



**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE PRACTICE  
NQF LEVEL 3**

**NOVEMBER 2011**

**(3061013)**

**2 November (X-Paper)  
09:00 – 12:00**

**This question paper consists of 13 pages and 9-page annexures.**

<p><b>TIME: 3 HOURS</b> <b>MARKS: 200</b></p>
---

---

**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Number the answers according to the numbering system used in this question paper.
  4. Write neatly and legibly.
-

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

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A – D) next to the question number (1.1.1 – 1.1.10) in the ANSWER BOOK.

- 1.1.1 With ... filing all the records of the business are kept in one place.
- A decentralised
  - B centralised
  - C terminal
  - D digital
- 1.1.2 This is the highest quantity of stock to be held of a particular item at any one time.
- A Re-ordering level
  - B Interim re-ordering
  - C Minimum stock level
  - D Maximum stock level
- 1.1.3 The ... is money received when the expense was paid, that should be handed to the petty cashier with the cash slip.
- A change
  - B budget
  - C receipt
  - D excess
- 1.1.4 The ... organisers are portable, take up little room in a briefcase and can exchange information.
- A paper-based
  - B computer
  - C manual
  - D electronic
- 1.1.5 The ... is/are used to find out what your budget is for food, drinks and refreshments.
- A logistics
  - B caterer
  - C menu
  - D venue

1.1.6 The ... is/are used by visitors to post their feedback, usually is positioned on the reception desk

- A questionnaires
- B suggestion Box
- C observations
- D surveys

1.1.7 The telephone ...refers to social behaviour that is based on consideration for correct telephone behaviour.

- A numbers
- B etiquette
- C message
- D directory

1.1.8 The ... is a book where visitors sign in on entry and sign out on departure.

- A visitors register
- B visitors card
- C diary
- D permit

1.1.9 A document issued by the petty cashier when funds are taken from the petty-cash box is called petty-cash...

- A float.
- B voucher.
- C slip.
- D receipt.

1.1.10 A sheet or document used to plan one's activities for the year ahead is called a ... planner.

- A yearly
- B monthly
- C weekly
- D daily

(10 × 1) (10)

- 1.2 Choose a description from COLUMN A that matches an item in COLUMN B. Write only the letter (A – J) next to the question number (1.2.1 – 1.2.10) in the ANSWER BOOK.

COLUMN A	COLUMN B
1.2.1 The amount that is more than it should be when petty cash is balanced	A ordering of office suppliers B excess
1.2.2 It takes up little room in a briefcase and can exchange information with a PC	C fax D passport
1.2.3 Files are arranged according to surnames	E electronic organisers F visitor
1.2.4 Order form, requisition form and quotes will also be submitted	G alphabetical H telephone etiquette
1.2.5 Document that allows you to enter and re-enter a country if it is needed by that particular country	I reception area J shortfall
1.2.6 The ... is instant and the receiver will have a hard copy of the message	
1.2.7 Someone who reports to a company but does not work for it	
1.2.8 The amount that is less than it should be when the petty cash is balanced	
1.2.9 Located in a central and easily accessible part of the building	
1.2.10 Every organisation has its own policy on how a telephone should be answered	

(10 × 1)

(10)

1.3 Indicate whether the following statements are TRUE or FALSE. Correct the statement if it is false. Choose the answer and write 'true' or 'false' next to the question number (1.3.1 – 1.3.10) in the ANSWER BOOK.

- 1.3.1 In centralised filing, each department of the company files its own documents and records.
- 1.3.2 It is wise to check up to ensure that the visitor is receiving attention.
- 1.3.3 Company brochures for distribution and display must be maintained.
- 1.3.4 Maximum stock level is the lowest level of stock of a given item and is indicated on the stock card of the item.
- 1.3.5 You will be required to prepare documentation for the meeting.
- 1.3.6 A yearly planner is a summary of the most important events, meetings and appointments of the week head.
- 1.3.7 End the call by thanking the customer for the call.
- 1.3.8 If someone phones to make an appointment, the assistant should not write down the client's details.
- 1.3.9 At the end of the month, the petty cashier will summarise all petty-cash transactions in the diary.
- 1.3.10 Once the attendees for a meeting have been finalised and everyone is aware of the date of the meeting, a suitable venue need to be found. (10 × 2) (20)

1.4 Choose the correct word(s) from those given in brackets. Write only the correct answer next to the question number (1.4.1 – 1.4.10) in the ANSWER BOOK.

- 1.4.1 A (numerical/alpha-numerical) is a classification where each file is allocated with a consecutive number and files are arranged in sequence according to their file number.
- 1.4.2 A/An (agenda/notice) must be drawn up in advance, listing in order the items that will be raised and discussed.
- 1.4.3 A (non-disclosable/disclosable) information parties outside the company and sometimes even ordinary employees of the company itself should not have access to.
- 1.4.4 A (maximum/minimum) stock level is the lowest level of stock of a given item and will be indicated on the stock card of the item.

- |                         |   |          |                     |
|-------------------------|---|----------|---------------------|
| 1.4.5                   | A/An (electronic/computer) organiser is portable, takes up little room in a briefcase and can exchange information with a personal computer.                      |          |                     |
| 1.4.6                   | A (petty-cash journal/petty-cash voucher) is a source or a document that is completed and authorised to receive money from the petty cashier for a small expense. |          |                     |
| 1.4.7                   | A (questionnaire/suggestion box) is a set of written questions used to gather information from many different people.   |          |                     |
| 1.4.8                   | A (cash receipt/petty cash) is a document that is issued when goods and service are paid for using cash.  |          |                     |
| 1.4.9                   | A (visitors register/ visitors card) indicate that visitors have the right to be on the premises and has to be visibly worn or handled to be shown on request.    |          |                     |
| 1.4.10                  | A/An (urgent/routine) task is a task that includes unexpected things that come up from time to time like clients.   | (10 × 1) | (10)<br><b>[50]</b> |
| <b>TOTAL SECTION A:</b> |   |          | <b>50</b>           |

## SECTION B

### QUESTION 2

- 2.1 As a filing clerk you are requested to rearrange the following registration dates chronologically:
- |        |            |      |
|--------|------------|------|
| 2.1.1  | 14-07-2012 |      |
| 2.1.2  | 23-07-2012 |      |
| 2.1.3  | 16-01-2011 |      |
| 2.1.4  | 16-01-2010 |      |
| 2.1.5  | 02-02-2011 |      |
| 2.1.6  | 30-01-2012 |      |
| 2.1.7  | 15-07-2011 |      |
| 2.1.8  | 20-07-2011 |      |
| 2.1.9  | 21-01-2010 |      |
| 2.1.10 | 17-02-2012 | (10) |

- 2.2 Khoza L is a purchasing clerk of Siyabuswa Private College at 3<sup>rd</sup> Floor Siyabuswa Road. The college has ordered stock from Orange Farm Office Equipment that are to be delivered. As a purchasing clerk she is to receive the stock upon delivery. The stock was issued and delivered on 22 September 2011 and the order number is OFO 3341123538.

Use the following information to complete the delivery note. Use the attached ANSWER SHEET (ANNEXURE A).

- (i) 1 box of 100 A4 – envelopes order no. 0010
- (ii) A 3 sheets – white, order no. 0011
- (iii) 5 boxes of Bic pens – blue and black, order no. 0012
- (iv) 10 giant staplers order n.: 0013 (15)

- 2.3 A filing clerk should follow the company policy for identifying files that should be sent to the archives. Give FIVE examples of files that could be identified for archiving. (5 × 1) (5)

**[30]**

### QUESTION 3

Imagine you are working as a personal assistant. Your duty is to make sure that your diary and your manager's diary are effectively and efficiently recorded. From the given list below, indicate which items are entered into the personal assistant's diary and which activities must be recorded in the manager's diary.

- 3.1 Use the information below to complete your own diary and the manager's diary for your company. Use the attached ANSWER SHEET (ANNEXURE B).

- Dates of the Directors board meetings
- Appointment with Mr Johnson, the sales manager
- Attend a meeting to discuss a new project
- Fetch the manager's children from school
- The organisation's year-end function
- The booking of the hall
- The manager's trip to London to attend a conference
- Computer training for staff
- Invitation to deliver a speech at a seminar
- Printing of the company report
- Review meetings with staff members
- Attend an administrative staff meeting
- Read all e-mails and open post every day
- Book flight for your manager to Cape Town
- Present feedback report for a meeting (15)



3.2 Read the following scenario and answer the question that follows:

You visited an organisation and found that the reception area has a lack of reading materials in the waiting room. The area being too close to a noisy area. Lack of easy access to the reception area, especially for disabled people, no sign to indicate the reception area, toilets not working with no hand soap provided. Cold and unwelcoming décor and atmosphere. The reception desk not facing the door and confidential information lying around on the desk where the public may see it.

Identify FIVE non-conformance areas in the scenario and suggest possible remedial action to be taken to improve the reception area.

Use the attached ANSWER SHEET (ANNEXURE C), for example:

NON-CONFORMANCE	REMEDIAL ACTION
1. Reception area full of dust	dust reception area on a regular basis

(5 × 2) (10)

3.3 When a company declares its premises a gun-free zone, it must submit a special application to handle firearms to the SAPS. The condition of this application is that the company must supply adequate safe keeping facilities and control measures.

Complete the following statements by using the given words in the list below.

security; SAPS; SABS; owner; completion; license number; visitor
--

- 3.3.1 A/An ... officer employed by the company must be in possession of a competency certificate issued by the SAPS.
- 3.3.2 The visitor must remove his/her firearm from the safe on ... of the visit.
- 3.3.3 Completing a firearm register includes information about the I.D. number of the owner and the firearm's ...
- 3.3.4 A/An ... official may visit the organisation to inspect whether the organisation adheres to the law regarding firearms.
- 3.3.5 A/An ... approved handgun safe with two locks is the only acceptable safe to be installed at companies.

(5)

[30]

**QUESTION 4**

Sometimes it is necessary to cancel an appointment or postpone it when something unexpected happens. As a personal assistant of Dr V Maiwashe. Her diary has a lot of bookings for the next two weeks. You need to prioritise the cancelled appointments, to make sure those with highest priority get rescheduled soonest. She may postpone a low priority afternoon appointment so that you can fit in a high priority patient who was booked for the morning.

Below are the bookings that you must postpone. Arrange these appointments from HIGHEST, MEDIUM and LOWEST PRIORITY. Write only 'highest', 'medium' or 'lowest' priority next to the question number (4.1.1 – 4.1.5) in the ANSWER BOOK.

- 4.1.1 Mr Tom needs his dentures (false teeth) adjusted before he leaves for overseas in a week.
- 4.1.2 Mrs Tobias has been up all night with toothache.
- 4.1.3 Eric Tshabe of Bay Pharmaceuticals wants to explain a new range of products to Dr Chaya.
- 4.1.4 Mr Martin has two cavities in his teeth that need filling.
- 4.1.5 Ann Chobe needs a regular six-monthly check-up. (5 × 1) (5)
- 4.2 You work as a stock control clerk and you should make sure that all the information about each item is recorded on the stock card for that item.

Use the following information to complete the stock control card. Use the attached ANSWER SHEET (ANNEXURE D).

- (i) Business practice NCV L4 Textbooks, Reference no. KC O6 Business studies.

Makwarela Campus: Mr Benecke: 50 issued on 15 January 2011

Mavhoi Campus: Mrs Khuba: 25 issued on 9 February 2011

- (ii) Maximum level : 150  
 Minimum level : 20  
 Re- ordered : 25  
 Textbooks received : 100 16 February 2011

- (iii) On 2 January 2011 there were 100 books on the shelf. (15)

- 4.3 You work as a receptionist of Vhembe FET College. The Campus manager requested you to design a visitor's register for all campuses. The campuses are: Makwarela Campus, Mavhoi Campus and Mashamba Campus. Design a visitor's register that will be used by all the campuses of this college. (10)

**[30]**

**QUESTION 5**

You are organising a strategic plan workshop for the management of Khutsong Community College. All the campus managers, faculty heads, heads of departments and curriculum co-ordinators for the college would attend on different venues depending on the province.

Attendees must return the form. Complete the enquiry form using the information below. Use the Attached ANSWER SHEET (ANNEXURE E).

NAME	FLIGHT	CAR HIRE	ACCOMM	SPECIAL DIET	DISABILITIES
Mr Smith	Durban-Cape Town 4/10	4/10-5/10	Moretele Hotel	Vegetarian	Wheelchair assistance

- 5.1.1 On 12/03/2011 Mrs M.M Maiwashe would require accommodation, transport from Polokwane to Johannesburg. She would like to have a flight booked for her from Polokwane airport to OR Tambo International Airport from 12/03/2011 to 15/03/2011. She is a vegetarian, she would require accommodation at Khutsong guesthouse. She would be using her own transport from home to the airport.
- 5.1.2 On 14/03/2011 Mrs Cliff Zoo would require accommodation and transport from Bloemfontein to OR Tambo International Airport. She would require a flight booked for her as from 14/03/2011 to 16/03/2011. She eats halaal food. She will also require accommodation at Thabang's guesthouse.
- 5.1.3 On 08/03/2011 Prof. Du Toit would require accommodation and transport from Cape Town to Johannesburg. He would like to have a flight booked for him as from 08/03/2011 to 12/03/2011. He is blind ( uses walking stick) and would like to take a family to accompany him to the workshop. He would require accommodation at Mahlangus's guesthouse for two people.
- 5.1.4 On 10/03/2011 Ms Van der Walt would require accommodation and transport from Bloemfontein to Polokwane. She would like to have a flight booked for her from 10/03/2011 to 15/03/2011. She is diabetic and she uses a wheelchair, as she need assistance. She would require accommodation at 2010 Hotel.
- 5.1.5 On 12/03/2011 Ms Mashile N.L from Turfloop would require accommodation and transport from Polokwane to Thohoyandou. She would like to have a car hire booked for her from 12/03/2011 to 15/03/2011. She prefers traditional food. She would require accommodation at Khoroni Hotel.

(15)

- 5.2 Mr Deon Louw, campus manager of Thutong FET college, called Toptronics company to find out more details about the project to earn computer equipment. He also wants to know whether Toptronics offers a discount on bulk orders of office stationery. Desray van Rensburg was not available. He said he will call again as it is very urgent. This call was received at 10:00 on 12 June 2011.

Complete the message form that you should give to Desray van Rensburg upon her return.

Use the attached ANSWER SHEET (ANNEXURE F).

(15)  
[30]

## QUESTION 6

As a Petty cashier after the purchase had been done and the change received. You will have to receive a cash slip or till slip to be handed to the accountant.

Complete the Petty-cash vouchers using the cash slip below. Use the attached (ANNEXURE G).

VOUCHER No. 2010

VOUCHER No. 2011

C.N.A		C.N.A	
40 Mutsindo Street, Polokwane		40 Mutsindo Street, Polokwane	
Tel: 015 296 3409		Tel: 015 296 3409	
VAT-No. 456429478		VAT-No. 456429478	
Date: 10-10-2011		Date: 12-10-2011	
.....		.....	
5 Ringbinders	R64,45	Typing Paper	R21,89
	.....		.....
Subtotal	R64,45	Subtotal	R21,89
VAT at 14%	R 7,62	VAT at 14%	R 3,06
	.....		.....
Total	R72,07	Total	R24,95
Cash	R75,00	Cash	R25,00
Change	R 2,93	Change	R ,05

## VOUCHER No. 2012

## VOUCHER No. 2013

C.N.A 40 Mutsindo Street, Polokwane Tel: 015 296 3409 VAT-No. 456429478 Date: 13-10-2011 .....		C.N.A 40 Mutsindo Street, Polokwane Tel: 015 296 3409 VAT-No. 456429478 Date: 14-10-2011 .....	
Pens	R13,16	Envelopes	R17,54
	.....		.....
Subtotal	R13,16	Subtotal	R17,54
VAT at 14%	R 1,84	VAT at 14%	R 2,46
	.....		.....
Total	R15,00	Total	R20,00
Cash	R15,00	Cash	R20,00
Change	R 0,00	Change	R 0,00

## VOUCHER No. 2014

## VOUCHER No. 2015

C.N.A 40 Mutsindo Street, Polokwane Tel: 015 296 3409 VAT-No. 456429478 Date: 15-10-2011 .....		C.N.A 40 Mutsindo Street, Polokwane Tel: 015 296 3409 VAT-No. 456429478 Date: 16-10-2011 .....	
Marker	R13,00	1 Typing pad	R20,00
	.....		.....
Subtotal	R13,00	Subtotal	R20,00
VAT at 14%	R 1,84	VAT at 14%	R 3,06
	.....		.....
Total	R14,84	Total	R23,06
Cash	R15,00	Cash	R50,00
Change	R 0,16	Change	R26,94

[30]

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

EXAMINATION NUMBER:

SECTION B

ANNEXURE A

QUESTION 2.2

DELIVERY NOTE

ORANGE FARM OFFICE EQUIPMENT (PTY) LTD

DELIVERY NOTE

Deliver to

:

Address

:

Contact

:

Client's Purchase Order

:

Date issued

:

Delivery required by

:

ORDER No.	DESCRIPTION	QUANTITY

RECEIVED BY: .....

SIGNATURE: .....

THANK YOU FOR YOUR ORDER.

EXAMINATION NUMBER:

ANNEXURE B

QUESTION 3.1

DIARY

MANAGER’S DIARY	PERSONAL ASSISTANT DIARY
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.
8.	8.

EXAMINATION NUMBER:

ANNEXURE C

QUESTION 3.2

NON-CONFORMANCE	REMEDIAL ACTION
3.2.1	
3.2.2	
3.2.3	
3.2.4	
3.2.5	

(5 × 2)      (10)



EXAMINATION NUMBER:

ANNEXURE D

QUESTION 4.2

STOCK CONTROL CARD

Item: .....

Ref: .....

Maximum: 150

Minimum: 50

Re-order: 25

Date	Receipts Quantity	Quantity	Department Staff member	Balance

EXAMINATION NUMBER:

ANNEXURE E

QUESTION 5.1

ENQUIRY FORM

NAME	FLIGHT	CAR HIRE	ACCOMMODATION	SPECIAL DIET	DISABILITIES

EXAMINATION NUMBER:

ANNEXURE F  
QUESTION 5.2

TELEPHONE MESSAGE

TO:

FROM:

COMPANY:

TEL. No:

PHONED		RETURN YOUR CALL		PLEASE PHONE BACK	
VISITED		WILL CALL AGAIN		URGENT	

MESSAGE:

DATE:

TIME:

TAKEN BY:

**EXAMINATION NUMBER:****ANNEXURE G****QUESTION 6**

1.

PETTY-CASH VOUCHER		Date:	
No: _____			
DETAILS		R	C
	Sub-total		
Authorisation:	VAT		
	TOTAL		

2.

PETTY-CASH VOUCHER		Date:	
No: _____			
DETAILS		R	C
	Sub-total		
Authorisation:	VAT		
	TOTAL		

**EXAMINATION NUMBER:**

3.

PETTY-CASH VOUCHER No: _____		Date:	
DETAILS		R	C
	Sub-total		
Authorisation:	VAT		
	TOTAL		

4.

PETTY-CASH VOUCHER No: _____		Date:	
DETAILS		R	C
	Sub-total		
Authorisation:	VAT		
	TOTAL		

**EXAMINATION NUMBER:**

5.

PETTY-CASH VOUCHER		Date:	
No: _____			
DETAILS		R	C
	Sub-total		
Authorisation:	VAT		
	TOTAL		

6.

PETTY-CASH VOUCHER		Date:	
No: _____			
DETAILS		R	C
	Sub-total		
Authorisation:	VAT		
	TOTAL		

**[30]**