 × 2) | (16)        |
| 6.2 | Name EIGHT ways in which internal documents can flow in an organisation. | (8 × 1) | (8)         |
| 6.3 | State SIX time wasters.  | (6 × 1) | (6)         |
|     |  |         | <b>[30]</b> |

**QUESTION 7**

- |     |   |         |             |
|-----|---|---------|-------------|
| 7.1 | State FIVE ways in which the management assistant can motivate juniors.   | (5 × 2) | (10)        |
| 7.2 | Once work has been delegated it does not mean that no control should be exercised. Give FIVE reasons why the management assistant must follow up on the delegated work. | (5 × 2) | (10)        |
| 7.3 | Define the term <i>gross wage</i> .   | (2 × 1) | (2)         |
| 7.4 | Name THREE compulsory deductions from an employees wage.  | (3 × 1) | (3)         |
| 7.5 | State FIVE advantages of paying wages into the employees banking account.   | (5 × 1) | (5)         |
|     |   |         | <b>[30]</b> |

<b>TOTAL SECTION B:</b>	<b>150</b>
<b>GRAND TOTAL:</b>	<b>200</b>