



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

7 December 2023

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	A	(10 × 2)	(20)
	1.1.2	A		
	1.1.3	A/C		
	1.1.4	A		
	1.1.5	C		
	1.1.6	C		
	1.1.7	B		
	1.1.8	B		
	1.1.9	C		
	1.1.10	B		
1.2	1.2.1	J	(10 × 2)	(20)
	1.2.2	C		
	1.2.3	B		
	1.2.4	A		
	1.2.5	E		
	1.2.6	D		
	1.2.7	I		
	1.2.8	F		
	1.2.9	G		
	1.2.10	H		
1.3	1.3.1	The rules and regulations of behaviour	(10 × 1)	(10) [50]
	1.3.2	Annexure		
	1.3.3	Open plan		
	1.3.4	Raise primary capital		
	1.3.5	The office to suit the worker		
	1.3.6	Restoring the imprest amount		
	1.3.7	Premiums		
	1.3.8	Electronic mail		
	1.3.9	Internal		
	1.3.10	Artificial		

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

- 2.1 A visa is permission given to a traveller to enter a country and stay in it for a certain period. (3)
- 2.2
- Internal mail is usually in the form of short messages, reports, instructions, or memoranda.
 - Pre-printed memorandum forms are available.
 - Internal memoranda or mail are done in duplicates so that a copy can be filed as proof.
 - There is no address on the memorandum.
 - No introduction, e.g., the usual 'Dear sir' or formal ending 'yours truly'.
 - The paragraphs are often numbered to make the document clearer or more easily understood.
 - It is usually addressed from somebody to somebody. (Any 5 × 2)
- (10)
- 2.3
- Life insurance
 - Fidelity insurance
 - Accident insurance
 - Travel insurance
 - Life insurance
- (5)
- 2.4
- Activate alarm
 - Use fire extinguishers to minimise fire
 - Water can be used where possible
 - Evacuate the building
 - Do roll calls
 - Do not use lifts
 - Help disabled first
 - Crawl along the floor (Any relevant answers 6 × 2)
- (12)
- [30]**

QUESTION 3

- 3.1 Compulsory wage deductions – these are deductions that the employer is compelled by law to deduct from a person's wages.

Non-compulsory wage deductions – these are deductions from a person's wages that are not prescribed by an act. (2 × 3) (6)

- 3.2
- To ensure that all employees receive the correct amount to which they are entitled according to their service contract.
 - To ensure that the correct payment is made to the correct person.
 - To ensure that the correct compulsory and non-compulsory deductions are made from the payment package.
 - To ensure that the employer's contributions towards the payment of its employees are calculated correctly.
 - To ensure that all deductions from salaries or wages and all contributions are paid over correctly to the correct administrators.
 - To ensure that all payments and transactions are legal and verified.

(Any 5 × 2)

(10)

- 3.3
- Local area network
 - Campus area network
 - Metropolitan area network
 - Wide area network

(4)

3.4 Savings account

- Money can be deposited and withdrawn over the counter of the bank by completing a deposit or withdrawal slip, or at the automated teller machine (ATM) with a pin. In both cases, the client uses his/her personal savings card.
- Overdraft facilities are not available.
- Interest, according to the type of account, is earned on daily balance of the account.
- The fee charged for every transaction is lower than for a current account.
- The account can be used for debit orders or to have amounts deposited into it directly, e.g., salary.
- The account can be linked to your other accounts.
- Money can be transferred between this account and other accounts.
- Through the ATM, money can be deposited or withdrawn 24 hours a day.
- Statements can be obtained as often as required.

Current account

- The account holder deposits money, e.g., salary, into the cheque account, and withdraw money with a cheque.
- A credit balance on the account earns a small interest, while high interest is charged when the account is overdrawn.
- The bank charges a fee, called bank charges, to operate a client's account.

The current account is used:

- As a safe place to deposit money.
- To make payments by cheque, especially in the 'cashless society'.
- For transferring money to apply for things by means of a debit order.
- To borrow money by means of an overdraft.

(Any 4 × 2) (8)

- 3.5 Insurance is a contract where the insurer promises, against the payment of a premium, to reimburse any damage suffered by the insured as a result of a specific incident.

(2)
[30]

QUESTION 4

- 4.1 4.1.1 C
 4.1.2 E
 4.1.3 D
 4.1.4 B
 4.1.5 A

(5 × 2) (10)

- 4.2
- Office furniture should be chosen with great care.
 - Buy furniture of a high quality. Cheap furniture is not durable and must often be replaced at a high cost.
 - The furniture must contribute to the safety and comfort of the workers.
 - Furniture must have sufficient working and storing space and if necessary, must be used to conceal electrical cables.
 - Where possible, new furniture must fit in with the existing furniture and equipment in the office.
 - Furniture must be easy to clean and also not be too heavy.

(6)

- 4.3
- The office should always have a neat and tidy appearance.
 - Papers, cups, and equipment should not lie around.
 - The workstation must be clean, dusted, vacuumed, and kept tidy.
 - The workstation must always be free from unpleasant smells.
 - No smoking is allowed at the workstation.
 - Documents must always be clean and neat. (Any 5 × 1)

(5)

- 4.4 4.4.1 Communication – the verbal and non-verbal sharing of information.

(2)

- 4.4.2 Desk organiser – these are usually the files for different tasks or topics in which all the information relevant to that topic is placed. Such an organiser helps to keep things together so that a complete file with all available information can be given over to a person who must do the task.

(2)

- 4.4.3 Premium – is a monthly or a periodic amount which a person who seeks insurance or cover for a risk must pay to the insurance company. (2)
- 4.4.4 Dual-diary system – is when the management assistant and the senior each have their own diary, but both contain basically the same information. (3)
- [30]**

QUESTION 5

- 5.1
- Be friendly.
 - Give them your full attention.
 - Quickly assess the situation.
 - Use the correct approach.
 - Ask the necessary, correct questions.
 - Maintain control of the situation.
 - Comfort the visitor.
- (7)
- 5.2
- Stay calm and try to calm other victims.
 - Do not try to be stubborn, rather do as you are told.
 - Do not try to be a hero and put other people's life at risk.
 - Take notice of as much details as possible, like faces, voices, accents, marks, and scars so that you can identify people afterwards.
 - If you are kidnapped and moved, try to locate the place so that you can point it out to the police afterwards.
- (5 × 2)
- (10)
- 5.3
- The management assistant must take care of the routine tasks, type minutes and agendas, make other arrangements and reservations, and even act as an interpreter, if they speak a foreign language.
 - They could also be responsible for arranging a function and be required to act as host/hostess.
 - Select outfits to be taken on the trip carefully and prepare for all occasions.
 - It is extremely important that the management assistant is neatly and stylishly dressed throughout the trip.
 - When acting as host/hostess, maintain a strictly professional relationship with the manager to avoid any embarrassing situations.
 - Respect the manager's privacy, take note when he/she would like to be alone.
- (Any 5 × 1)
- (5)
- 5.4
- Investigate and analyse the situation.
 - Formulate the real problem.
 - Find some possible solutions.
 - Consider the possibilities thoroughly.
 - Choose the correct solution.
 - Implement the decision.
- (Any 4 × 2)
- (8)
- [30]**

QUESTION 6

- 6.1
- Planning
 - Leading
 - Organising
 - Controlling
- (4 × 2) (8)
- 6.2
- Telephone
 - Lack of planning
 - Unclear or insufficient instructions
 - Re-doing work
 - Crisis
 - Trying to do too much
 - Doing unnecessary tasks
 - An unorganised manager
- (8)
- 6.3
- Develop a work ethic that can become part of the organisational culture.
 - Train junior staff to acquire presentation, communication and negotiation skills as well as skills for persuasion.
 - Encourage self-confidence in employees by giving them challenging work.
 - Place personnel where it is easy for them to communicate with any other person in the company.
 - Encourage employees to accept responsibility for their work.
 - Give them the opportunity to make their own decisions regarding their work.
 - Teach people to be effective – people must develop and use all their facilities; brainpower as well as manual abilities.
 - Develop self-management and self-motivation in teams – this can make work pleasant.
 - Determine clear goals and develop a vision of what is to be achieved.
 - Get people to take ownership of certain tasks.
 - Identify talents and create opportunities where creativity and talents can be realised.
 - Acknowledge work well done.
- (Any 6 × 2) (12)
- 6.4 Bank overdraft – when a current-account holder withdraws more money from his/her account than what he/she has deposited in it. (2)
- [30]**

QUESTION 7

7.1

- When teamwork is emphasised in an organisation, the employees feel valued, productivity improves, and profits increase.
- Staff will more readily accept responsibility for their tasks if their opinions are taken into account when decisions are made.
- Absenteeism and work apathy is reduced when personnel feel that their input is vital to success.
- Customers experience improved service levels when staff co-operates to exceed customer expectations.
- There is less tension among members of staff because their focus is on the greater good and not on themselves.

(5 × 2)

(10)

7.2

7.2.1 Lighting – the quality of light in an office deserves a great deal of attention as eye strain counteracts productivity.

7.2.2 Ventilation – sufficient ventilation (either natural or artificial ventilation) and temperature control should be provided.

7.2.3 Temperature – room temperature is influenced by weather conditions.

7.2.4 Noise – the office should be situated as far as possible from the sources of noise.

7.2.5 Colour – creates a specific atmosphere, like warm and cheerful or cool and calming.

(5 × 2) (10)

7.3

- To ensure 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)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200