



# higher education & training

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

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**JUNE EXAMINATION**

**OFFICE PRACTICE N5**

**23 MAY 2013**

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

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

1.1	1.1.1	Receipt		
	1.1.2	Visa		
	1.1.3	Delivery note		
	1.1.4	Open plan		
	1.1.5	Identify		
	1.1.6	Income		
	1.1.7	Restricted		
	1.1.8	Name of sender		
	1.1.9	Drawer		
	1.1.10	Portnet	(10 × 2)	(20)
1.2	1.2.1	Cash on delivery		
	1.2.2	Invest		
	1.2.3	Creditors		
	1.2.4	Solvent		
	1.2.5	Mode		
	1.2.6	Prerequisite		
	1.2.7	Assets		
	1.2.8	Hostile		
	1.2.9	Precaution		
	1.2.10	Sequence	(10 × 2)	(20)

1.3	1.3.1	J
	1.3.2	C
	1.3.3	B
	1.3.4	A
	1.3.5	E
	1.3.6	D
	1.3.7	I
	1.3.8	F
	1.3.9	G
	1.3.10	H

(10 × 1) (10)

**TOTAL SECTION A: 50**

## SECTION B

### QUESTION 2

#### 2.1 Leaving a message for a caller on the answering machine

- Record a short and clear identification message
- Clearly identify the organisation or the person on whose extension the answering machine is connected
- Speak clearly, slowly and in a friendly way
- Repeat important information like telephone numbers or dates
- The message must inform callers that nobody is available to take the call but they are welcome to record a message
- Assure the person that the message will be heard and responded to
- Always conclude the message with a positive phrase, for example 'We appreciate your call, enjoy the rest of the day'.

(5 × 2) (10)

**2.2 Procedures for dealing with incoming mail**

- Unlock the mailbag and empty it on the table
- Sort the mail into different categories
- Open all items except the private or personal mail with the letter opener on three sides of the envelope
- Remove the contents from the envelope and staple them together
- Affix the date stamp to the document or letter, except to cheques or other forms of payment
- Make sure that confidential matters are kept confidential
- Enter all forms of money into the remittance register so that the cashier can sign for it and issue receipts
- Enter all mail in the incoming mail register
- Enclosures that have been mentioned in the correspondence but were not included should be reported to the supervisor and a note to this effect must be made on the document
- Sort the mail into different baskets or files for different sections
- Complete and sign the notifications from the post office and arrange for collection of the items
- Return all mail items that do not belong to the organisation by placing them back into the mailbag. Mark the items 'return to sender'

(Any 10 × 2) (20)  
[30]

**QUESTION 3**

- |     |       |   |     |
|-----|-------|---|-----|
| 3.1 | 3.1.1 | <b>Organogram</b><br>It is a diagram that shows the authority and organising structures as well as lines of responsibility and accountability in an organisation  | (3) |
|     | 3.1.2 | <b>Dictation</b><br>It means saying in words something that has to be put in writing by another person  | (3) |
|     | 3.1.3 | <b>Overtime</b><br>It is the extra hours a person works above the minimum prescribed hours of the working week  | (3) |
|     | 3.1.4 | <b>Co-ordination</b><br>It is a planned effort from management to organise the tasks of individuals so as to obtain maximum efficiency from them<br>OR<br>It means arranging people or activities so that they work in harmony to reach their goals | (3) |

**3.1.5 Security clearance**

It is a detailed investigation of a person's past in connection with civil, criminal and debt records, as well as affiliation with clubs, societies and persons

(3)

**3.2 Identification cards for staff**

- To identify staff and permit them entry
- Limit personnel access to certain areas only
- Permit personnel to enter during certain times only
- Deny entry to intruders and unauthorised persons

(Any 3 × 1)

(3)

**3.3 Card key**

- It is a plastic encoded card resembling a credit card
- The unique code for each authorised person is stored in a magnetic strip on the card
- Those who are authorised to enter a restricted area are issued with these cards

(3 × 1)

(3)

**3.4 Actions during hostage-taking incident**

- Stay calm and try to calm other victims
- Do not try to be stubborn but rather do as you are told
- Do not try to be a hero and put people's life at risk
- Take notice of as much detail as possible, like faces, voices, accents, marks and scars, et cetera so you can identify people afterwards
- If you are kidnapped and moved, try to locate the place so that you can point it out to the police afterwards

(Any 4 × 2)

(8)

**3.5 Forgery**

It is signing someone else's name in an attempt to steal money

(1)

**[30]****QUESTION 4****4.1 Savings account**

- Money can be deposited and withdrawn over the counter
- Money can be deposited or withdrawn at an ATM 24 hours a day
- Overdraft facilities are not available
- Fee charged is lower as for a current account
- Interest is earned on the daily balance

(Any 3 × 1)

(3)

**Current account**

- Deposit money in the account and withdraw money with a cheque
- Credit balance on the account earns a small interest
- High interest is charged when the account is overdrawn
- Borrow money by means of an overdraft (Any 2 × 1) (2)

4.2 **Credit card**

- Issued by financial institutions to approved clients
- These cards can be used to pay for almost all purchases and services
- Interest is paid on the balance in the account
- High interest charged if card is overdrawn (3 × 1) (3)

**Garage card**

- This card can only be used at a garage for fuel, oil, repairs, etc.
- Purchases on the garage card are immediately debited to the cardholder's current account (2 × 1) (2)

4.3 **Advantages of using couriers**

- Couriers are faster
- Courier services provide door-to-door or counter-to-counter deliveries
- The cost is high but is speedy and reliable
- It is safe and secure and there is insurance (4 × 1) (4)

4.4 **Guidelines on how to cope with interruptions**

- Learn to cope and accept interruptions because they are part of the job
- Do not allow yourself to get frustrated by the interruptions
- Allow for interruptions when planning your time
- Make sure interruptions are caused by unforeseen circumstances and not because you are inefficient
- Do not postpone interruptions but cope with them as they happen
- Plan a strategy to deal with colleagues who interrupt because they come in for a 'little chat' (Any 4 × 2) (8)

4.5 **Differences between a salary and a wage**

- A salary is a fixed monthly payment, while a wage is calculated by multiplying a fixed rate per hour by the number of hours worked for the week or month
- The big difference is therefore the way of calculating the payment
- Salaries are always paid monthly, while wages are often paid weekly or sometimes monthly
- Wages are usually paid in production, manufacturing, et cetera while salaries are paid for office work (4 × 2) (8)

**[30]**

**QUESTION 5****5.1 Principle of good faith**

- This principle implies that the insured may not conceal information when she/he applies for insurance

**Principle of insurable interest**

- This principle implies that any person wishing to take out insurance must have an insurable interest or real interest in the object that is being insured (4 × 2) (8)

- 5.2
- The client must apply for an overdraft facility
  - The client must have a healthy financial status
  - The client must provide sufficient security to cover the bank against a loss (3 × 2) (6)

- 5.3
- The head should be kept upright, in line with the spinal column
  - If the chair is too high the head will be bent and this may cause backache
  - The back should be bent slightly forward because sitting in a rigidly upright position for long periods is unnatural and can cause stress in the back and shoulders
  - The chair should be adjusted to the correct height so that the thigh is horizontal to the floor
  - The feet should be flat on the floor to support the legs otherwise there could be blood circulation problems
  - The lower part of the back should be supported so that you do not sit in a hunched position which causes stress in the back (Any 5 × 2) (10)

- 5.4
- It is insurance taken out by the insured to protect himself against losses suffered because of the dishonesty of employees (2)

- 5.5
- Vertical communication
  - Horizontal communication
  - Grapevine communication
  - Diagonal communication (4 × 1) (4)
- [30]

**QUESTION 6**

- 6.1
- To ensure the effective functioning of the organisation because it brings all aspects together
  - To define, introduce and strengthen the purpose of the business
  - To organise the staff, materials and other resources
  - To inform, train and educate the staff
  - To motivate the staff so that they deliver to their best
  - To promote a well-organised working environment in which everybody can be productive
  - To promote unity in the organisation
  - To promote a better understanding of the organisation, its aims and the results that are reached
- (8 × 2) (16)
- 6.2
- Internal memorandum
  - Route form
  - Distribution list
  - Direct answer form
  - Notice boards
  - Faxes
  - E-mail
  - Other electronic media
- (8 × 1) (8)
- 6.3
- Telephone
  - Lack of planning
  - Meetings not starting at the scheduled time
  - Information not available on time
  - Unclear or insufficient instructions
  - Inadequate and faulty equipment
  - Re-doing work
  - Crises
  - Trying to do too much yourself
  - An unorganised workplace
  - Doing unnecessary tasks
  - Bad communication between the senior and the management assistant
- (Any 6 × 1) (6)  
[30]



**QUESTION 7**

- 7.1
- Help to create a working culture that will promote motivation
  - Help to develop junior staff by teaching them skills such as proper communication, negotiating skills, skills on presentations, et cetera.
  - Assure the staff that you trust them by giving them the authority to make decisions within clearly understood margins
  - Help and teach people to be effective in what they do and how they do it
  - Help them to set clear goals and have a vision
  - Help staff to take responsibilities for certain tasks
  - Identify talents in people and create opportunities where these talents can be applied
  - Acknowledge good work and ideas and show appreciation for them
- (Any 5 × 2) (10)
- 7.2
- To ensure that the work is done correctly as instructed
  - To ensure that the quality and standard of the work is as expected
  - To ensure that the work is done accurately and without mistakes
  - To ensure that the correct procedures and systems are used
  - To ensure that due dates and time frames are kept to
- (5 × 2) (10)
- 7.3 It is the basic amount of money a person earned during a certain period (2)
- 7.4
- Pay as you earn (PAYE)
  - Unemployment Insurance Fund (UIF)
  - Workmen's Compensation Act (WCA)
- (3 × 1) (3)
- 7.5
- No cash is handled by anybody
  - The employee does not have problems having the cheque cashed
  - It is not necessary to queue in the bank to cash the cheque or to deposit the excess cash that he/she does not need straight away
  - The money is in the person's account and the money can be withdrawn at any time even after-hours at the ATM or by cheque
  - The money is electronically transferred into the employee's banking account by the organisation
  - To have your money deposited in your account is also the cheapest system for the employee
- (Any 5 × 1) (5)  
[30]

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