



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

08 June 2026

This marking guideline consists of 9 pages.

RE

SECTION A

QUESTION 1

1.1	1.1.1	D✓✓	(10 × 2)	(20)
	1.1.2	A✓✓		
	1.1.3	C✓✓		
	1.1.4	C✓✓		
	1.1.5	B✓✓		
	1.1.6	B✓✓		
	1.1.7	B✓✓		
	1.1.8	D✓✓		
	1.1.9	C✓✓		
	1.1.10	C✓✓		
1.2	1.2.1	D	(5 × 1)	(5)
	1.2.2	B		
	1.2.3	E		
	1.2.4	C		
	1.2.5	A		
1.3	1.3.1	False✓✓	(10 × 2)	(20) [50]
	1.3.2	False✓✓		
	1.3.3	True✓✓		
	1.3.4	False✓✓		
	1.3.5	True✓✓		
	1.3.6	False✓✓		
	1.3.7	True✓✓		
	1.3.8	True✓✓		
	1.3.9	True✓✓		
	1.3.10	True✓✓		
TOTAL SECTION A:				50

SECTION B

QUESTION 2

- 2.1
- Purchasing department✓✓
 - Sales department✓✓
 - Production department✓✓
 - Marketing department✓✓
 - Finance department✓✓
 - Administration department✓✓
 - Human resources department✓✓
 - Public relations department✓✓
- (8 × 2) (16)
- 2.2
- Taking dictation in shorthand
 - Dictating at the computer
 - Telephone dictation
 - Manuscript
 - Dictating and dictaphone machine
- (5)
- 2.3
- 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 in 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 positioned horizontally to the floor.
 - The feet should be flat on the floor to support the legs, otherwise there could be blood circulation problems.
- (4)
- 2.4
- Card number
 - Name of visitor
 - ID number
 - Telephone number
 - Reason for visit
 - Person visited
 - Company name
 - Time in and out
 - Vehicle registration
 - Signature
 - Date
- (Any 5 × 1) (5)

[30]

QUESTION 3

- 3.1
- Vertical communication✓
Downwards communication✓
Upwards communication✓
 - Horizontal communication✓
Communication between persons on the same level.✓
It forms co-ordination and harmony in the work place.✓
 - Diagonal communication✓
Communication between persons of different levels of authority e.g. managers and foremen.✓
It takes place when an expert gives information and guidelines to the staff but not definite instructions.✓
 - Grapevine or informal communication
Communication by word of mouth.
It is often labelled as gossiping. (Any 3 × 3) (9)
- 3.2
- Record important information like the name of the person, his/her title, the purpose of the appointment, telephone and cell phone numbers and the period of time required for the appointment.
 - It is best if you do your own entries in your diary. Other people can give you the details for an appointment on paper so that you can record it yourself.
 - As soon as the dates of the year's events are known, they must be recorded in the diary.
 - To avoid confusion, your diary should be a different size or colour to that of your senior.
 - Once an appointment is made, even if it is tentative (glossary) appointment that has to be confirmed, you cannot change it without prior discussion with the person involved and with your senior. (5 × 1) (5)
- 3.3
- The secluded office layout✓
Different types of partitions are used✓
The partition may be up to the ceiling which makes office more private.✓
 - Open plan layout✓
There are no partitions to separate staff.✓
Pillars and pot plants are used to create a little privacy.✓
 - Panoramic layout✓
People doing the same job are grouped together in a spacious area.✓
The different types of groups are screened off from other groups by means of pillars, cabinets and large plants.✓ (3 × 3) (9)
- 3.4
- Office furniture should be chosen with great care.
 - Buy furniture of high quality.
 - Cheap furniture is not durable and must often be replaced.
 - The furniture must contribute to the safety and comfort of the workers.
 - Furniture must have sufficient working and storing space.
 - 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. (7 × 1) (7)

QUESTION 4

- 4.1
- Credit cards
 - Garage cards
 - Company cards
 - Petrol cards
 - Smart cards
 - Short answer (6 × 1) (6)
- 4.2
- 4.2.1 Dictation means saying in words something that must be put in writing by another person.✓✓
- 4.2.2 Authority is the legitimate power a manager possesses to act and make decisions so as to carry out a task and reach his/her goals.✓✓
- 4.2.3 Communication is the verbal or non-verbal sharing of information.✓✓
- 4.2.4 Decision-making is the process of identifying different options, considering the options and choosing the best solution for that specific situation or problem.✓✓
- 4.2.5 Ergonomics is a science that studies the relationship a worker, the furniture and equipment he/she has to use and productivity.✓✓
(5 × 2) (10)
- 4.3
- 4.3.1 Lighting – The quality of light in an office merits a great deal of attention, as eye strain counteracts productivity.✓✓
- 4.3.2 Ventilation – Sufficient ventilation and temperature control, either natural or artificial should be provided.✓✓
- 4.3.3 Temperature – Room temperature is influenced by weather conditions.✓✓
- 4.3.4 Noise – The office should be placed as far as possible from sources of noise.✓✓
- 4.3.5 Colour – Colour creates a specific atmosphere, like warm and cheerful or cool or calming.✓✓
- 4.3.6 Hygienic conditions – Bad hygienic conditions affect the health and productivity of staff and it should receive attention.✓✓
(6 × 2) (12)
- 4.4 The dual diary system is used when the management assistant and the senior each have their own diary, but both contain the same information. (1)
- 4.5 Intranets are networks connecting computer resources with the organisation or company.

QUESTION 5

- 5.1
- They carry the risk for certain happenings or contingencies, e.g. loss by fire, etc.✓✓
 - They provide security to their clients in case of a loss suffered.✓✓
 - They provide capital to companies by investing in their shares.✓✓
 - They provide security to investors who provide for their future.✓✓
 - They stimulate development in the country by undertaking big projects.✓✓
 - Provide employment to many people.✓✓
 - They administer the pension funds and medical aid funds of organisations.✓✓
 - They also channel funds to the state buying government stocks and bonds✓✓
 - Insurance policies can be used as security to obtain loans from banks.✓✓
- (9 × 2) (18)
- 5.2
- 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.✓✓
 - The MA must take care of routine tasks, type minutes and agendas and make other arrangements and reservations.
 - Act as an interpreter if you speak a foreign language.
 - You could also be responsible for arranging a function and act as a host/hostess.
- (Any 5 × 2) (10)
- 5.3
- A passport is a document used for traveling outside South Africa, where it serves about the same purpose as an identity document inside the country.✓✓
- (1 × 2) (2)
- [30]

QUESTION 6

- 6.1
- The workplace and access to it should be safe for all staff and visitors.✓✓
 - Smoking in public places and corridors is unhealthy and not permissible.✓✓
 - A person may, therefore only smoke in places where non-smokers are not endangered.✓✓
 - Machinery, equipment, storage and transportation facilities must be safe to operate.
 - Employees should be trained, skilled and supervised in the use of dangerous equipment.
 - An organisation is obliged to provide a written policy on health and safety to every employee.
 - Records should be kept of accidents in the organisation.
 - The premises should be clean, without slippery floors, and the premises and buildings should not be overcrowded.
 - There must be adequate lighting, heating, ventilation and cloakrooms.
 - Employees should not be requested to lift heavy articles, which can injure them, without the necessary equipment. (Any 3 × 2) (6)
- 6.2
- Do not handle money in the presence of public or where there is movement of people.✓✓
 - Do not work with money after hours when most of the staff have left already.✓✓
 - Large amounts of money must be banked daily to reduce the risk of robbery.✓✓
 - Money received by mail should be entered into a remittance register and signed by the person who assists with the opening of the mail.✓✓
 - Make sure that the alarm system is in a working condition for emergency purposes.✓✓
 - Only appointed persons should assist with handling money. (Any 5 × 2) (10)
- 6.3
- Is the communication of non-verbal messages from one person to another by using an electronic transmission medium.✓✓ (1 × 2) (2)
- 6.4
- To identify staff and permit them entry.✓✓
 - Limit personnel access to certain areas only.
 - Permit personnel to enter during certain times only.
 - Deny entry to intruders and unauthorised persons. (Any 1 × 2) (2)

- 6.5
- Small investors can invest their savings in this way, and it gives them the chance to gain ownership in companies.✓✓
 - An investor can transfer his/her investment through the stock exchange from less profitable to more profitable companies.✓✓
 - A company that needs to enlarge its capital can issue more shares.
 - The value of shares is determined by supply and demand.✓✓
 - The stock exchange is an important link between investors and entrepreneurs. Through the information from the stock exchange, share prices are widely published, which enables investors to be informed.✓✓
 - The stock exchange is a sensitive barometer of the economic and political conditions of the country.✓✓
- (5 × 2) (10)
[30]

QUESTION 7

- 7.1 7.1.1
- Planning✓✓
 - Organising✓✓
 - Leading✓✓
 - Control✓✓
- (4 × 2) (8)
- 7.2
- Crisis
 - Trying to do too much
 - Doing unnecessary tasks
 - Unorganised manager
 - Telephone calls
 - Finding the manager
 - Meetings not starting on time
 - Information or data not available on time
 - Bad communication between manager and MA
 - Inadequate and faulty equipment
- (Any 8 × 1) (8)
- 7.3
- 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 6 × 2) (12)

- 7.4 An overdraft is when a current account holder withdraws more money from his/her account than what he/she has deposited in it. (1 × 2) (2)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200