



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N4

27 November 2024

This marking guideline consists of 8 pages.

SECTION A

QUESTION 1

- | | | |
|-----|--------|---|
| 1.1 | 1.1.1 | D |
| | 1.1.2 | B |
| | 1.1.3 | C |
| | 1.1.4 | B |
| | 1.1.5 | D |
| | 1.1.6 | A |
| | 1.1.7 | C |
| | 1.1.8 | D |
| | 1.1.9 | C |
| | 1.1.10 | D |

(10 × 2) (20)

- | | | |
|-----|--------|---|
| 1.2 | 1.2.1 | E |
| | 1.2.2 | G |
| | 1.2.3 | J |
| | 1.2.4 | H |
| | 1.2.5 | I |
| | 1.2.6 | C |
| | 1.2.7 | K |
| | 1.2.8 | A |
| | 1.2.9 | B |
| | 1.2.10 | F |

(10 × 2) (20)

- | | | |
|-----|-------|-------|
| 1.3 | 1.3.1 | False |
| | 1.3.2 | False |
| | 1.3.3 | False |
| | 1.3.4 | True |
| | 1.3.5 | True |

(5 × 2) (10)

TOTAL SECTION A: [50]

SECTION B

Mark FIVE questions in SECTION B

QUESTION 2

- 2.1
- Do not arrange appointments before 10:00, this allows the manager to do administration.
 - Don't make consecutive appointment in other towns.
 - Avoid appointments during lunch time, from 12:00 to 14:00 / Avoid appointments during holidays or weekends.
 - Avoid appointments after 16:00, this time may be used to finalise administration for the day./Avoid appointments for the first few hours on a Monday and few hours on a Friday.
 - No appointments two days prior to departing on a business trip or two days after returning.
 - If more than one appointment is arranged, leave 15 minutes between appointments to allow enough time for the next appointment. / Allow sufficient time for delay when the manager has to attend important meetings.
 - Make appointment with colleagues with whom the manager has a good relationship, should the manager wish to postpone the appointment.
 - Capture all information such as contact details of the person.
 - Record all appointment in the diary and note times of the appointments.
- (5 × 2) (10)
- 2.2
- Unwanted visitors
 - Visitors with an appointment/ without an appointment
 - Complaining visitor
 - Talkative visitors
 - Customer/Client visitor
 - Visitors the manager does not want to see
 - Bad-mannered visitor/ill or ill-mannered visitors
 - Inquisitive visitor
 - Sales reps and beggars
 - Friends and family visiting a colleague
 - Visitors applying for positions
- (Any 5 × 1) (5)
- 2.3
- Electronic invitation (e-mail, social media)
 - Multimedia invitation (radio, television)
 - Card invitation
 - Telephone invitation
 - Verbal invitation
- (5)
- 2.4
- Heart attack
 - Strokes
 - Epilepsy
 - Fainting/unconsciousness
 - Medical accident

- 2.5
- Professionalism/ Cooperation
 - Ethical conduct
 - Honesty
 - Accountability/ Responsibility
 - Punctuality
 - Team player
- (Any 5 × 1) (5)
[30]

QUESTION 3

- 3.1
- Arrange patient consultations
 - Book operating theatre
 - Sort out patient billing
 - Order medical and office supplies
 - Liaise with medical equipment suppliers
 - Manage the doctors' appointments.
 - Manage the day-to-day functions of the office
 - Answer the office phone
- (Any 5 × 2) (10)
- 3.2
- Horizontal filing:✓ Files are stacked on top of each other.✓
 - Vertical upright filing:✓ Files are placed in an upright position one behind the other (Upright stacking and literal filing).✓
 - Strategic filing:✓ Files are located in a central place.✓
 - Electronic filing:✓ Files are scanned and indexed in an electronic machine.✓
 - Micrographic:✓ It is convenient for the storing of large documents like charts and drawings.✓
 - Tabular filing:✓ Files are rolled and placed in a tube and tubes are placed next to each other on a shelf.✓
 - Centralised filing:✓ A specific section is responsible for filing all documents of the organisation.✓
 - Decentralised filing:✓ Each section uses their own filing systems.✓
- (Any 5 × 2) (10)
- 3.3
- Immediately inform the fire brigade.
 - Inform the security section of the organisation.
 - Close windows and doors to delay the spread of the fire.
 - Determine where the fire is coming from.
 - Use fire extinguish if possible.
 - Evacuate the people in the building immediately.
 - Move any injured people to place of safety.
 - Keep everyone informed about what is happening.
- (Any 5 × 2) (10)
[30]

QUESTION 4

- 4.1
- Choose the right box. A correct box size must be chosen for the items to fit in the box to avoid damages.
 - Pack your items. Items or parcels must be packed correctly, do not pack too many parcel in one box or bag.
 - Shipping label. All parcels must be visibly labelled correctly.
 - Seal the box. Do not leave the box open, it must be sealed with seal tape or any other sealing method.
 - Place your label safely and visibly. Place the labels where they can be seen easily.
- (5 × 2) (10)
- 4.2
- Emotional intelligence: The ability to understand and manage your own emotions in a positive way to relieve stress and communicate effectively.
 - Mentor: An experienced and trusted adviser who gives guidance to a person or group of people.
 - Paralegal: A person trained in subsidiary legal matters who work alongside licenced lawyers.
 - Litigation: A process of taking legal action.
- (4 × 2) (8)
- 4.3
- Do not leave documents on the desk while you are not in the office.
 - Place documents with written side facing down.
 - Ensure that cupboards, cabinets and drawers are locked all the time.
 - Keep a list of all people in possession of the keys of the office or cabinets.
 - Empty waste paper baskets on a regular basis.
 - Shred documents no longer in use.
 - Transfer files that have been filled to the archives.
- (Any 6 × 2) (12)
- [30]**

QUESTION 5

- 5.1
- Organisation policy regulates the disposal of company records.
 - Written authorisation is received from management to destroy or transfer records.
 - Once the dates have passed.
 - The document no longer needs to be kept.
 - When a document contains sensitive and confidential information.
 - To effectively manage filing space. (Any 5 × 2) (10)
- 5.2
- You communicate more easily and rapidly.
 - High-speed connection and mobile internet.
 - Latest marketing approaches to reach more customers.
 - Enhanced customer service.
 - Using the internet to manage corporate networks. (5)
- 5.3
- The office should emphasise the image and identity of the company.
 - Branding and colours should make a statement about the values of the organisation.
 - The office space should be optimally used.
 - The colour scheme and office theme must be co-ordinated.
 - The reception desk should be the centrepiece of the room. The shape, style or size will influence the rest of the décor.
 - The material of furnishing the office should be carefully selected. Durability, comfort and stain resistance should be considered.
 - There should be enough space to move around in the reception area. (Any 5 × 2) (10)
- 5.4
- Telephone equipment: phones sets, speakers
 - Telephone index
 - Register with all employee details
 - Stationery
 - Telephone directory
 - Time zone map (Any 5 × 2) (5)

[30]

QUESTION 6

- 6.1
- Electronic Fund Transfer (EFT)
 - Cash payment
 - Credit payment
 - Debit payment
 - E-wallet
- (5)
- 6.2
- Communication between the management assistant and the managers is essential.
 - Expectations and preferences must be communicated to both managers.
 - The management assistant and managers must decide about the division of work.
 - Be careful not to give one manager a preference over the other.
 - Decide which manager's assignment is the most important, it enjoys priority and should be completed first.
 - Maintain the same professional conduct towards all managers.
 - If there are conflicting instructions, the managers must sort it out themselves.
- (Any 5 × 2) (10)
- 6.3
- Internet
 - Reference books
 - Newspapers
 - Magazines
 - Dictionaries
 - Yellow pages
 - Travel guides
 - Manuals
 - Brochures
- (Any 7 × 1) (7)
- 6.4
- Good physical condition improves concentration.
 - Apply mnemonics through the use of visual images, associations and acronyms.
 - Try repetition of what must be remembered.
 - Be open to new learning experiences.
 - Broad and build memory by means of being open to new learning experiences which will allow the brain to be more flexible.
 - Understanding what you are doing or reading will assist with perspective and broaden the mind so that it is easier to remember what must be remembered.
 - Try to solve problems before the burden of carrying them are taking its toll on sleep patterns and cause mistakes.
 - Attend to tasks that must be done.
- (Any 4 × 2) (8)
- [30]**

QUESTION 7

- 7.1
- Bing
 - Baidu
 - Yahoo!
 - Ask.com
 - YouTube
- (Any 4 × 1) (4)
- 7.2
- Ensure that you open the correct search engine
 - Type the information you are searching for in the search engine
 - Use the keywords as precise as possible
 - Use two or more keywords in your search
 - Make sure you spell the keyword(s) correctly
 - Always try more than one search engine
- (Any 3 × 2) (6)
- 7.3
- Pay attention to the speaker.
 - Avoid interruptions while you are listening.
 - When you are listening to someone talk, you should avoid looking out a window, texting or scrolling through your phone.
 - Try to conjure up mental images of what the speaker is talking about while you are listening to help retain information.
 - You may not understand everything someone says to you. It is best to wait until they pause to ask them.
- (5 × 2) (10)
- 7.4
- Plan as far ahead as possible.
 - Prioritise important tasks first.
 - Delegate, do not attempt to do everything yourself.
 - Act, do not procrastinate, otherwise the work will accumulate.
 - Manage time productively.
- (5 × 2) (10)
- [30]**

TOTAL SECTION B: 150
GRAND TOTAL: 200