



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 3**

XX FEBRUARY 2020

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	A		
	1.1.2	B		
	1.1.3	A/B		
	1.1.4	B		
	1.1.5	A		
	1.1.6	B		
	1.1.7	C		
	1.1.8	B		
	1.1.9	B		
	1.1.10	B		
	1.1.11	D		
	1.1.12	C		
	1.1.13	C		
	1.1.14	D		
	1.1.15	A		
			(15 × 1)	(15)
1.2	1.2.1	False✓ Cash box/Files✓✓		
	1.2.2	True		
	1.2.3	True		
	1.2.4	False✓ Decentralised/One department✓✓		
	1.2.5	True		
	1.2.6	True		
	1.2.7	True		
	1.2.8	False✓ Passport✓✓		
	1.2.9	False✓ Not acceptable✓✓		
	1.2.10	False✓ Cash requirement form✓✓		
			(10 × 2)	(20)
1.3	1.3.1	G		
	1.3.2	F		
	1.3.3	M		
	1.3.4	B		
	1.3.5	P		
	1.3.6	A		
	1.3.7	I		
	1.3.8	L		
	1.3.9	N		
	1.3.10	C		
	1.3.11	E		
	1.3.12	D		
	1.3.13	J		
	1.3.14	H		
	1.3.15	K		
			(15 × 1)	(15)
				[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

- | | | | |
|-----|-------|---|----------------------------------|
| 2.1 | 2.1.1 | <ul style="list-style-type: none"> • Man carrying files obstructing his view, he can trip and fall or walk into something • Wire running across the carpet can cause the man with files to trip and fall • The torn carpet can cause someone to trip and fall • Man picking up the printer is bending his back and not his knees, can cause injury to himself | (4) |
| | 2.1.2 | Health and safety officer or management | (1) |
| | 2.1.3 | <ul style="list-style-type: none"> • Receptionist should ensure that there are no obstructions in the entrance, waiting area or counter • Do not use loose mats in the reception area • Replace old carpets that have curled edges • Check that all electrical cords and wires are positioned well away from any possible contact • Do not stack files on top of one another they may topple over • Close drawers as soon as you are finished using them • The reception desk should face the entrance so that you can see who is entering and leaving | (Any 5 × 1) (5) |
| 2.2 | 2.2.1 | Yes | (1) |
| | 2.2.2 | <ul style="list-style-type: none"> • Giving her in-service training • Thuli being her mentor • Meeting with her on a daily basis • A disciplinary hearing if all else fails | (Any 3 × 2) (6) |
| | 2.2.3 | <ul style="list-style-type: none"> • Through the internal audit • Duty lists and logbooks • Using checklists • Giving questionnaires to customers • Manager/senior staff could walk around in reception to observe her performance | (Any relevant answers 3 × 1) (3) |
| 2.3 | 2.3.1 | Before✓ or after hours✓ | (2) |
| | 2.3.2 | Dusting;✓ sweeping;✓ polishing;✓ vacuuming; emptying bins and ashtrays; watering plants; replacing worn or outdated brochures; steam cleaning. | (Any 3 × 1) (3) |

- 2.4
- Make errors when completing the delivery register
 - Sign for documents or deliveries that have been delivered to the wrong organisation
 - Dispatch documents and parcels to the wrong person or department
 - Sign a delivery note that is incorrect
 - Not check whether the delivery note and goods received correspond before signing for them
 - Misplace, lose or misfile documentation, such as the delivery note or invoices

(5)
[30]

QUESTION 3

- 3.1
- To ensure that anyone reading the diary entries can easily understand them
 - To prevent misunderstandings between staff members
 - To prevent the manager from having to enquire about any entries in the diary
 - To save time, as the required information is entered in the diary
 - To prevent people forgetting about appointments, which can be prepared for in advance
 - To prevent wasting time, since each person has the correct date and time for appointments
 - Allow work to be done chronologically
 - To provide a record of tasks completed and outstanding tasks
- (Any 4 × 2) (8)
- 3.2
- An appointment that is cancelled will not be taking place
 - Postpone appointment is to rearrange or to move for another time or day
- (2 × 2) (4)
- 3.3
- 3.3.1 A book used for time management
- 3.3.2 Using two diaries, one for the personal assistant and one of the manager
- 3.3.3 A table with all the dates of the year
- 3.3.4 Used to plan the month ahead
- (4 × 1) (4)
- 3.4
- SMS
 - E-mail
 - Telephone
 - Fax
- (Any 3 × 2) (6)
- 3.5
- 3.5.1 Low priority
- 3.5.2 High priority
- 3.5.3 Medium priority
- 3.5.4 High priority
- (4 × 2) (8)
[30]

QUESTION 4

- 4.1
- Research possible venues:✓
Search for venues or conference centres on the internet or yellow pages✓
 - Request brochures from the venues:✓
Ask the questions from your list of requirements and request a brochure from venues that match your needs✓
 - Arrange a site visit:✓
Visit the shortlisted venues and ask further relevant questions and inspect the premises✓
 - Compile a shortlist and request quotations:✓
Shortlist two or more venues and request written quotations from each.✓
 - Make a choice and write a motivation:✓
Come to a decision about the venue that meets all your requirements then write a motivation recommending your choice to your manager to enable him/her to make the decision.✓ (5 × 2) (10)
- 4.2
- Final number of attendees
 - Registration procedure on the first day
 - Start and finish times each day of the event
 - Number of attendees requiring parking spaces
 - Number of meeting rooms you will need each day, and their sizes
 - Number of chairs and tables in each room
 - Equipment you will need during each session (Any 5 × 1) (5)
- 4.3 SEE ADDENDUM A (15)
[30]

QUESTION 5

- 5.1 5.1.1
- Folder, suspension (hanging) or cardboard (box) file✓
These are cardboard files in which records are placed, some have protruding tabs on which record names are written.✓
 - Spike files✓
This is a base with a steel onto which documents are pinned and they are normally used for keeping telephone messages or notes✓
 - Box file✓
They have a clasp that clips the documents together and they are most popular type of file found in the office environment. ✓
 - Concertina files✓
They looks like a book case or a box file with compartments or divisions marked with the letters of the alphabet, numbers or months of the year, depending on what the file will be used for.✓
 - Wall files or clipboards✓
Is made of hardboard with a clip attached at the top to pin documents onto the board.✓ (5 × 2) (10)

5.2	5.2.1	Vertical filing		
	5.2.2	Lateral filing		
	5.2.3	Tubular filing		
	5.2.4	Electronic filing		
	5.2.5	Lateral filing	(5 × 1)	(5)
5.3	• Unnecessary wastage of stationery • A sudden, inexplicable increase in demand for certain items of stationery • Stock is of a noticeably poorer quality, for example, pens that run out of ink or printer cartridges that are used up quickly • A specific person or department begins to order more of a certain item • Rapid price increases prevent you from buying the same quantities as previously • A certain item is no longer available on the market and the replacement is more expensive • An unpredictably high expense for reprinting stationery because of the name change of the company, or a change of ownership • A rapid outflow of stock due to company expansion • The required procedures for maintaining stock levels were not followed.			(Any 5 × 2) (10)
5.4	5.4.1	There should never be more than this amount in stock		
	5.4.2	When stock level reaches amount of the re-order level then this is the quantity that should be re-ordered	(2 × 2)	(4)
5.5	Out-of-line situation or irregular situation			(1) [30]
6.	SEE ADDENDUM B			[30]

EXAMINATION NUMBER:

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ADDENDUM A**QUESTION 4.6****VISITOR'S REGISTER BOOK**

NAME	DATE FROM – TO	TOWN	CONTACT NUMBER	COMMENTS
Miss Olive✓	30 January 2019✓ To 3 February 2019✓	Bloemfontein✓	081 246 9087✓	She enjoyed her stay and would definitely return next time✓✓
Ms More✓	30 November 2019✓ To 05 December 2019✓	Umtata✓	084 218 9541✓	She praised the place for being clean and neat for the best service✓✓
Mr Obuja✓	30 December 2019✓ To 1 January 2020✓	Nigeria ✓	074 456 3566✓	He was also impressed with the guesthouse and suggested that in future they should arrange for travel/tour guides to assist foreigners in the country with site seeing.✓✓

(15)

EXAMINATION NUMBER:

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QUESTION 6**ADDENDUM B****PETTY CASH JOURNAL OF CLOCKWORK JEWELLERS FOR SEPTEMBER 2019**

VOUCHER NO	DAY	DETAILS	PETTY CASH AMOUNT	STATIONERY	POSTAGE	REFRESHMENTS	SUNDRIES ACCOUNT	
							Amount	Details
028	02	Stationery	✓58,80	✓58,80				
029	05	Coffee	✓99,95			✓99,95		
030	07	Owner withdrawal	✓80,00				✓80,00	Owner withdrawal✓
031	17	Repairs	✓198,90				✓198,90	Repairs✓
032	19	Stamps	✓64,75		✓64,75			
033	26	Receipt book	✓26,95	✓26,95				
034	30	Milk	✓21,95			✓21,95		
✓✓	✓✓		✓✓551,30	✓✓85,75	✓✓64,75	✓✓121,90	✓✓278,90	

[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200