



**higher education  
& training**

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

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**NOVEMBER 2010**

**OFFICE PRACTICE  
NQF LEVEL 2**

**24 NOVEMBER 2011**

**This marking guideline consists of 8 pages.**

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

|     |        |       |    |          |              |
|-----|--------|-------|----|----------|--------------|
| 1.1 | 1.1.1  | A     | ✓✓ | (10 × 2) | (20)         |
|     | 1.1.2  | B     | ✓✓ |          |              |
|     | 1.1.3  | A     | ✓✓ |          |              |
|     | 1.1.4  | C     | ✓✓ |          |              |
|     | 1.1.5  | D     | ✓✓ |          |              |
|     | 1.1.6  | D     | ✓✓ |          |              |
|     | 1.1.7  | C     | ✓✓ |          |              |
|     | 1.1.8  | A     | ✓✓ |          |              |
|     | 1.1.9  | A     | ✓✓ |          |              |
|     | 1.1.10 | C / A | ✓✓ |          |              |
| 1.2 | 1.2.1  | I     | ✓  | (10 × 1) | (10)<br>[30] |
|     | 1.2.2  | J     | ✓  |          |              |
|     | 1.2.3  | B     | ✓  |          |              |
|     | 1.2.4  | H     | ✓  |          |              |
|     | 1.2.5  | F     | ✓  |          |              |
|     | 1.2.6  | A     | ✓  |          |              |
|     | 1.2.7  | D     | ✓  |          |              |
|     | 1.2.8  | C     | ✓  |          |              |
|     | 1.2.9  | G     | ✓  |          |              |
|     | 1.2.10 | E     | ✓  |          |              |

**TOTAL SECTION A: 30****SECTION B****QUESTION 2**

|     |       |  |   |
|-----|-------|--|---|
| 2.1 | 2.1.1 | <b>Unprofessional Image</b>  | <b>Professional Image</b>   |
|     |       | Head wrap/band ✓<br>Top with beer logo ✓<br>Pants worn low – not on waist ✓<br>Underwear showing ✓<br>Torn pants ✓<br>Hanging/unfastened belt ✓<br>Not proper shoes ✓<br>Hair sticking out not neat ✓<br>Baggy jeans ✓ | Professional looking felt hat ✓<br>Professional looking suit ✓<br>No skin exposed ✓<br>Trimmed facial hair ✓<br>Well kept, clean shoes ✓<br>Well fitted clothes – not tight ✓<br><br>(any other relevant answers) |
|     |       |  | <b>[10]</b>   |
| 2.2 | 2.2.1 | Lindy's correct part of the conversation:  |   |
|     |       | "Good Morning, DIY.Com, Lindy speaking, How may I help you?" ✓   |   |
|     |       | "Yes you can, but please hold on." OR Please hold the line for Ms Dothi. ✓   |   |
|     |       | "Mrs Smith? Are you still there? Ms Leila Dothi is not in at the   |   |

## OFFICE PRACTICE LEVEL 2

moment. Is there any way I can help you?" OR "Mrs Smith, Ms Dothi is not available right now, can I help you or would you like to leave a message?" ✓

"Certainly Mrs Smith, you may leave a message" OR Yes you can, go ahead (but please hold on.)" ✓

(Lindy must repeat message to confirm if details are accurate):  
"Documents Ms Dothi requested will be delivered to the offices next week. She must please confirm receipt of the documents by sending an email to Smith and Smith attorneys." OR (Lindy: takes down the message) ✓

(2<sup>nd</sup> time Mrs Smith calls) "Good Morning, DIY.Com, Lindy speaking, How may I help you?" ✓

"Certainly Mrs Smith, I'll change the message." ✓

(Lindy must repeat message to confirm if details are accurate):  
"Ms Leila Dothi must collect documents she requested at Smith and Smith attorney offices. She must call Mrs Smith to arrange for an appointment. The number is (013) 485 6238" ✓

"I will make sure Ms Dothi gets the message as soon as she arrives." ✓

(9)

(9 x 1)

## 2.2.2

## MESSAGE

Date:15 / 10 / 10 ✓

Time:11:30 ✓

To: Ms Leila Dothi ✓

## WHILE YOU WERE OUT

Mrs Smith called ✓

Company Name: Smith and Smith attorneys ✓

TELEPHONE: (013) 485 6238 ✓

|                   |   |   |                        |   |   |
|-------------------|---|---|------------------------|---|---|
| Telephoned        | ✓ | X | Please call            | ✓ | X |
| Called to see you |   |   | Will call again        |   |   |
| Wants to see you  |   |   | Returned your call     |   |   |
| Urgent            | ✓ | X | Desires an appointment |   |   |

## MESSAGE:

Please come to Smith and Smith attorney offices to collect the documents you requested. Please call Mrs Smith to arrange an appointment on (013) 485 6238. (telephone number optional) ✓

Taken By: Lindy ✓

(11)

**[30]****QUESTION 3**

|     |                   |                  |             |              |              |        |                    |              |           |
|-----|-------------------|------------------|-------------|--------------|--------------|--------|--------------------|--------------|-----------|
| 3.1 | Surname & Name    | Telephone Number | Date: 10-12 | Camera Phone | Memory Stick | Laptop | Reference Material | Video Camera | Signature |
|     | (Mark Allocation: | √                | √           | √            | √            | √      | √                  | √            |           |
|     |                   |                  |             | X / √        | X / √        | X / √  | X / √              | X / √        |           |
|     | Siba Precious √   | 072 458 2121     | 10          | X            | √            | √      | √                  | X            |           |
|     | Moko Aaron √      | 071 265 8963     | 10          | √            | √            | X      | √                  | X            |           |
|     | Singh Anika √     | 074 231 8965     | 10          | √            | X            | X      | X                  | X            |           |

(10)

Mark allocation as indicated on answer sheet above and explained below:

One mark is given if all 3 entries are given correctly per column. No mark will be given if there is only 1 or 2 entries.

|     |                               |                 |  |
|-----|-------------------------------|-----------------|--|
| 3.2 | <b>Mail to be distributed</b> | <b>Priority</b> | <b>Distribution Method</b>                 |
|     | Feedback Report               | High            | Courier / Email / Fast mail √√             |
|     | Registered Letter             | High            | Courier / Post Office √√                   |
|     | Ordinary Letter               | Low             | Post Office or Snail mail √√               |
|     | Memo to all staff             | High            | Internal Mail / Email / Fax / messenger √√ |

(4 × 2)

(8)

|     |       |                                    |                            |
|-----|-------|------------------------------------|----------------------------|
| 3.3 | 3.3.1 | Date                               | 16/10/2010 √√              |
|     |       | Time of distribution               | Between 11:00 and 11:05 √√ |
|     |       | Senders name and surname           | Lindy Khuzwayo √√          |
|     |       | Department sender is working in    | Administration √√          |
|     |       | Receiver's surname and name        | Bibi Kays √√               |
|     |       | Department receiver is working in. | Public Relations √√        |

(6 × 2)

(12)

**[30]****QUESTION 4**

4.1 Negative.√ Delays can occur √ and this can result in employees missing deadlines √, information that is needed urgently not found and this can make the company look disorganised and unprofessional. √ Slow productivity. √ (2)

4.2 4.2.1 Ordinary files dated 26 months ago – must be disposed of √ (1)

4.2.2 Ordinary files dated 38 months ago – must be disposed of √ (1)

4.3 Dear Valued Customer

## OFFICE PRACTICE LEVEL 2

To assist us in delivering an even better service to you, please complete and return this survey, using today's date.

Your name: Student's Name ✓

Telephone Number: Student's Number ✓ Date: Date of Examination ✓

Your name, Telephone Number, Date – no space available where students should write missing information. Allocate the 3 marks to students.

Please respond to the following aspects of our service by marking with an X in the appropriate box.

|  | Excellent | Good | Fair | Poor |
|--|-----------|------|------|------|
| Courtesy and helpfulness of receptionist ✓ |           |      |      | X    |
| Response to enquiries ✓                    |           |      |      | X    |
| Appearance of receptionist ✓               | X or      | X    |      |      |
| Communication with customers ✓             |           |      |      | X    |
| Overall evaluation ✓                       |           |      |      | X    |

Comments: James needs training on how to deal with clients. He needs to change his attitude. ✓ He dresses professionally and must continue doing so. ✓

Any relevant comment

(10)

Thank you for your time,  
Management

- 4.4 - Request further training ✓  
 - Study the mailroom policy and code of conduct ✓  
 - Learn from your mistakes ✓  
 - Ask for a mentor and learn from him/her ✓ (4 × 1) (4)

- 4.5 If equipment is put haphazardly:  
 - It creates a negative image/impression for the business. ✓✓  
 - Equipment lying around on the floor can create accidents and injuries. ✓✓  
 - Equipment can be stolen. ✓✓  
 - Equipment can be damage. ✓✓ (1 × 2) (2)



## OFFICE PRACTICE LEVEL 2

information. √√

- Employees have a right to privacy therefore their details and employment records must be kept in a safe location and only accessed by people who have authority to do so. √√

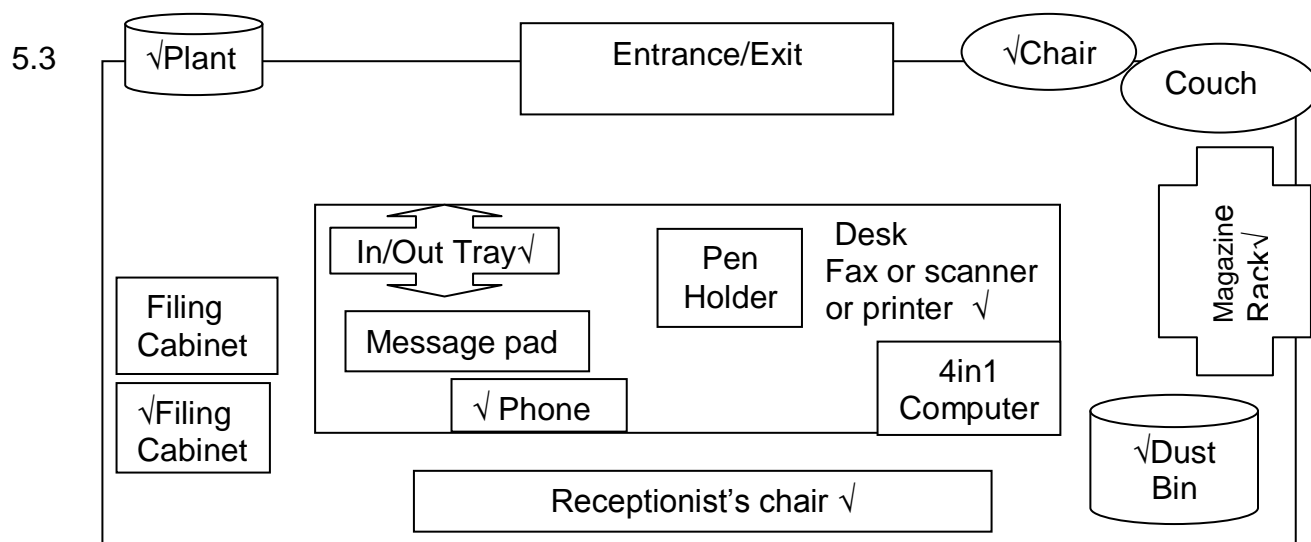
- Company documents such as financial information are highly confidential and must be given to authorised personnel only. √√

(3 × 2) (6)

5.2.2 If information is released to anyone this can lead to:

- identity theft, √√
- industrial espionage √√
- loss of data √√
- can also lead to the public losing trust in the company. √√

(2 × 2) (4)



(Student's answers will vary but they must place the items in a manner that creates a professional image. That is the office must not be cluttered and all the necessary items must be displayed.)

(7 × 1) (7)

5.4 5.4.1 Lavigne Margare  
Laviolette Pirre  
Lavoie Rachelle  
Lawson Virginia  
Layman Kenneth

(5 × 1) (5)

5.4.2 00734  
00743  
04240  
12968  
47326

(5 × 1) (5)

**[30]**

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

