



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NOVEMBER 2010

**OFFICE PRACTICE
NQF LEVEL 3**

2 NOVEMBER 2010

This marking guideline consists of 12 pages.

SECTION A**QUESTION 1****1.1 MULTIPLE CHOICE**

- 1.1.1 D
- 1.1.2 B
- 1.1.3 A
- 1.1.4 B
- 1.1.5 C
- 1.1.6 D
- 1.1.7. A
- 1.1.8 B
- 1.1.9 B
- 1.1.10 C

(10 × 2) (20)

1.2 MATCHING COLUMN A/ COLUMN B

- 1.2.1 D
- 1.2.2 F
- 1.2.3 G
- 1.2.4 I
- 1.2.5 B
- 1.2.6 J
- 1.2.7. E
- 1.2.8 C
- 1.2.9 H
- 1.2.10 A

(10 × 2) (20)

- 1.3**
- 1.3.1 FALSE – Cheque counterfoil ✓✓
 - 1.3.2 FALSE. – To keep record of stock ✓✓
 - 1.3.3 FALSE – Rings 3-5 times/ 2 or 4 times, but not more than 5 times ✓✓
 - 1.3.4 FALSE. - It is wise to check up to ensure that visitors are receiving attention. ✓✓
 - 1.3.5 FALSE – Diary for each manager ✓✓ (5 × 2) (10)
- [50]**
- ONE mark for 'TRUE' or 'FALSE' and ONE mark for STATEMENT

TOTAL SECTION A: 50**SECTION B****QUESTION 2**

- 2.1**
- A Folder file/ Paper File
 - B Concertina file/ Pocket File
 - C Wall file/clipboard file
 - D Spike file
 - E Box file
 - F Lever arch file
 - G CD's and DVD's

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- | | | | |
|--|---|-------------------------|------|
| | H | Cassett/Tape | |
| | I | Flash disk/Memory stick | |
| | J | Stiff discs/ Stiffy | (10) |
-
- | | | | |
|-----|---|---|-----|
| 2.2 | D | Answer with a smile in your voice | |
| | E | Take notes as the caller is speaking | |
| | C | Try to find out who is calling | |
| | B | End the conversation by thanking the caller | |
| | A | Transfer the call immediately and correctly | (5) |

QUESTION 2.3

STOCK REQUISITION

Requested by: J. Venter ✓

Department: Purchasing ✓

Date: 20 March 2010 ✓

QUANTITY NEEDED	DESCRIPTION
1 ✓	Ink cartridge ✓
1x5 ✓ or (5)	Stapler ✓
1 ✓	Tippex ✓
1x10 ✓ or (10)	Pens (black and red) ✓

Authorised by: Mrs Smith ✓

Title: Procurement Manager ✓

Date: 01 April 2010 ✓

Signature: Mrs Smith

(15)
[30]

QUESTION 3.1

PRIORITIES

JUNE

Project and descriptions	Priority			Deadlin	Date in	Date out
	A	B	C			
HOD's Meeting		X✓		Every Friday✓		
Workshop on Computer skills	X✓ ✓			15 June✓		

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Finance meeting	X√ √			16 June√		
SRC Representatives		X√				
Faculty Head's Meeting	X√ √			Every Monday√		
Staff Meeting				Every Tuesday√		
Lunch with friend			X√		10 June√	
Prepare monthly sales figures	Or X√	X√		30 June√		
Meet with Books Suppliers (Client)	X√ √			22 June√		

(20)

- 3.2 3.2.1 Telephonist can handle the call.
 3.2.2 Transfer to the Marketing Department
 3.2.3 Transfer to the Office Administration Department/HOD
 3.2.4 Transfer to Credit/ Accounts Department or Financial Department.
 3.2.5 Transfer to Human Resource Department/Recruitment Officer.

(Two marks per answer (5 x 2))

(10)

[30]**QUESTION 4**

4.1

MAKHADO FET COLLEGE**DELIVERY NOTE****Company:** Makhado FET College √**Good Received by:** Sylvia Malwela √ **Signature :** Sylvia signature √**Date:** 12 June 2010 √**Time:** 13:00 √/ Office Hours up to 16:30

Product Code	Description of goods	Quantity ordered	Price Unit	Amount	Total
001 √	Boxes of Tippex	5	R20-00	R100-00	R100-00√
002 √	Boxes of pens	5	R15-00	R75-00	R75-00√
003 √	Reams of A4 Printing papers	2	R30-00	R60-00	R60-00√
004 √	HB Pencils	12	R10-00	R10-00	R10-00√

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Company: Pine Supplier ✓

(15)

Good delivered by: T. Khoza ✓ (Any name)

4.2 4.2.1 She was is not a good receptionist, ✓ Bongiwe does not maintain the reception area; ✓ she does not seem to take pride in her work. ✓

(Any applicable as long as students motivate their answers)

(3)

4.2.2

SHORTCOMINGS	CORRECTIVE MEASURES
Papers lying around on the floor. ✓	Should be thrown in the dustbin. ✓
Magazines torn and in poor condition. ✓	Maintain and keep in orderly manner. Through torn magazines away and replace with new ones. ✓
Dirty cups left on the table. ✓	Cups should be kept clean at all times. Remove dirty cups ✓
Dry pot plant. ✓	Water plant regularly. ✓
The floor was wet. ✓	The floor should be kept clean at all times. ✓
Office look untidy and crowded ✓	Office must be tidied on regular basis ✓

(12)
[30]

[One mark each as indicated above]

QUESTION 5

5.1 5.1.1 Geographical classification. ✓
 5.1.2 Alpha- numerical classification. ✓
 5.1.3 Colour coding. ✓
 5.1.4 Subject. ✓
 5.1.5 Numerical . ✓

(5)

QUESTION 5.2**DEPOSIT SLIP**

ABSA
ABSA Bank Limited/Beperk (Reg. No. 1986/004794/06)

Member of the **BARCLAYS** Group
Lid van die

DEPOSIT SLIP/DEPOSITOSTROKIE

Credit Krediteer **PLEASANT 2010 HOTEL** Date Datum **EXAM DATE**

No cheque exceeding R5 million can be accepted. Geen tjek wat R5 Miljoen oorskry, kan aanvaar word nie. TELLER'S STAMP KASSIER STEMPSEL Authorised by Goedgekeur deur Authority no Magtigingsno	Paid in by Inbetaal deur NEL C.K Signature Handtekening NEL Tel 012 962 2490	Notes/Note 5240 00 Coins/Munte 5 00 MO/PW and/en PO Subtotal/Subtotaal 5245 00
	Drawer's name Trekkers se naam 1 SINAPHILA DRIVING SCHOOL	Bank FNB Branch name/Clearing code Taknaam/Verrek-kode HAMNASTRAAL
	2 3	10 00 00
	I ACCEPT THE CONDITIONS PRINTED ON THE REVERSE EK AANVAAR DIE VOORWAARDES OP KEERSY GEDRUK	Total Totaal R 15 245 .00
	Acc no/Rek-no 6210881267	Dep reference Dep-verwysing 9112060977

70

DEPOSIT SLIP

(15)

Paid in by should be student name**Signature should be student signature****Date: 02 November 2010/ 2010-11-02**

- 5.3 5.3.1 Make another appointment, ✓ the changes should be made immediately and ensure that all the changes are also made in the manager's diary. ✓
- 5.3.2 Check both diaries for another appointment ✓ and confirm the appointment with the manager. ✓
- 5.3.3 Phone, E-mail or fax all client(s) who have appointment on the dates the manager will be out of office ✓ and explain that the manager will not be available for a couple of days and that they may contact you for another appointment. ✓ Inform client that a stand in is available
- 5.3.4 Phone client(s) and explain that the manager has had unforeseen delay ✓ and tell the client (s) how long the delay will be (if you know) and communicate the time the manager will be able to see them. ✓
- 5.3.5 Apologise for the inconvenience to the other client(s) to know the importance of the appointment ✓ and inform the manager about the urgency of an appointment. ✓

(10)
[30]

QUESTION 6

(a)

PETTY CASH JOURNAL OF MASS COMPUTER CENTRE FOR OCTOBER 2010 ✓✓ (No marks if not in this order)

Voucher	Date	Details/Petty Cash	Amount		Postage		Stationary		Wages		Folio	Sundry Account		
												Sundry		Details
060	3	Stamps	20	00✓	20	00✓	(e)							(e)
061	8	Envelopes	25	00✓			25	00✓						
062	10	Repairs to computer	75	00✓								75	00✓	Repairs ✓
063	15	Wages	150	00✓					150	00✓				
064	25	Telephone account	200	00✓								200	00✓	Telephone✓
065	29	Typing paper	30	00✓			30	00✓						
✓✓ (b)	✓✓ (c)	(d)	500	00✓✓	20	00✓✓	55	00✓✓	150	00✓✓		275	00✓✓	

[30]

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

- (a) Two marks for heading indicated correctly (see above)
- (b) Max 2 marks if ALL voucher numbers are given and correct in numerical order (001 – 007) ONE mark given where given, but incorrect.
- (c) Max 2 marks if ALL dates are indicated and correct (one mark if given but incorrect)
- (d) Two marks for each of the totals if correct i.e R500,00; R20,00;R260,00;R50,00; and R75,00 (max 8 marks)
One mark is given where total is given, but incorrect.
- (e) One mark given only if entry in Details column AND Amount column is correct
e.g [Stamp AND R20,00] = ONE MARK etc.
- (f) In SUNDRY ACCOUNTS above: One mark given if amount in column is correct AND one mark if the details are correctly indicated.

Rand signs in amount and total columns are discouraged and not penalised!
('R' signs)

[30]

TOTAL SECTION B:	150
GRAND TOTAL:	200