



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

12 June 2024

This marking guideline consists of 8 pages.

SECTION A (COMPULSORY)

QUESTION 1

1.1	1.1.1	B✓✓	(10 × 2)	(20)
	1.1.2	D✓✓		
	1.1.3	B✓✓		
	1.1.4	D✓✓		
	1.1.5	C✓✓		
	1.1.6	A✓✓		
	1.1.7	C✓✓		
	1.1.8	A✓✓		
	1.1.9	B✓✓		
	1.1.10	A✓✓		
1.2	1.2.1	D✓✓	(10 × 2)	(20)
	1.2.2	K✓✓		
	1.2.3	A✓✓		
	1.2.4	F✓✓		
	1.2.5	C✓✓		
	1.2.6	M✓✓		
	1.2.7	H✓✓		
	1.2.8	G✓✓		
	1.2.9	J✓✓		
	1.2.10	I✓✓		
1.3	1.3.1	employee	(10 × 1)	(10) [50]
	1.3.2	bear		
	1.3.3	administration		
	1.3.4	wage		
	1.3.5	crossed		
	1.3.6	Long-term		
	1.3.7	Communication		
	1.3.8	Setting priorities		
	1.3.9	10		
	1.3.10	vertical		

TOTAL SECTION A: 50

SECTION B

QUESTION 2

- 2.1
- Use one large area rather than a number of smaller offices as it will result in more economical use of lighting, ventilation and communication.✓✓
 - Place departments that work together close to one another.
 - Place the reception area in such a manner that employees will not be disturbed by people looking for the management assistant.✓✓
 - The workstation or reception area should be located separately so that employees looking at the notice board or using the photocopier or soft drinks vending machine will not need to pass through it during the day.✓✓
 - Arrange desks to make optimal use of natural lighting and air.✓✓
 - Make enough provision for power points and wiring.✓✓
 - Ensure that repositioning partitions do not negatively influence lighting or ventilation.
 - Employees should not face directly into the sun while working. (Any 5 × 2) (10)
- 2.2
- To-do list: Write down all tasks that must be completed – prioritise the list.✓✓✓
 - Task record: Keep a record of all tasks that have been completed. A specific date for completion of a task serves as reference.✓✓
 - Time sheet: Divide the time sheet into separate columns for time, activity, time spent on a task and comments. All daily activities can be filled in.✓✓✓
 - Diary: It is used to organise daily activities in the company. It includes manager's requirements, planning and work.✓✓✓ (Any 4 × 3) (12)
- 2.3
- 2.3.1
- Availability: Popular service in South Africa✓✓
 - Speed: Can reach its destination in a short period of time✓✓
 - Reliability: Door-to-door and secure (Any 2 × 2) (4)
- 2.3.2
- Cost: Rates are higher than rail transport.✓✓
 - Loading capacity: Limited, so large quantities cannot be transported.✓✓ (2 × 2) (4)

[30]

QUESTION 3

- 3.1 3.1.1
 - Passport: Must be valid and have enough blank pages for endorsements.✓✓
 - Visa: Determine if a visa is required or not. A visa is put inside the passport.✓✓
 - International driver's licence: If you intend to drive abroad, you must apply for an international driving permit.✓✓
 - Health certificates: Determine which countries require vaccinations or preventative medication and arrange for what is required.✓✓
 - Insurance certificates: Travel insurance insures the loss of money, baggage, medical costs, flight cancellations, accidents or liability. (Any 5 × 2) (10)
- 3.1.2
 - Carefully select outfits to make provision for all occasions.
 - Dress tastefully and neatly throughout the trip.
 - Ensure a strictly professional employer/management-assistant relationship to avoid embarrassment situations.
 - Notice when the employer would like to be left alone.
 - Act professionally. (5)
- 3.2
 - Develop a work ethic.
 - Train staff to acquire presentation, communication and negotiating skills.
 - Encourage self-confidence – give challenging work.
 - Place personnel in positions where it is easy for them to communicate with any other person in the company.
 - Encourage employees to accept responsibility for their work.
 - Teach people to be effective.
 - Develop self-management and self-motivation teams.
 - 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 10 × 1) (10)
- 3.3
 - Lack of planning
 - Unclear or insufficient instructions
 - Redoing work
 - Crisis
 - Trying to do too much
 - Doing unnecessary tasks
 - Unorganised manager (Any 5 × 1) (5)

[30]

QUESTION 5

- 5.1
- Current account: Also known as a cheque account; offers clients the convenience of a cashless payment instrument in which funds can be deposited✓✓
 - Savings account: Financial transaction account in which money can be deposited at a bank; offers the account holder a savings mechanism at market-related interest rates✓✓
 - Fixed deposits: Investment of a predetermined minimum amount of money by an individual, business or organisation for a fixed term at a fixed interest rate✓✓
 - Investments: Banks offer a wide variety of investments to individuals, businesses and organisations. Products change from time to time. Every financial institution has its own range of products. (Any 3 × 2) (6)
- 5.2
- Cost: Transport cost must be as low as possible to keep the total cost low.✓✓
 - Speed: Efficient transport must bring the product quickly to its destination, e.g. the quality of perishable goods deteriorates quickly.✓✓
 - Availability: Transport facilities and terminals must be located at convenient, safe and accessible places.✓✓
 - Reliability: The sender must know that the service is reliable and that the carrier will meet the deadline for delivery. Late deliveries cause great expenses and losses.✓✓
 - Safety: Losses as a result of negligence or damage must be limited as far as possible.✓✓
 - Regularity: The carrier must run according to schedules or agreed times so that business and production can be planned.✓✓ (6 × 2) (12)
- 5.3
- An endowment policy is a life insurance contract designed to pay a lump sum after a specific term on its maturity or on death. Typical maturities are ten, fifteen or twenty years up to a certain age limit. Some policies also pay out in the case of critical illness.✓✓ (2)
- 5.4
- Insurance compensates for loss, for example loss incurred during an accident, fire, theft, flood, etc.✓✓✓ Assurance provides monetary support for a specific situation, e.g. a major illness, death, disability etcetera.✓✓✓ (3 + 3) (6)
- 5.5
- Fire insurance
 - Fidelity insurance
 - Accident insurance
 - Travel insurance
 - Life assurance (Any 4 × 1) (4)
- [30]**

QUESTION 6

- 6.1 Dictation refers to reading or saying aloud text for letters, memos, reports, etc. to be recorded, written or typed by the management assistant. Previously, the assistant would write the material down in shorthand and type out the full text. Currently, a voice recording is made with a digital voice recorder and handed to the assistant to be transcribed.✓✓✓ (3)
- 6.2
- Typing as the text is dictated✓✓
 - Manuscript✓✓
 - Telephone dictating✓✓
 - Audio recorders✓✓
 - Stenotype✓✓
- (5 × 2) (10)
- 6.3
- Card number
 - Name of visitor
 - ID number
 - Telephone number
 - Reason for visit
 - Person visited
 - Company name
- (7)
- 6.4
- Railways✓✓
 - Roads✓✓
 - Ports and shipping✓✓
 - Airport and airlines✓✓
- (4 × 2) (8)
- 6.5 Yes, it is important. It helps us achieve our goals and it allows for more efficient use of time and other resources. Planning means analysing and studying the objectives, as well as the way in which we will achieve them. It is a method of action to decide what we are going to do and why. For that, we have to create a plan.✓✓ (2)

[30]

QUESTION 7

- 7.1 7.1.1 A premium is the amount that a person pays once or regularly to an insurance company for the insurance policy he/she took out from them.✓✓
- 7.1.2 An addressee is the person to whom a letter is addressed.✓✓
- 7.1.3 Electronic mail is the communication of nonverbal messages from one person to another by using an electronic transmission medium.✓✓
- 7.1.4 A dual diary system is used when the management assistant and senior each have their own diary, but both contain basically the same information.✓✓
- 7.1.5 An invoice is a formal notice from the seller to the buyer to inform him/her of the goods bought and the amount he/she owes.✓✓
- 7.1.6 An organogram is a diagram that shows the authority and organising structures as well as lines of responsibility and accountability.✓✓
(6 × 2) (12)
- 7.2 • 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)
- 7.3 • 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)
- 7.4 • To distribute the workload✓✓
• To make more time available✓✓
• With time available, the opportunity is created to develop new skills✓✓
• Other employees are provided with an opportunity to develop.✓✓
• Another employee may be better qualified to execute the tasks. (Any 4 × 2) (8)
[30]

**TOTAL SECTION C·
GRAND TOTAL**

150