



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

09 June 2025

This marking guideline consists of 8 pages.

SECTION A

QUESTION 1

1.1	1.1.1	A✓✓	(10 × 2)	(20)
	1.1.2	C✓✓		
	1.1.3	D✓✓		
	1.1.4	D✓✓		
	1.1.5	B✓✓		
	1.1.6	C✓✓		
	1.1.7	C✓✓		
	1.1.8	D✓✓		
	1.1.9	D✓✓		
	1.1.10	C✓✓		
1.2	1.2.1	False✓✓	(10 × 2)	(20)
	1.2.2	False✓✓		
	1.2.3	False✓✓		
	1.2.4	True✓✓		
	1.2.5	False✓✓		
	1.2.6	False✓✓		
	1.2.7	True✓✓		
	1.2.8	True✓✓		
	1.2.9	False✓✓		
	1.2.10	True✓✓		
1.3	1.3.1	D✓✓	(5 × 2)	(10) [50]
	1.3.2	E✓✓		
	1.3.3	F✓✓		
	1.3.4	B✓✓		
	1.3.5	A✓✓		

TOTAL SECTION A: 50

SECTION B

Mark only FIVE questions in this SECTION.

QUESTION 2

- 2.1
- Secretary
 - Receptionist
 - Switch Board Operator
 - Personal Assistant
 - Administration Clerk
 - Typist
 - Data Capturer
- (Any relevant answer) (Any 5 × 1) (5)
- 2.2
- Provide the name and address of the person in need for help.✓✓
 - Keep in touch with the emergency services personnel.✓✓
 - Explain how to get there, street directions.✓✓
 - Provide the nature and severity of the situation.✓✓
 - Give a short description of the problem.✓✓
- (5 × 2) (10)
- 2.3
- Update the manager's diary daily.✓✓
 - Write every important event, information down immediately.✓✓
 - Use coloured pens, highlighters or stickers to mark important matters.✓✓
 - Put reminders on the computer or cell phones.✓✓
 - Keep a note of important deadlines.✓✓
 - Check manager's diary every day and remind the manager of important appointments.
- (Any relevant answer) (Any 5 × 2) (10)
- 2.4
- Record creation
 - Safety measures
 - Record utilisation
 - Storage and retention
 - Transfer of records
 - Disposal of records
- (Any relevant answer) (Any 5 × 1) (5)

[30]

QUESTION 3

- 3.1
- Information must be in a format that makes it easy to retrieve the data needed.✓✓
 - Information collected should have been obtained legally.✓✓
 - If the dossier must be kept secret, a password-protected computer must be used or it must be kept in a safe place.✓✓
 - A secretary should be a sponge for information and should request an electronic copy of information where possible.✓✓
 - Guidelines for setting up and updating the dossier should be put in place.✓✓
 - The management assistant must update the information on a regular basis.
 - The dossier is a system indicating how information is gathered, processed, saved and distributed.
 - The dossier contains all information regarding meetings and hosting events.
 - The dossier should contain a list of all company policy-related documents.
- (Any relevant answer) (Any 5 × 2) (10)
- 3.2
- When a member uses offensive language.
 - If a meeting does not constitute a quorum.
 - If there are irregularities in the proceedings of the meeting.
 - If a motion has not been seconded.
 - If a motion or amendment is contrary to the law.
- (Any relevant answer) (Any 4 × 1) (4)
- 3.3
- Lack of concentration and hasty filing
 - Lack of experience
 - Negligence
 - Incorrect coding
 - Not using cross-references
 - Use of wrong filing system
- (6)
- 3.4
- The waiting room must be neat and clean at all time.✓✓
 - The waiting room must have comfortable chairs.✓✓
 - Magazines maybe be placed in a magazine rack.✓✓
 - A relaxed atmosphere should be created in the waiting room✓✓
 - Provide updated and up to date reading material.✓✓
- (Any relevant answer) (Any 5 × 2) (10)
- [30]

QUESTION 4

- 4.1
- Personal Assistant (level four)
 - Senior Secretary (level three)
 - Girl Friday (level two)
 - Typist (level one)
- (4)
- 4.2
- Person in charge always knows which and how much stock is available.✓✓
 - Timeous orders save money and prevent wastage.✓✓
 - Forecasting of when, where and which products to buy can be done on time.✓✓
 - Aged articles may be sold to staff at a discount price.✓✓
 - Items that are no longer in use are identified timeously to prevent unnecessary ordering.✓✓
 - More realistic budget for stock can be set up and followed.
 - List of reliable suppliers that are always used can be kept.
 - Money can be saved.
- (Any relevant answer) (Any 5 × 2) (10)
- 4.3
- POTS
 - PABX
 - Telex
 - Switchboard
 - Mobile cell phones
 - Cordless phones
 - Paging
- (Any relevant answer) (Any 5 × 1) (5)
- 4.4
- Files are grouped according to a geographical area.
 - Files may be split according to a country, province, town or suburb.
 - Records can be grouped either in dictionary or encyclopaedia arrangement.
 - Documents in files can be arranged alphabetically by name, number or chronologically order.
 - The number of geographic divisions used is based on the volume of records, size of the geographic boundaries.
- (5)
- 4.5
- Invoice
 - Delivery notice
 - Goods received note
 - Receipt
 - Inventory letter
 - Order form
- (6)

[30]

QUESTION 5

- 5.1
- Ensuring proper notice was given and an agenda provided;✓✓
 - Checking (and usually signing) the minutes of previous meetings;✓✓
 - Ensuring the meeting gets through its business in the allocated time. This may involve limiting the time members get to speak;✓✓
 - Dealing with the order of business;✓✓
 - Keeping order and facilitating discussion;✓✓
 - Ensuring everyone has an opportunity to speak. People who tend to dominate should be managed so quieter members can also share their views.
 - Receiving motions, putting them to the vote and declaring the result;
 - Making sure decisions are reached on issues discussed and that everyone understands what the decisions are; and
 - Declaring the meeting closed. (Any relevant answer) (Any 5 × 2) (10)
- 5.2
- Finance committee
 - Public relations committee
 - Transport arrangement committee
 - Accommodation committee
 - VIP-committee (Any relevant answer) (Any 3 × 1) (3)
- 5.3
- Preparation of the file, the management assistant should punch the documents and put them in a file or folders.✓✓
 - Decide on the filing system, the management assist should determine the filing system suitable for the filing.✓✓
 - Sorting of the files, after coding, indexing and cross-referencing, the documents should be carefully filed in the correct classification.✓✓
 - Retrieval of the documents, whenever any file needed for any reference, it should be easily retrieved from the cabinet.✓✓
 - Transfer of the files, when the life of a document is permanently over and will no longer be required, it can be transferred or destroyed.✓✓
 - Retention of the document, the management should lay down a policy of records retention and destruction. (Any relevant answer) (Any 5 × 2) (10)
- 5.4
- First aid officer provides the immediate help given to someone who is ill or injured.
 - Provide adequate and appropriate first aid equipment.
 - Call the emergency medical services.
 - Raise safety awareness to all workers in the workplace.
 - Ensure the workplace comply with healthy and safety requirements. (5)
- 5.5
- The meeting must be constituted according to the constitution.
 - A valid notice must be sent out timeously.
 - An agenda is compiled and sent out with the notice to all members.
 - There must be a chairperson.
 - The meeting must have a quorum. (Any relevant answer) (Any 2 × 1) (2)

QUESTION 6

- 6.1 6.1.1 Etiquette: Social rules of everyday behaviour.✓✓
- 6.1.2 Inquisitive: A person having or showing an interest in learning things or always curious.✓✓
- 6.1.3 Constitution: Basic rules according to which all activities of a specific organisation should be run.✓✓
- (3 × 2) (6)
- 6.2 • Show of hands:✓ The chairperson request those in favour of the motion to raise their hands and the number of hands is counted.✓
- 6.2 • Acclamation: ✓Yes or no audible method.✓
- 6.2 • Ballot: ✓a secrete way of voting by writing down your vote.✓
- 6.2 • Division:✓ In favour on one side of the room, those against on the other side of the room.✓
- 6.2 • Voting by proxy:✓ Member gives permission to other member to vote on his behalf.✓
- (5 × 2) (10)
- 6.3 • The resolution is passed at a meeting which is properly convened and satisfied any quorum (minimum number of members are present) requirements.✓✓
- 6.3 • The resolution is put into the company's records within one month of the meeting being held.✓✓
- 6.3 • The minutes of the meeting where the resolution was passed must be signed by the chair of the meeting, or the chair of the following meeting.✓✓
- 6.3 • The Resolution is passed when it is approved by a majority of the Directors entitled to vote on the Resolution.✓✓
- 6.3 • If any special majority or the affirmative vote of any particular Director or Directors is specified in the Articles, the Resolution shall be passed only with the assent of such special majority or such affirmative vote.✓✓
- 6.3 • Resolutions passed by circulation shall be noted at the next Meeting of the Board and the text thereof with dissent or abstention, if any, shall be recorded in the minutes of such meeting.
- 6.3 • Passing of Resolution by circulation shall be considered valid as if it had been passed at a duly convened Meeting of the Board.
- (Any relevant answer) (Any 5 × 2) (10)
- 6.4 • Retail
- 6.4 • Petroleum industry
- 6.4 • Insurance
- 6.4 • Mining
- 6.4 • Entertainment industry
- 6.4 • Property and estate industry
- (Any relevant answer) (Any 4 × 1) (4)

[30]

QUESTION 7

- 7.1 7.1.1
 - The person in charge always knows which and how much stock is available.✓✓
 - Timeous orders save money, prevent wastage and running out of stock.✓✓
 - Articles that are no longer used are identified timeously, which prevents unnecessary ordering.✓✓
 - A more realistic budget for stock can be set up and kept to.✓✓
 - A list of reliable suppliers that also offer an after-sales service can be compiled to benefit the entire organisation.✓✓
 - Aged articles can be sold to staff at a discount price.
 - Forecasting of when, where and which products to buy can be done on time.

(Any relevant answer) (Any 5 × 2) (10)
- 7.1.2
 - Minimum stock level: The smallest quantity of stock allowed in the stock room✓✓
 - Maximum stock level: The maximum available stock that is allowed to be in the stock room.✓✓

(2 × 2) (4)
- 7.2
 - The phone greeting sets the stage, do not slump, and frown.✓✓
 - A positive attitude to deliver the best service to each individual client is important.✓✓
 - Be empathic towards the caller and offer help, go an extra mile.✓✓
 - Be loyal towards the company products and services.✓✓
 - Control telephone conversation.✓✓
 - Having a sense of humour is excellent in creating a good atmosphere.

(Any relevant answer) (Any 5 × 2) (10)
- 7.3
 - Handle the caller carefully.✓
 - Listen to the caller's problem✓ and offer assistance and solutions.✓
 - Ensure that the caller is put through to the right person the first time to avoid provoking further anger.✓
 - If the caller does not want to share the nature of the problem, put him or her through to the manager.✓
 - Make notes of what is being said.✓

(Any relevant answer) (6)

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200