



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

**NATIONAL CERTIFICATE
NOVEMBER EXAMINATION
OFFICE PRACTICE N4
28 NOVEMBER 2016**

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	B	(10 x 2)	(20)
	1.1.2	B		
	1.1.3	B		
	1.1.4	B		
	1.1.5	A		
	1.1.6	D		
	1.1.7	C		
	1.1.8	B		
	1.1.9	A		
	1.1.10	D		
1.2	1.2.1	E	(5 x 2)	(10)
	1.2.2	D		
	1.2.3	B		
	1.2.4	A		
	1.2.5	G		
1.3	1.3.1	Videoconference	(5 x 2)	(10)
	1.3.2	Electronic		
	1.3.3	Private		
	1.3.4	Grooming		
	1.3.5	Scanner		
1.4	1.4.1	False	(5 x 2)	(10)
	1.4.2	True		
	1.4.3	True		
	1.4.4	True		
	1.4.5	False		
				[50]
TOTAL SECTION A:				50

SECTION B**QUESTION 2**

- 2.1 2.1.1 • Answer the phone immediately – creates an unfavourable impression if nobody answers
 • Identify the firm as well as yourself when you answer a call
 • To create a professional image: be polite, be to the point
 • Use the words 'thank you' and 'please' – it improve human relations
 • When you have dialled a wrong number, do not slam telephone down, apologise for inconvenience. (5 x 2) (10)
- 2.1.2 • The laws of the country
 • The constitution and regulations of an organisation
 • Common law
 • Customs and habits (4 x 1) (4)
- 2.1.3 A meeting takes place when two or more persons gather to discuss and decide upon matters of mutual interest. (1)
- 2.1.4 • Adequate/enough space to work✓
 • A pleasant, satisfactory working environment
 • Effective office furniture and equipment to fulfil tasks efficiently
 • Adequate facilities to comply with the internal and external communication effective work force/people to do the job the reception area should be situated far from busy offices
 (Any 5 x 1) (5)
- 2.2 • Files can be retrieved easily and immediately
 • Every department can use the filing system that suits them
 • The confidentiality of information is maintained
 • The filing can be controlled more easily
 • Junior staff can do the filing (5 x 2) (10)
- [30]**

QUESTION 4

- 4.1 4.1.1 Arendse
 4.1.2 Aurret
 4.1.3 Awerbach
 4.1.4 Brits
 4.1.5 Makae
(5 x 1) (5)
- 4.2 • A motion must be proposed and seconded
 • A motion must be clearly understood and unambiguous
 • It must fall within the scope of the constitution
 • It must refer to only one matter
 • A motion appearing on the agenda may not be withdrawn without the permission of the chairperson, proposer and seconder
 • A motion that is defeated may not be proposed again at the same meeting
 • A motion normally begins with the word 'That ...'
 • A formal motion may not be amended
 • Once the formal motion has been accepted, it receives preferences above any other matter
 • Only members who have not participated in discussion on the matter may submit such motion
(Any 5 x 1) (5)
- 4.3 • Note down all the details as soon as it is safe
 • If possible, write down the details of the escape route
 • Make a list of all witnesses with their details
 • Nominate a person to handle press
 • Do not reveal how much money was stolen
 • If personnel are traumatised, they should be given counselling (Any 5 x 2) (10)
- 4.4 • Company logo usually appears
 • The card can be without or with photograph of the holder
 • The details should be printed on strong, durable paper
 • Details should be printed in letter type that is easy to read
 • No unknown abbreviation
 • It should fit the standard-size business card envelope (Any 5 x 1) (5)
- 4.5 • The chairperson's special agenda with the added notes
 • The minutes of the previous meeting
 • A list of members
 • Letters, memorandums, reports and other correspondence concerning matters on the agenda
 • Copies of correspondence circulated to members
 • Any other important information or document
(Any 5 x 1) (5)
- [30]**

QUESTION 5

- | | | | | |
|-----|-------|---|-------------|------|
| 5.1 | 5.1.1 | <ul style="list-style-type: none"> Files sorted according to alphabet Files can be classified according to names, subject or geography | (2 x 2) | (4) |
| | 5.1.2 | <ul style="list-style-type: none"> Arrange the files in strict alphabetical order Place guide cards in the drawer for each letter of the alphabet Place a general file behind each guide card for irregular correspondents Indicate on the outside of the drawer which files are stored in the drawer e.g. A-C etc. | (Any 2 x 3) | (6) |
| 5.2 | 5.2.1 | Requisition – is an official form on which a request is made for office supplies from the organisation's stock room | | |
| | 5.2.2 | Order form – is a printed form which a customer uses to request goods from an institution when placing order | (2 x 1) | (2) |
| 5.3 | | <ul style="list-style-type: none"> One person should be appointed to take responsibility for issuing stock Stock should only be issued against an official requisition form Make sure that the requisition has been authorised by the supervisor Check stock cards regularly Complete the stock cards with all the articles received and issued Take stock at least once a month Because of wastage and theft, you should keep an eye on what is issued Make arrangements with the users to request stock only on certain days at a certain time. | (8 x 1) | (8) |
| 5.2 | | <ul style="list-style-type: none"> Turn documents face down when other members of staff come into the office Keep confidential files locked away in a special drawer Keep the keys to cupboards Use a secret password when you store confidential materials on the computer Avoid throwing away confidential documents work Use a shredder to get rid of confidential documents Keep documents, disks, sketches or plans in a safe place Close the office door if you are busy with confidential matters Avoid allowing any person to see your files under pretence of looking for something When discussing confidential matters, speak in such a way that other | (Any 2 x 5) | (10) |

QUESTION 6

- 6.1
- A modem can be describe as the 'telephone' of your computer
 - An ordinary telephone works on the basis that the sound of your voice is transformed into electrical or digital impulse
 - The receiver's telephone transforms these impulse back into sound
 - The modem works on the principle that the text, sound or picture on your computer is transformed by your modem into digital impulse
 - The receiver's modem transforms it back into text, sound or pictures so that the receiver can receive it on his computer (5 x 1) (5)
- 6.2
- The size of the organisation – the salaries tend to be higher in large organisations
 - The field in which the organisation falls – salaries in certain business sectors are higher than in others
 - Location of the business – in urban areas the remuneration package will be higher than in rural areas
 - The type of work required – the more skilled the work, the higher the remuneration
 - The experience, knowledge and skills of a person – the more experience you have, and the more skills you offer, the higher the remuneration (5 x 2) (10)
- 6.3
- Repeat information
 - Associate things
 - Make a rhyme out of the information
 - Form acronyms in which you use letters of words you want to remember and make out of them
 - Practice things by hearing, seeing, writing and doing them (5 x 1) (5)
- 6.4
- Contact the ambulance or medical emergency personnel
 - Loosen tight clothes around the neck, chest and waist
 - If the person is conscious, it is best to let him sit or lie down with head and knees supported
 - If he is unconscious, he must lie down flat and his pulse and breathing should be monitored e heart
 - If he is not breathing, mouth to mouth resuscitation must be applied
 - Do not massage the heart
 - If you are not sure if the heart is still breathing, apply a firm blow to the chest and try to shock the heart (5 x 2) (10)
- [30]**

QUESTION 7

- 7.1
- Type fast and accurately from your own notes
 - Know how to lay out your work
 - Be accurate in the work you do
 - Handle office equipment
 - Maintain a filing and retrieval system for both paper and electronic system
 - Dress professionally according to the dress code of the organisation
- (5 x 2) (10)
- 7.2
- 7.2.1 Cheap, fast and result in the paperless duplication (2 x 1) (2)
- 7.2.2
- Short and frequent
 - Junk mail: do not distribution (8)
 - Don't shout: avoid using capital letters
 - Heated response: it is expected to let off steam but the use of foul, offensive and immoral language is forbidden (4 x 2)
- 7.3
- Answer the telephone, screen calls and redirect them
 - Make telephone calls and liaise with client
 - Maintain and update a diary
 - Co- ordinate meetings and make arrangements for such meetings
 - Make travel arrangements
 - Take responsibility for stationary, petty cash and the working area
- (Any 5 x 1) (5)
- 7.4
- Ensure that you understand the problem
 - Gather as much information as possible before making your final decision
 - Calculate all possible outcomes before making your final decision
 - Consider all possible outcomes before making your
 - Think of what you would have to do to put matters right if your decision is incorrect.
- (5 x 1) (5)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200