



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

OFFICE PRACTICE N5

9 December 2025

This marking guideline consists of 8 pages.

SECTION A

QUESTION 1

1.1	1.1.1	B✓✓	(10 × 2)	(20)
	1.1.2	A✓✓		
	1.1.3	A✓✓		
	1.1.4	C✓✓		
	1.1.5	A✓✓		
	1.1.6	C✓✓		
	1.1.7	B✓✓		
	1.1.8	A✓✓		
	1.1.9	D✓✓		
	1.1.10	C✓✓		
1.2	1.2.1	A	(10 × 1)	(10)
	1.2.2	G		
	1.2.3	K		
	1.2.4	F		
	1.2.5	H		
	1.2.6	I		
	1.2.7	E		
	1.2.8	J		
	1.2.9	D		
	1.2.10	B		
1.3	1.3.1	True✓✓	(10 × 2)	(20)
	1.3.2	True✓✓		
	1.3.3	True✓✓		
	1.3.4	False✓✓		
	1.3.5	False✓✓		
	1.3.6	True✓✓		
	1.3.7	False✓✓		
	1.3.8	False✓✓		
	1.3.9	True✓✓		
	1.3.10	True✓✓		

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

- 2.1
- Processing paperwork.
 - Handling correspondence and deliveries, e-mails and telephone calls.
 - Filing faxing and diary management. (Any 2 × 2) (4)
- 2.2
- Vertical communication
 - Horizontal communication
 - Grapevine communication
 - Diagonal communication (4)
- 2.3
- Buy furniture of high quality.✓✓
 - The furniture must contribute to the safety and comfort of workers.✓✓
 - Furniture must have sufficient working and storage space.✓✓
 - Furniture must be used to conceal electrical cables.✓✓
 - New furniture must fit in with the existing furniture and equipment.✓✓
 - Furniture must be easy to clean.✓✓
 - Furniture must not be too heavy.
 - Chairs must be adjustable and firm.
 - Tables and desks must be of the correct height. (Any 6 × 2) (12)
- 2.4
- Internal memorandum
 - Route form
 - Distribution list
 - Direct answer form
 - Notice boards
 - Faxes
 - E-mail
 - Other electronic media (8)
- 2.5
- It is the exchange of written messages sent over computer networks. It is widely used for communication in business, education and other fields.✓✓ (1 × 2) (2)

[30]

QUESTION 3

- 3.1
- Take care of routine tasks, type minutes, agendas, make reservations.✓✓
 - Take responsibility to arrange functions and act as the host.✓✓
 - Select outfits carefully.✓✓
 - Dress neat and stylishly throughout the trip.✓✓
 - Maintain professional relationship to avoid embarrassing situations.✓✓
 - Respect the manager's privacy.
 - Act professional. (5 × 2) (10)
- 3.2
- 3.2.1 Co-ordination is a planned effort from management to organise the tasks of individuals to obtain efficiency from them.✓✓
- OR**
- It means arranging people or activities so that they can work in harmony to reach their goals. (Any 1 × 2) (2)
- 3.2.2 Overtime refers to the extra hours a person works above the minimum prescribed hours of a working week.✓✓ (1 × 2) (2)
- 3.3
- Learn to cope and accept interruptions because they are part of the job.✓✓
 - Do not get frustrated by interruptions.✓✓
 - Allow for interruptions when planning time.✓✓
 - Make sure interruptions are caused by unforeseen circumstances and not because of inefficiency.✓✓
 - Do not postpone interruptions but cope with them as they come.
 - Plan a strategy to deal with colleagues who interrupt because they come in for a 'little chat'. (Any 4 × 2) (8)
- 3.4
- Be friendly.
 - Give your full attention.
 - Quickly assess the situation.
 - Use the correct approach.
 - Ask the necessary, correct questions.
 - Maintain control of the situation.
 - Comfort the visitor. (Any 6 × 1) (6)
- 3.5 Visa✓✓ (1 × 2) (2)
- [30]**

QUESTION 4

- 4.1
- To ensure the work is done correctly as instructed.✓✓
 - To ensure that the quality and standard of the work are as expected.✓✓
 - To ensure that work is done accurately and without mistakes.✓✓
 - To ensure that the correct procedures and systems are used.✓✓
 - To ensure that due dates and time frames are kept met.✓✓ (5 × 2) (10)
- 4.2
- 4.2.1 An advertisement is a way of creating a demand for goods that are unknown. It increases the demand for known goods or maintains the demand for goods.✓✓
- 4.2.2 It refers to two parallel lines drawn on the face of a cheque. This cheque cannot be cashed but must be paid into an account.✓✓ (2 × 2) (4)
- 4.3
- Insurance is a contract in terms of which an insurance company undertakes to indemnify the other party against losses resulting from a specified event against the payment of a premium by the other party.✓✓
 - Assurance is not based on the principle of indemnity. A lump sum or instalments will be paid to the dependants on the death of the insured or when the endowment date occurs.✓✓ (2 × 2) (4)
- 4.4 Automated teleconferencing is a quick✓ and effective way to have discussions with customers, suppliers or staff members.✓ Up to seven people can connect simultaneously without pre-booking or operator assistance.✓ All participants are billed separately.✓ (4)
- 4.5
- The purpose of advertising is to promote sales.✓✓
 - To create a demand for a product or service.✓✓
 - Advertising is any method employed to bring products or services to the attention of potential buyers.✓✓
 - No business can wait for customers: it must attract buyers with persuasive advertising and expert sales techniques.✓✓
 - The aim of advertising is to create a demand for unknown and new products.
 - To increase the demand for already known goods.
 - To maintain the demand for goods so that they are not forgotten and pushed out of the market by new goods. (Any 4 × 2) (8)

[30]

QUESTION 5

- 5.1
- Industrial settlement✓ – an advantage for businesses to settle close to transport services.✓
 - Increases product turnover✓ – availability of the product at the point of sale increases the demand.✓
 - Geographic specialisation✓ – raw materials can be transported to factories.✓
 - Mass production✓ – to produce on a big scale, production cost per unit decreases.✓
 - Social✓ – the better the transport service, the more people will use it.✓
 - Political influence – transport brings people nationally and internationally closer together.
 - Distance – perishable products can reach their destination quicker.
 - Labour – allows employees to offer their services where remuneration is the Highest.
 - Employment – gives work to many people. (Any 5 × 2) (10)
- 5.2
- It is dangerous to overload a lift with more people than indicated.✓✓
 - Running in corridors and on staircases may cause you to slip, trip or fall.✓✓
 - When people congregate on staircases and in corridors, it is difficult for others to pass. This can cause an accident.✓✓
 - Climbing on chairs, tables or cupboards to repair a light or take something from a high place is dangerous.✓✓
 - Do not press against the glass of a window to open it because it may break and cut you.✓✓
 - Do not move or try to carry heavy objects without the right apparatus because this can cause back injuries.
 - Do not carry too much in one journey; make sure that you can see your way over the load.
 - Use only equipment and machinery that you are trained and skilled to handle.
 - Adhere to warning notices and safety signs.
 - Be careful when using a guillotine, stapler, knives and other sharp objects. (10)
- 5.3
- Install anti-virus protection software.✓✓
 - Purchase the most up-to-date version and update it on a regular basis.✓✓
 - Use only your own disks and programs on your computer.✓✓
 - Do not make illegal copies of programs.✓✓
 - Write-protect all disks as far as possible.✓✓
 - Compare disks with each other after identical copies have been made.
 - Make back-ups of the hard disk and other disks and keep them in a safe place.
 - Test all software for viruses before installing on the hard disk. (Any 5 × 2) (10)

[30]

QUESTION 6

- 6.1 An internal claim it is where employees may claim back for work-related expenses, for example, travelling and accommodation expenses. ✓✓ (1 × 2) (2)
- 6.2 6.2.1 40 hours × R30 = R1 200 ✓✓ (2)
- 6.2.2 4 hours × R45 = R180 ✓✓ (2)
- 6.2.3 R1 200 + R180 = R1 380 ✓✓ (2)
- 6.2.4 R1 380 × 20% = R276 ✓✓ (2)
- 6.2.5 R1 380 – R276 = R1 104 ✓✓ (2)
- 6.2.6 R1 104 × 10% = R110,40 ✓✓ (2)
- 6.2.7 R276 ✓ + R110,40 ✓ + R5 ✓ = R436,40 ✓ (4)
- 6.2.8 R1 380 – R436,40 = R 943,60 ✓✓ (2)
- 6.3
- 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 5 × 2) (10)

[30]

QUESTION 7

- 7.1
- The name of the visitor and his/her signature
 - The date and time of the visit
 - The visitors card number
 - The purpose of the visit
 - Who will be visited
 - Telephone and identity number of the visitor
 - Time of departure
 - Car registration number (Any 5 × 1) (6)

- 7.2
- Current account
 - Savings account
 - Fixed deposits
 - Investments
- (4)
- 7.3
- 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.✓✓
 - 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.✓✓
 - Layout of the office promotes workflow, work achievement and efficiency.
 - Lighting and ventilation are utilised more efficiently and economically.
- (Any 5 × 2) (10)
- 7.4
- Fire insurance
 - Fidelity insurance
 - Accident insurance
 - Life assurance
 - Travel insurance
 - Medical insurance
 - Liability insurance
- (Any 5 × 1) (5)
- 7.5
- Protect confidential documents.
 - Do not allow personnel to take confidential documents from the premises.
 - Lock all confidential documents away after hours.
 - Check your office and your senior's office and desks regularly for listening devices.
 - Be careful of visitors who ask leading questions about your senior or the organisation.
 - Look out for people hanging around for no reason.
 - Do not allow anyone who claims to be a technician or messenger access without security confirmation or positive identification of the organisation she/he represents.
 - Stay with a computer technician who works with a stiffy on your computer, he may copy information.
 - Do not give your access code to a computer technician.
 - Report unfamiliar persons without access cards to the security service.
- (Any 5 × 1) (5)
- [30]

TOTAL SECTION B: 150
GRAND TOTAL: 200