



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

4 December 2024

This marking guideline consists of 9 pages.

SECTION A

QUESTION 1

1.1	1.1.1	A	(10 × 1)	(10)
	1.1.2	B		
	1.1.3	A		
	1.1.4	C		
	1.1.5	A		
	1.1.6	C		
	1.1.7	C		
	1.1.8	B		
	1.1.9	D		
	1.1.10	B		
1.2	1.2.1	Destination	(10 × 2)	(20)
	1.2.2	Access card		
	1.2.3	Addressee		
	1.2.4	Combination locks		
	1.2.5	Optimal		
	1.2.6	Pushbutton combination locks		
	1.2.7	Identification card		
	1.2.8	Infringement		
	1.2.9	Visitor's card		
	1.2.10	Prioritise		
1.3	1.3.1	H	(10 × 2)	(20)
	1.3.2	C		
	1.3.3	K		
	1.3.4	F		
	1.3.5	B		
	1.3.6	L		
	1.3.7	A		
	1.3.8	G		
	1.3.9	E		
	1.3.10	I		
				[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

- 2.1
- Planning
 - Organising
 - Leading
 - Coordination and control
- (4)
- 2.2
- 2.2.1 Is a written document, outlining the marketing strategy of the business and includes a schedule for strategic implementation.
- 2.2.2 Is the systematic and objective search for and analysis of information, relevant to the identification and solution of any problem in the field of marketing.
- 2.2.3 Is a legal demand for payment that is brought against a company and cannot be pursued against the company's owner or owners.
- 2.2.4 Is the total amount of money a person earns for the pay period, before any deductions are made.
- (4 × 2) (8)
- 2.3
- 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 sheets – 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 – is used to organise the daily activities in the company. It includes manager's requirements, planning and work.
- (4 × 2) (8)
- 2.4
- Couriers are faster.
 - Courier services provide door-to-door or counter-to-counter deliveries.
 - The cost is high, but the service is speedy and reliable.
 - It is safe and secure and there is insurance,
 - Avoidance of damage, through careful and limited handling.
- (5)
- 2.5
- You must make sure that messengers work according to a job description.
 - A specific schedule must be drawn up.
 - Instructions to messengers must be in accordance with the OSH Act regarding the weight of items that the messengers must carry.
 - Messengers' lives cannot be endangered because of the routes they are required to take.
 - Ensure that all documents comply with legal requirements and are properly recorded and stored.
- (5)

[30]

QUESTION 3

- 3.1
- The completion of a remittance register is always done in the presence of another person when the mail is opened.
 - All entries on the register should be neat, legible and correct.
 - To make a correction, draw a single line through the incorrect entry and insert the correct entry immediately above, initialled by both parties present.
 - All information required should be entered.
 - No lines are left open between entries.
 - All payments received, along with the register, are to be handed over to the cashier without delay.
- (Any 4 × 1) (4)
- 3.2
- 3.2.1
- Downward communication flows from higher to lower levels in the hierarchy of the organisation.
 - Upward communication flows from the lower levels to management.
- 3.2.2
- Vertical communication is between workers and management at different levels of the organisation, with the flow of communication being upward or downward.
 - Horizontal communication is communication between departments and people, on the same level, within the organisation.
- 3.2.3
- A garage card is linked to your existing credit card and can only be used for vehicle expenses.
 - A petrol card is issued on request to a holder of a credit card and can be used for fuel purchases, vehicle maintenance and pay toll fees.
- 3.2.4
- Authority is the power that a person in the organisation has to make decisions and to give orders to the people working under him/her.
 - Delegation means to hand over authority to another person to make decisions.
- (4 × 2) (8)

- 3.3 3.3.1
 - The management assistant must take care of the routine tasks, type minutes and agendas, make other arrangements and reservations, even act as an interpreter, if you speak a foreign language.
 - You could also be responsible for arranging a function and be required to act as host/hostess.
 - Select the outfits you take 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 you act 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.
- 3.3.2
 - Passport
 - Visa
 - International driver's licence
 - Health certificates
 - Insurance certificates
 - Monetary arrangements
- (2 × 6) (12)
- 3.4 Yes (2)
- 3.5
 - The economic importance of the stock exchange lies with its ability to link two economic forces in the capitalist system that appears to be irreconcilable.
 - On the one side, there are those who are investors and, on the other side, there are those in need of capital for economic development, e.g. entrepreneurs.
 - Therefore, it creates wealth for all.
 - Funding of mining industries.
- (4)
[30]

QUESTION 4

- 4.1
- | COMPULSORY WAGE DEDUCTIONS | NON-COMPULSORY WAGE DEDUCTIONS |
|---|--|
| <ul style="list-style-type: none"> These are deductions that the employer is compelled, by the law, to deduct from a person's wage PAYE | <ul style="list-style-type: none"> These are deductions from a person's wage that are not prescribed by an Act Medical aid |
- (4 × 2) (8)
- 4.2
- 4.2.1 Pay As You Earn
- 4.2.2 Unemployment Insurance Fund
- 4.2.3 Workman's Compensation Act
- (3 × 1) (3)
- 4.3
- 4.3.1 Is a document with all the details of the planned trip, destinations, arrival and departure dates and times, accommodation and transport details. (1)
- 4.3.2 Diagonal communication refers to communication that takes place across the different levels of authority in the organisation. (2)
- 4.4
- Inter-office memoranda
 - Distribution lists
 - Direct-answer forms
 - Route paths
 - Facsimile
 - Electronic communication systems and messages
- (6)
- 4.5
- Refer to drawer – the drawer does not have sufficient funds in the bank.
 - Payment stopped – the drawer has given instructions to the bank not to pay the cheque.
 - Amounts differ – the amounts in words and amounts in figures differ.
 - Stale – the cheque is older than six months.
 - Death – the drawer passed away, before the cheque was presented for payment.
 - Signature required – cheque not signed by the drawer.
- (5 × 2) (10)
- [30]**

QUESTION 5

- 5.1 Dual diary system - is used when the management assistant and the senior each have their own diary, but both contain basically the same information. (1)
- 5.2
- To distribute the workload
 - To make more time available
 - With the time available, the opportunity is created to develop new skills
 - Other employees are provided with an opportunity to develop
 - Another employee could be better qualified to execute the task. (5)
- 5.3
- Using one large area, rather than a number of smaller offices, results in more economical use of lighting, ventilation and communication.
 - Departments that work together, must be placed close to one another.
 - The reception area should be placed so that employees will not be disturbed by people looking for the management assistant.
 - The workstation or reception 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.
 - Desks should be arranged to make optimal use of natural lighting and air.
 - Enough provision should be made for power points and wiring.
 - Repositioning partitions must not negatively influence lighting or ventilation.
 - Employees should not face directly into the sun while they are working. (Any 5 × 2) (10)
- 5.4
- Railways
 - Roads
 - Ports and shipping
 - Airport and airlines (4 × 2) (8)
- 5.5
- A well-planned system contributes significantly to efficiency of operation as well as to the image of the company.
 - Whether records are filed on a computer or in a steel cabinet, it must be readily accessible.
 - In all businesses, incoming as well as outgoing documents must be kept for reference purposes.
 - The purpose of filing is to keep documents safe and clean.
 - Documents must be easily and quickly traceable. (Any 3 × 2) (6)

[30]

QUESTION 6

- | | | | | |
|-----|--------|--|----------|-------------|
| 6.1 | 6.1.1 | D | | |
| | 6.1.2 | C | | |
| | 6.1.3 | G | | |
| | 6.1.4 | A | | |
| | 6.1.5 | H | | |
| | 6.1.6 | I | | |
| | 6.1.7 | J | | |
| | 6.1.8 | E | | |
| | 6.1.9 | F | | |
| | 6.1.10 | B | | |
| | | | (10 × 2) | (20) |
| 6.2 | 6.2.1 | Remuneration is the amount of money paid to somebody for work they have done. | | (2) |
| | 6.2.2 | <ul style="list-style-type: none">• PAYE• UIF | | (2) |
| | 6.2.3 | Hourly wage system | | (1) |
| | 6.2.4 | R1 925,00 | | (1) |
| | 6.2.5 | R453,00 deductions | | (1) |
| | 6.2.6 | R1 297,00 net wage | | (1) |
| | 6.2.7 | Overtime is the amount of time someone works, in addition to their normal working hours; it is by agreement between the employer and the employee. | | (2) |
| | | | | [30] |

QUESTION 7

- 7.1
- Telephone calls
 - Lack of planning
 - Crises
 - Finding the manager
 - Disorganised manager
 - Unclear instructions
 - Doing too many unnecessary tasks
 - Redoing tasks
- (Any 5 × 1) (5)
- 7.2
- 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 team members to take 'ownership' of certain tasks.
 - Identify talent and create opportunities where creativity and talent can be realised.
 - Acknowledge work well done.
- (Any 10 × 1) (10)
- 7.3
- Typing as the text is dictated
 - Manuscript
 - Telephone dictating
 - Audio recorders
 - Stenographic machine
- (5)
- 7.4
- 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)

TOTAL SECTION B: 150
GRAND TOTAL: 200