



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**NOVEMBER 2011**

**OFFICE PRACTICE  
NQF LEVEL 2**

**1 NOVEMBER 2011**

**This marking guideline consists of 7 pages.**

**SECTION A****QUESTION 1**

- |     |        |  |          |      |
|-----|--------|--|----------|------|
| 1.1 | 1.1.1  | A ✓  |          |      |
|     | 1.1.2  | B ✓  |          |      |
|     | 1.1.3  | A ✓  |          |      |
|     | 1.1.4  | C ✓  |          |      |
|     | 1.1.5  | D ✓ or A   |          |      |
|     | 1.1.6  | D ✓  |          |      |
|     | 1.1.7  | C ✓  |          |      |
|     | 1.1.8  | A ✓  |          |      |
|     | 1.1.9  | A ✓  |          |      |
|     | 1.1.10 | C ✓ or A   | (10 × 1) | (10) |
| 1.2 | 1.2.1  | I ✓ (recyclables)  |          |      |
|     | 1.2.2  | J ✓ (confidential and personal)  |          |      |
|     | 1.2.3  | B ✓ (diary)  |          |      |
|     | 1.2.4  | H ✓ (courier)  |          |      |
|     | 1.2.5  | F ✓ (jargon)   |          |      |
|     | 1.2.6  | A ✓ (requisition)  |          |      |
|     | 1.2.7  | D ✓ (internal mail)  |          |      |
|     | 1.2.8  | C ✓ (email)  |          |      |
|     | 1.2.9  | G ✓ (alpha-numerical)  |          |      |
|     | 1.2.10 | E ✓ (best practice procedure)  | (10 × 1) | (10) |
| 1.3 | 1.3.1  | False ✓<br>Reason: Clients who wander around and have no appointments/ do not know what they've come to do in the organisation can be asked by security/staff members to leave the premises for security reasons. ✓  |          |      |
|     | 1.3.2  | False ✓<br>Reason: You cannot discuss company <del>secretes</del> secrets/any company information with any of your friends/even with family members as this poses a risk to the company (breach of confidentiality) ✓  |          |      |
|     | 1.3.3  | False ✓<br>Reason: Names of foreign companies or government agencies must be written both in English and in the foreign name.  |          |      |
|     | 1.3.4  | False ✓<br>Reason: Typing/filing when someone is addressing you means that you don't have time for that person and creates a bad image (it shows a lack of respect/means you are not interested) ✓<br>(the double negative style of the statement confusing to reader) |          |      |

- 1.3.5 False ✓  
Reason: Any changes made to contracts must be added to the contract as amendments, to protect the agreement, company and for record keeping purposes. (Changes serve as proof of negotiations and confirmation thereof) ✓ (5 × 2) (10)
- TOTAL SECTION A: [30]**

**SECTION B**

**QUESTION 2**

- 2.1 2.1.1 **To:** Write the name and or surname ✓ of the staff member for whom the call was intended. ✓ (or recipient)  
**From:** The name and surname ✓ of the caller. ✓ (or sender)  
**Company:** The name of the business ✓ the caller is working for. If it is a private call indicate so. ✓  
**Telephone Number:** The telephone/Cell number ✓ of the caller. ✓  
**Date:** The date ✓ of the call. ✓  
**Time:** The time ✓ of the call. ✓  
**Message:** The message ✓ left by the caller. (if a message is left) ✓  
**Taken By:** The first name of ✓ the person who handled the call. ✓  
or first name of receptionist/telephonist  
Suggest splitting of marks to benefit 2<sup>nd</sup> language speakers (8 × 2) (16)

2.2

Department:	English ✓	Marketing ✓	Mathematics ✓	Office Administration ✓
Courses Offered:	Poetry ✓	Marketing Communication ✓	Algebra ✓	Office Data Processing ✓
	Shakespeare's Plays ✓	Consumer Behaviour ✓	Trigonometry ✓	Entrepreneurship (not on question paper) Office Practice ✓

(12 × 1) (12)

- 2.3 Issuing visitor's cards and permits. ✓  
Requesting visitors to hand in their fire-arms for safekeeping. ✓  
Requesting visitors to sign a visitor's register.  
Camera at reception/entrance Any (2 × 1) (2)
- [30]**

**QUESTION 3**

3.1

Advantages of Decentralised Filing	Disadvantages of Decentralised Filing
<ul style="list-style-type: none"> <li>Easier to keep confidential records private. ✓</li> </ul>	<ul style="list-style-type: none"> <li>Equipment can be unnecessarily duplicated. ✓</li> </ul>
<ul style="list-style-type: none"> <li>Can avoid delays that often occur when trying to get records from a centralised department ✓</li> <li>(Easier access to files, retrieval quicker)</li> </ul>	<ul style="list-style-type: none"> <li>People who may not be as efficient at filing as a dedicated filing clerk will have to perform the filing. ✓</li> </ul>

<ul style="list-style-type: none"> <li>• Other departments will not need your filed documents/or records. ✓</li> <li>• Departmental system smaller and easier to maintain</li> <li>• Each department can implement a filing system that suits its particular needs</li> </ul>	<ul style="list-style-type: none"> <li>• There could be confusion in the organisation as each department has its own filing system. ✓</li> <li>• The likelihood of errors increases if filing is done by more than one person in the department</li> </ul>
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(3 + 3)

(6)

- 3.2
- Install an SABS approved handgun safe with two locks ✓✓
  - Have a firearm register that contains the conditions of safekeeping ✓✓
  - Safekeeping storage must be in the building at the main entrance ✓✓
  - The owner of the firearm must place the firearm in the safe, lock the safe and keep the 1st key while the employee keeps the 2nd key ✓✓
  - Employees must not handle the visitor's firearm ✓✓
  - Visitors must remove their firearms from the safe at the completion of their visit ✓✓
  - The security officers employed by a company must be in possession of a competency certificate issued by the SAPS ✓✓ (7 × 2) (14)
- 3.3
- A letter being delivered but forgotten on a person's desk ✓
  - A letter that is delivered incorrectly, which has to be sent back to the addresses ✓
  - A letter sent to the wrong recipient, who does not know who should receive it ✓
  - An employee who is out of office who will attend to the mail once he/she is back in the office ✓ (or on leave, training, business trip)
  - A letter that was incorrectly attached to another letter and not noticed ✓
  - A busy mailroom that results in a bottleneck forming in either the mailroom or department baskets ✓
  - Staff shortage in the mailroom ✓ (7 × 1) (7)
- 3.4
- When there is no sender's address or signature on the letter. ✓
  - When there is no date written on the letter. ✓
  - If there is a major difference between the date on the envelope and the date written in the letter ✓. (3 × 1) (3)
- [30]

**QUESTION 4**

- 4.1 Magmail ✓  
 Courier speed services ✓  
 Ordinary mail ✓ (or snail mail)  
 Infomail ✓  
 International mail ✓  
 Fastmail  
 Domestic bulk mail  
 Parcelplus  
 Registered mail  
 Postal Order  
 Payment of 3<sup>rd</sup> party accounts, Savings (deposits and withdrawals)  
 Lotto  
 (the question paper does not specify mail services – any five) (5 × 1) (5)
- 4.2 Make the visitor feel welcome ✓  
 Greet the visitor in a friendly, warm and sincere manner ✓  
 Ask the visitor for his/her name ✓  
 Show the visitor you care and that you want to help ✓  
 Check whether the visitor has an appointment and who is expecting him/her ✓  
 Ask the visitor how you can help ✓ (or ask for reason for visit)  
 Assist the visitor by directing him/her to the right person ✓  
 Any reasonable answer (7 × 2) (14)
- 4.3 CD/CD-writer ✓  
 Stiffy/Floppy disk ✓ (picture not in proportion – not easy to recognise)  
 Tape/Cassette ✓  
 Memory stick/USB/flash stick ✓  
 (accept in any order given, no numbers on question paper) (4 × 1) (4)
- 4.4 Features and benefits of products and services (product manual) ✓  
 Contact details of staff members ✓  
 Prices ✓  
 Room numbers ✓  
 Layout of premises ✓  
 Policies ✓  
 Promotions ✓  
 Any other correct answer (7 × 1) (7)
- [30]**

**QUESTION 5**

- 5.1 File all papers and documents correctly ✓  
 Put away files and books ✓  
 Put away all cups and glasses used during the day ✓  
 Close the drawer and lid of the photocopying machine ✓  
 Throw away dead flowers and trim off dead leaves on plants ✓  
 Dust, wipe and clean equipment with the appropriate detergent ✓  
 Put chairs neatly into position ✓  
 Pick up and throw any litter on the floor ✓  
 Check that the blinds and curtains are closed properly and neatly ✓  
**Any reasonable answer** (9 × 1) (9)
- 5.2 Using other people passwords ✓  
 Working at another person's workstation without appropriate permission ✓  
 Entering an unauthorised or restricted area ✓  
**Eavesdropping, burglary, theft**  
**Hacking computer systems**  
**Convincing staff to divulge info under false pretences (con)**  
**Documents left lying on desks unattended/unfiled**  
**Note: 'intruder' can be anyone, thus accept any other correct answer** (3 × 1) (3)
- 5.3 Case Study 1: B: ✓  
 Best choice because you are being polite without given away any information that might be confidential. ✓ **(the best option but not 100% correct)**
- Case Study 2: A: ✓  
 Best choice because it is ethical and polite. ✓ (2 × 2) (4)
- 5.4 Mailroom clerks ✓  
 Correspondence clerks ✓  
 Filing clerks ✓  
 Telephonists ✓  
 Receptionists ✓  
 Word Processing Operators ✓  
**Depending on business: Cashier/order clerk** (6 × 1) (6)
- 5.5 Physical interference (Phone Static/Noisy office) ✓  
 Physiological interference (Hearing difficulty/Shouting) ✓  
 Psychological interference (Prejudice/Stereotyping/**Attitude/Discrimination**) ✓  
 Semantic interference (Jargon) ✓ Any (4 × 1)  
**The conversation in the question paper does not show physiological interference as outlined in the text book we use – there is no indication that caller or receptionist are sick/tired/cold or hearing/visually impaired)**  
**(mark allocation error on question paper for this question – 1 and not 4)** (4)

- 5.6 A remittance register is used to record all negotiable documents received by the organisation. ✓✓  
It is used to track monies or donations received and when they were received. ✓✓  
(There is a difference between a mail register and a remittance register. Question 5.6 actually implies both. A possible answer could also be: A mail register is used to record all important incoming and outgoing mail.)  
Mark allocation differs on exam paper (4 x 1) and not (2 x 2) (4)  
**[30]**

**TOTAL SECTION B: 120**  
**GRAND TOTAL: 150**

**General notes: Too much work to read 5.3 for only 4 marks!! Same goes for question 5.5.**

**Question 2.2:** For students that were 100% accurate with their alphabetical filing but did not understand the sort by department etc, (ie listed: Algebra, Consumer behaviour...), do they get 0 here or could there be an allocation for this?

The concept of a “gun free zone” is part of the course, but do feel the weighting of **Question 3.2** is pretty heavy as:

In practicality, how many businesses would expect their entry level clerk to know all this; There are other more practical areas which could have been emphasised in this paper.