



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

01 June 2026

This marking guideline consists of 8 pages.

SECTION A

QUESTION 1

1.1	1.1.1	C	(10 × 2)	(20)
	1.1.2	C		
	1.1.3	B		
	1.1.4	B		
	1.1.5	C		
	1.1.6	D		
	1.1.7	A		
	1.1.8	D		
	1.1.9	B		
	1.1.10	D		
1.2	1.2.1	False	(5 × 2)	(10)
	1.2.2	True		
	1.2.3	False		
	1.2.4	False		
	1.2.5	False		
1.3	1.3.1	D	(5 × 2)	(10)
	1.3.2	F		
	1.3.3	E		
	1.3.4	B		
	1.3.5	A		
1.4	1.4.1	Paging	(5 × 2)	(10)
	1.4.2	Shareholder meeting		
	1.4.3	Petty cash		
	1.4.4	Yellow pages		
	1.4.5	E-mail		
				[50]

TOTAL SECTION A: 50

SECTION B

Mark only FIVE questions in SECTION B.

QUESTION 2

- 2.1
- Preparing, typing and filing legal documents such as motions, appeals, contracts, wills and title deeds.
 - Locating information for legal costs.
 - Providing support to legal professional.
 - Deal with business and legal matters.
 - Dealing with correspondence and keeping records.
- (5)

- 2.2
- Do not leave documents on the desk while not in the office.
 - Place documents with written side facing down.
 - Ensure that cupboards, cabinets and drawers are locked before leaving the office.
 - Keep a list of all persons in possession of keys for offices or cabinets.
 - Ensure that conversations cannot be eavesdropped and be very discreet when repeating sensitive information.
 - Empty waste paper baskets on a regular basis.
 - Shred documents no longer in use.
 - Transfer files that have been filled to the archives.
 - Close the office door when busy with confidential matters.
- (Any 5 × 2) (10)

- 2.3
- | ADVANTAGES | DISADVANTAGES |
|--|--|
| <ul style="list-style-type: none">• A dedicated person or section is responsible for filing.• Space is optimally used.• It saves time and human resources• It enables uniformity and standardisation• Better supervision and control | <ul style="list-style-type: none">• Delay in bringing records• Records easily misplaced as there are too many• Affect smooth functioning of departmental operations• More human resources and time are spent in locating the file• Difficult to maintain secrete |
- [2 marks for the table, 4 for advantages and 4 for disadvantages] (5 × 2) (10)

- 2.4
- A specific person will be held responsible for the issuing of the stock.
 - The person in control must be a very reliable person who knows how to issue and control stock.
 - This person must be able to make decisions about the type and quantity of supplies.
 - Strict supervision is required – stock cards should be checked regularly to ensure timeous orders and to control waste.
 - Record should be kept of what is issued and to whom – persons who request too much of a certain supply should be checked.
- (5)

QUESTION 3

- 3.1
- Appointments should preferably not be scheduled for earlier than 10:00 in the morning, this allows the manager to finish up work left from the previous day.
 - Avoid appointments during lunchtimes.
 - Avoid appointments after 16:00, this time can be used to finalise arrangements for the following day.
 - Avoid appointments during weekends and holidays.
 - Allow 15 minutes between appointments, this allows the manager to have enough time to prepare for the next appointment.
 - Record all appointments in the diary.
 - Allow sufficient time for delay when the manager has to attend important meetings.
- (5 × 2) (10)
- 3.2
- 3.2.1 A requisition form is an official form on which a request is made for office supplies from the organisation stock room.
- 3.2.2 An order form is a printed form which is used by a customer or employee to request goods from the stock room.
- 3.2.3 Cheque requisition means authorisation of a cheque before it can be issued as a means of payment.
- (3 × 2) (6)
- 3.3
- Communication skills. ✓ know how to talk to a customer in a friendly manner✓
 - Teamwork skills✓ be able to work with other colleagues ✓
 - Interpersonal skills✓ have work relations with other business members✓
 - Computer skills✓ have the skills to work on a monitor and type✓
 - Administrative skills✓ good filing skills and other admin work✓
- (5 × 2) (10)
- 3.4
- Bank account
 - Computer/Smart phone
 - Wi-Fi, data, internet
 - Password
- (4)

[30]

QUESTION 4

- 4.1
- Open shelves
 - Mobile filing shelves
 - Motorised shelves
 - Folders
 - Lever archive files
- (5)
- 4.2
- List of members of the committee
 - Profiles of the committee members
 - The agenda
 - Letters, memoranda, policies, reports
 - Previous minutes of the meetings
- (5)
- 4.3
- Telecommunication method
 - Written method
 - Audi-visual method
 - Electronic method
 - Voice note method
- (5 × 2) (10)
- 4.4
- Accessibility✓ – the system should enable the filing clerk to easily locate the documents✓
 - Suitability✓ – the filing system must fit the specific needs of the company✓
 - Flexibility✓ – the system must adjust to the growth in the company and new documents must be added without any disruption ✓
 - Neatness✓ – the equipment used should match and must have a neat and professional appearance✓
 - Simplicity✓ – the system must be so simple so that a junior clerk should be able to recognise and use it✓
 - Retention✓ – there should be a well-defined policy regarding the retaining and discarding of documents and files✓
 - Safety and durability✓ – the equipment and files must be durable, dust proof, fire resistant and burglar proof✓
- (Any 5 × 2) (10)
- [30]**

QUESTION 5

- 5.1
- A need exists for a certain product or article.
 - An order is authorised by the responsible person.
 - When ordering, quotations are requested from different suppliers.
 - The best quotation is accepted.
 - An applicable form of payment is chosen.
 - The product or article is bought or ordered and delivered. (Any 5 × 2) (10)
- 5.2
- Quantity required:✓ Use a photocopy machine for a small number of copies. For large quantities a lithography machine is recommended.✓
 - Cost:✓ Maintenance of the machine, quality of the paper and the salary of the operator must be considered.✓
 - Colour:✓ Colour ink cartridges are expensive and the more copies are printed, the higher the cost, but such copies give a good impression to customers.✓
 - Paper:✓ Glossy and matt finish paper are more expensive than the standard paper used in a photocopier.✓
 - Time available:✓ If ample time is available the document can be handwritten, while photocopying should be chosen when time is limited.✓
 - Noise level:✓ Need to consider the level of noise, special in an open plan office.✓
 - Internal or external:✓ The organisation must decide where they will keep duplicating equipment or whether they will sign a contract with a specific printing company. Contract may be cheaper because maintenance of the equipment is low.✓
 - User friendly:✓ It does not require special training.✓ (Any 5 × 2) (10)
- 5.3
- Acclamation/Verbal vote
 - Ballot
 - Raising of hands
 - Proxy vote
 - Division (5)
- 5.4
- It must be simple, portraying only necessary information.
 - Printing must be black and white with the logo of the organisation in colour.
 - The use of the photograph printed on a business card will be determined by company policy.
 - The following must appear on the card: company name, person's name and position, cell phone and telephone, email address and street address.
 - Business card must be clean and up to date. (5)

[30]

QUESTION 6

- 6.1
- Any client remains important. Therefore, all visitors, with or without an appointment should be received in a friendly manner.
 - The visitor's name and reason for the visit should be established in a friendly manner.
 - Contact the staff member the visitor wishes to see.
 - If the person is available, direct the visitor to the person, if the person visited is not available, inform the visitor to wait or direct to a person that can assist.
 - If not, make an appointment with this person and inform the visitor about the time and date.
- (5)
- 6.2
- Disinterest:✓ When think it's just a job. ✓
 - Poor appearance:✓ Untidy appearance can hinder promotion. Bad manners also have the same effect. ✓
 - Negative attitude:✓ A negative attitude towards your work. You are not only harming your image but also jeopardise the work that you do. ✓
 - Unwillingness to learn:✓ Management assistant that thinks he/she knows everything is not willing to learn. ✓
 - Untrustworthiness:✓ Task is not done timeously, people who come late for work, people who stay away from work for no reason.✓ (5 × 2)
- (10)
- 6.3
- Security alarm
 - Security staff
 - Safety gates
 - Controlled entrance
 - CCTV cameras
- (5)
- 6.4
- Computerised system impression:✓ What the consumer thinks of the products, services and sales staff.✓
 - Competitors:✓ What the consumer thinks of the competitors' products, services and sales staff.✓
 - Size of the enterprise:✓ Large companies can afford better advertisements and therefore more well known.✓
 - Staff behaviour and sales staff:✓ The impression these members make on the public is extremely important.✓
 - Trust/faith in the products:✓ The assurance or trust that the consumer has in this reliable product.✓
 - Appearance of the buildings and the grounds:✓ Appearance with regards to lay-out, tidiness, choice of furniture and design of the buildings as well as all the interior decorations.✓
 - Public opinion is always based on belief and information:✓ It is important that every person dealing with the public realise that it is within their power to influence public opinion positively.✓ (Any 5 × 2)
- (10)

[30]

QUESTION 7

- | | | | |
|-----|---|-------------|-------------|
| 7.1 | <ul style="list-style-type: none"> • Refreshments should be presented in a tasteful way and be small. • Ask the visitors' preference on what they would like to have. • There must always be substitutes for those who do not eat things such as sugar. • Use a plain, clean table cloth together with serviettes. • Special size cups are used to serve tea. • Coffee and tea are usually served at a side table during a cocktail or breakfast. • Self-service is the most convenient method and runs very smoothly when various service points are available. | (Any 5 × 2) | (10) |
| 7.2 | <ul style="list-style-type: none"> • Plan in advance • Determine time-priority, do most important tasks first • Delegate: do not attempt to do everything yourself • Do not procrastinate, it causes the workload to accumulate • Utilise time, use the time you have productively | (5 × 2) | (10) |
| 7.3 | <ul style="list-style-type: none"> • Reference books • Official publications • Telephone directories • Yellow pages • Dictionaries • Travel guides | (Any 5 × 1) | (5) |
| 7.5 | <ul style="list-style-type: none"> • Theatre style • Discussion style • U-Shape style • T-shape style • Classroom style • Banquet style • Hallow design style | (Any 5 × 1) | (5) |
| | | | [30] |

TOTAL SECTION B:	150
GRAND TOTAL:	200