



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

29 November 2022

This marking guideline consists of 9 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	Call answer		
	1.1.2	Impress		
	1.1.3	Current		
	1.1.4	Cheque		
	1.1.5	Special		
	1.1.6	Monies		
	1.1.7	Raise primary capital		
	1.1.8	Authority		
	1.1.9	Franking		
	1.1.10	Premium		
			(10 × 1)	(10)
1.2	1.2.1	G✓✓		
	1.2.2	B✓✓		
	1.2.3	I✓✓		
	1.2.4	E✓✓		
	1.2.5	A✓✓		
	1.2.6	J✓✓		
	1.2.7	F✓✓		
	1.2.8	C✓✓		
	1.2.9	H✓✓		
	1.2.10	D✓✓		
			(10 × 2)	(20)
1.3	1.3.1	A✓✓		
	1.3.2	A✓✓		
	1.3.3	B✓✓		
	1.3.4	B✓✓		
	1.3.5	A✓✓		
	1.3.6	D✓✓		
	1.3.7	A✓✓		
	1.3.8	D✓✓		
	1.3.9	B✓✓		
	1.3.10	B✓✓		
			(10 × 2)	(20)
				[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

- | | | | |
|-----|-------|---|-------------|
| 2.1 | 2.1.1 | 30018 | (1) |
| | 2.1.2 | NBK✓

PO Box 8050
DANNHAUSER
3080✓ | (2) |
| | 2.1.3 | Chiefs Hardware | (1) |
| | 2.1.4 | 12 Frikkie Meyer, Dannhauser, 3080✓✓ | (2) |
| | 2.1.5 | R 546,25 | (1) |
| | 2.1.6 | 18 September 2020 | (1) |
| | 2.1.7 | Cash on delivery✓✓ | (2) |
| 2.2 | 2.2.1 | Addressee – the person to whom the letter is addressed. | |
| | 2.2.2 | Electronic mail – the communication of non-verbal messages from one person to another by using an electronic transmission medium. | |
| | 2.2.3 | Dual diary system – used when the management assistant and the senior each have their own diary, but both contain basically the same information. | |
| | 2.2.4 | Invoice – a formal notice from the seller to the buyer to inform him of the goods bought and the amount he owes. | |
| | 2.2.5 | Organogram – a diagram that shows the authority and organising structures as well as lines of responsibility and accountability. | (5 × 1) (5) |

- 2.3
- Decide which tasks can be delegated.
 - Decide on the correct person to do each task.
 - Delegation must take place with the necessary training.
 - Decide whether you will do the training or somebody else.
 - Ensure that the delegated person understands the task and the reason for performing the task.
 - Ensure that the delegated person understands that he/she becomes responsible to the delegated task.
 - Communicate the necessary time frames and control measures.
 - Delegate the authority to perform the task.
 - If the right person was selected to take over a task and that person is trained, you must trust and give the person a chance to do the work.
- (Any 6 × 1) (6)
- 2.4
- The insurer is the insurance company which carries the risk in return for receiving the premium.✓✓
 - The insured is the person taking out insurance to be covered against losses for certain events. She/he pays the premium.✓✓ (2 × 2)
- (4)
[25]

QUESTION 3

- 3.1
- Secluded office layout
 - This type of layout is usually characterised by a passage with private offices on both sides.
 - Open-plan layout
 - This type of layout consists of a large open office with many desks.
 - Panoramic layout
 - This is a combination of the secluded and the open-plan types of office.
- (6)
- 3.2
- Sometimes productivity in this office is lower than in secluded office, because there seems to be a lot of social talking and chatting at one another's desks.✓✓
 - The lack of privacy and confidentiality makes it difficult to discuss confidential matters or even to handle confidential correspondence.✓✓
 - There is a lot of noise, such as ringing telephones, many people in telephone conversations at the same time. This can be disturbing to individuals.✓✓
 - If a member of a group has irritating habits like leaving cupboards doors and drawers open or storing files on the floor, etc., it can place a lot of stress on the group.✓✓
- (4 × 1) (4)
- 3.3
- A lot of floor space is saved.
 - It is easier and cheaper to clean and maintain the office.
 - Communication between staff is easier because they are close together.
- (4)

- Supervision is easy as the whole department can be observed at a glance.
- The use of some form of partitions in the panoramic layout allows a certain degree of privacy. (Any 4 × 1)

- 3.4
- X-ray
 - Hand metal detector
 - Walk-through metal detector (Any 3 relevant) (3)
- 3.5
- Rail transport✓✓
 - Road transport✓✓
 - Water/sea transport✓✓
 - Air transport✓✓ (4 × 2) (8)
- [25]**

QUESTION 4

- 4.1
- Fire insurance
 - Fidelity insurance
 - Accident insurance
 - Life assurance
 - Travel insurance (5)

- 4.2
- Ensure the safety of the employees and the assets of the organisation by not allowing a person with a firearm or a dangerous weapon to enter the premises.✓✓
 - Be accurate in handling of the visitors register because it is a permanent record of persons who visited the company.✓✓
 - Implement additional control measures when she/he feels suspicious of a visitor, e.g. having him/her escorted or searched.✓✓
 - Enter the time the visitor leaves the premises and collect the visitor's card.✓✓
 - Have visitors without appointments to the person they wish to see.✓✓ (5 × 2) (10)

- 4.3 4.3.1 An annuity is insurance taken out to make provision for the years after retirement and to supplement one's pension.✓✓ (2)

- 4.3.2
- Cost
 - Speed
 - Availability
 - Reliability
 - Safety
 - Regularity (Any 3 × 1) (3)

- 4.4
- The stock exchange will only list the shares of companies that are in a stable financial position. The public is protected if they buy share from these companies.
 - Listed companies are encouraged to maintain high standards since publicity is given to those that are listed on the exchange.
 - Inexperienced investors receive advice from brokers regarding the best shares to buy at a particular time.
 - Investors can minimise the investment risk by investing in a variety of undertakings.
 - The market place for shares is determined by their prospects of goods profits and therefore good dividends. (5 × 1)
- (5)**
[25]

QUESTION 5

- 5.1
- Purchase department✓✓
 - Sales department✓✓
 - Production department✓✓
 - Marketing department✓✓
 - Finance department✓✓
 - Administrative department
 - Human resource department
 - Public relations department (Any 5 × 2)
- (10)**

- 5.2
- Taking dictation in shorthand
 - Dictation at the computer
 - Telephone dictation
 - Manuscript
 - Dictating and dictaphone machine
- (5)**

- 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 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.✓
- (5)**

- 5.4
- The name of the visitor and his/her signature
 - The date and time of the visitor
 - The visitors card number
- (5)**

- The purpose of the visit
- Who will be visited
- Telephone and identity number of the visitor
- Time of departure

[25]**QUESTION 6**

6.1	SAVINGS ACCOUNT	CURRENT ACCOUNT	
	Overdraft facilities are not available✓	Borrow money by means of overdraft✓	
	Fee charged is lower as of a current account✓	High interest is charged when the account is overdrawn✓	
		(Any 4 relevant)	(4)

6.2 Credit card

- Issued by financial institutions to approved clients✓
- These cards can be used to pay for almost all purchases and services✓

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.✓ (Any 4 relevant) (4)

- 6.3**
- 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 (Any 4 × 1) (4)

- 6.4**
- X-ray
 - Hand-metal detector
 - Walk-through metal detector
 - Code base access system
 - Proximity access control
 - Electronic locking device
 - Combination locks
 - Biometric access control (Any 5 × 5) (5)

- 6.6 The difference between salary and a wage (8)**
- 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 for production, manufacturing, etc. while salaries are paid for office work. ✓✓

(4 × 2)

[25]**QUESTION 7****7.1**

- 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 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.

(Any 5 × 2)

(10)**7.2**

- Internal memorandum
- Route form
- Distribution list
- Direct answer form
- Notice boards
- Faxes
- E-mail
- Other electronic media

(8)

7.3

- Telephone
- Lack of planning
- Unclear or insufficient instructions
- Redoing work
- Crises
- Trying to do too much yourself
- Doing too much

(7)

[25]

TOTAL SECTION B: 150
GRAND TOTAL: 200