



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NOVEMBER EXAMINATION 2011

**OFFICE PRACTICE
NQF LEVEL 3**

(3061013)

2 NOVEMBER 2011

This marking guideline consists of 14 pages.

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

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

(10)

1.2 MATCHING COLUMN A/ COLUMN B

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

(10)

1.3 TRUE/FALSE

- 1.3.1 FALSE√ Decentralised√√
- 1.3.2 TRUE √
- 1.3.3 TRUE √
- 1.3.4 FALSE√ Minimum√√
- 1.3.5 TRUE √
- 1.3.6 FALSE√ Weekly√√
- 1.3.7 TRUE √
- 1.3.8 FALSE√ Record on diary √√
- 1.3.9 FALSE√ Petty cash journal√√
- 1.3.10 TRUE √

(20)

1.4 CHOOSING ONE WORD

- 1.4.1 Numerical
- 1.4.2 Agenda
- 1.4.3 Non-disclosable
- 1.4.4 Minimum
- 1.4.5 Electronic
- 1.4.6 Petty cash voucher
- 1.4.7 Questionnaire
- 1.4.8 Cash receipts
- 1.4.9 Visitors card
- 1.4.10 Urgent

(10)
[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

- 2.1
- 2.1.1 16-01-2010
 - 2.1.2 21-01-2010
 - 2.1.3 16-01-2011
 - 2.1.4 02-02-2011
 - 2.1.5 15-07-2011
 - 2.1.6 20-07-2011
 - 2.1.7 30-01-2012
 - 2.1.8 17-02-2012
 - 2.1.9 14-07-2012
 - 2.1.10 23-07-2012

(10)

2.2 See ANNEXURE A

- 2.3
- Files that is old and no longer in use.
 - Files of a client who has moved to another town or country, or is deceased.
 - Files that are too full to handle – a volume 2 will be opened and volume 1 will be archived.
 - Files of staff who have left the company.
 - Records of clients who no longer have any business with the organisation.

(5)

QUESTION 3

- 3.1 See ANNEXURE B (5)
- 3.2 See ANNEXURE C (10)
- 3.3 3.3.1 Security
3.3.2 Completion
3.3.3 Employee x Licence number
3.3.4 Guard x SAPS
3.3.5 Two locks x SABS (5)
- 3.3.3 – 3.3.5 Wrong answers. Correct answers indicated in RED.

QUESTION 4

- 4.1 4.1.1 Lowest/ Medium priority
4.1.2 Highest priority
4.1.3 Lowest priority
4.1.4 Medium priority
4.1.5 Medium priority (5)
- 4.2 See ANNEXURE D (15)
- 4.3 (10)

Visitor No	Date	Surname & Initials/ Name	Person/ Department visited	Company represented	Time in	Reason for visit	Car reg No	Time out	Signature	Visitor tel. no	ID number
1	2	3	4	5	6	7	8	9	10		

Optional columns student could include:

- Visitor telephone no
- ID number

EXAMINATION NUMBER:

SECTION B**ANNEXURE A****QUESTION 2.3 2.2****DELIVERY NOTE****ORANGE FARM OFFICE EQUIPMENT (PTY) LTD
DELIVERY NOTE**

Deliver to	:Siyabuswa Private College✓
Address	: 3 rd Floor Siyabuswa Road✓
Contact	: Khosa L✓
Client's Purchase Order	: OFO 3341123538✓
Date issued	: 22 September 2011 ½
Delivery required by	: 22 September 2011 ½

ORDER NO:	DESCRIPTION	QUANTITY
0010 ½	Box of 100 A4 Envelopes✓	1 ½
0011 ½	A3 Sheets – White✓	1 ½ the case study does not indicate quantity – students could leave this blank and they should get the mark
0012 ½	Boxes of Bic Pens Blue and Black✓	5 ½
0013 ½	Giant staples✓	10 ½

(15)

RECEIVED BY: Khoza L✓ SIGNATURE:khoza L✓

THANK YOU FOR YOUR ORDER.

Signature: Must be L Khoza and not student name or signature

EXAMINATION NUMBER:

ANNEXURE B**QUESTION 3.1****DIARY**

MANAGER'S DIARY	PERSONAL ASSISTANT DIARY
<ul style="list-style-type: none"> • dates of the directors board meetings✓ 	<ul style="list-style-type: none"> • fetch the Manager's children from school✓
<ul style="list-style-type: none"> • appointment with Mr Johnson, the Sales Manager✓ 	<ul style="list-style-type: none"> • the organization year-end function✓
<ul style="list-style-type: none"> • attend a meeting to discuss a new project✓ 	<ul style="list-style-type: none"> • the bookings of the Hall✓
<ul style="list-style-type: none"> • the manager's trip to London to attend a conference✓ 	<ul style="list-style-type: none"> • computer training for staff✓
<ul style="list-style-type: none"> • invitation to deliver a speech at a seminar✓ 	<ul style="list-style-type: none"> • printing of the company report✓
<ul style="list-style-type: none"> • review meetings with staff members✓ 	<ul style="list-style-type: none"> • attend an administration staff meeting✓
<ul style="list-style-type: none"> • Present feedback report for a meeting ✓ 	<ul style="list-style-type: none"> • read all e-mails and open post every day✓
	<ul style="list-style-type: none"> • book flight for your manager to Cape Town✓

The letters in RED was left out on the memo

EXAMINATION NUMBER:

ANNEXURE C

QUESTION 3.2

NON-CONFORMANCE	REMEDIAL ACTION
<ul style="list-style-type: none"> reception area lack of reading materials in the waiting room✓ 	<ul style="list-style-type: none"> provide enough reading materials for visitors✓
<ul style="list-style-type: none"> the area being too close to a noisy area✓ 	<ul style="list-style-type: none"> make sure to separate noisy areas such as kitchen or workshop from the reception area, to avoid disturbing visitors✓
<ul style="list-style-type: none"> lack of easy access to the reception area, especially for disabled people✓ 	<ul style="list-style-type: none"> install a lift or ramp if the reception area is upstairs ✓ Reception area should be easily accessible to everybody✓
<ul style="list-style-type: none"> cold and unwelcoming de'cor and atmosphere✓ 	<ul style="list-style-type: none"> decorate the reception area neatly and tastefully.✓
<ul style="list-style-type: none"> the reception desk not facing the door✓ 	<ul style="list-style-type: none"> reception area should be easily accessible to everybody. The reception desk should face the door
<ul style="list-style-type: none"> confidential information lying around on the desk where the public may see it.✓ No sign to indicate reception area, or toilets not working 	<ul style="list-style-type: none"> confidential information should be kept in a safe place✓ There should be sufficient signage to indicate directions as well as notify visitors of situations such as toilets that are out of order

(ANY FIVE)

(10)

EXAMINATION NUMBER:**ANNEXURE D****QUESTION 4.2****STOCK CONTROL CARD**

Item: Business Practice NCV L4 Text books ✓

Ref: KC 06✓

Maximum: 150

Minimum: 20

Re-order: 25

Date	Receipts Quantity	Quantity	Department Staff member	Balance
02 January 2011✓				100✓
15 January 2011✓		50✓	Makwarela Campus/ Mrs Benecke✓	50✓
09 February 2011✓		30 x 25✓	Mavhoi Campus/ Mr Khuba✓	20 x 25✓
16 February 2011✓	120 x 100 ✓			140 x 125✓

EXAMINATION NUMBER:

4.3

VHEMBE FET COLLEGE**VISITORS REGISTER**

Visitor No.	Date	Surname & Initial	Person visited	Company represented	Time in	Reason for visit	Car reg No	Time out	Signature
C12 ✓	11 Nov 2011✓	Ndlovu Z	Smith J ✓	Nasou Printers ✓	10:00✓	Replace fax machine✓	BRD 395 GP✓	12:00✓	Student signature✓

NOTE: Any detailed information on the visitors register is allowed.

The bottom column C123 should be erased. Students don't have to give these answers.

[10]

EXAMINATION NUMBER:**ANNEXURE E****QUESTION 5.1****ENQUIRY FORM**

Name	Flight	Car Hire	Accommodation	Special diet	Other
Mrs M.M Maiwashe ^{1/2}	Polokwane - JHB ^{1/2}	12/03/2011 - 15/03/2011 ^{1/2}	Khutsong Guesthouse ^{1/2}	Vegetarian ^{1/2}	N/A ^{1/2}
Mrs Cliff ^{1/2} Zoo (as per QP)	Bloemfontein - JHB ^{1/2}	14/03/2011 - 16/03/2011 ^{1/2}	Thabang Guesthouse ^{1/2}	Halaal ^{1/2}	N/A ^{1/2}
Proff du Toit ^{1/2}	Cape Town - JHB ^{1/2}	08/03/2011 - 12/03/2011 ^{1/2}	Mahlangu Guesthouse ^{1/2}	N/a ^{1/2}	Blind(uses walking stick) ^{1/2} . Requires accommodation for 2 people
Ms van der walt ^{1/2}	Bloemfontein - Polokwane ^{1/2}	10/03/2011 - 15/03/2011 ^{1/2}	2010 Hotel ^{1/2}	Diabetic ^{1/2}	Uses wheelchair ^{1/2}
Msmashile N.L ^{1/2}	N/A ^{1/2}	12/03/2011 - 15/03/2011 ^{1/2}	Khoroni Hotel ^{1/2}	Traditional food ^{1/2}	N/A ^{1/2}

(15)

The heading related to car hire is going to confuse the students. Only the last client's details indicate that they require car hire specifically. The other client's dates are all according to the case study referring to flight dates. Students may very well leave out the information because the column heading specifically refers to car hire.

EXAMINATION NUMBER:**ANNEXURE F****QUESTION 5.2****TELEPHONE MESSAGE**

TO: Desray van Rensburg ✓✓

FROM: Deon Louw (Campus Manager) ✓✓

COMPANY: Thutong FET College ✓

TEL. NO: (012) 5677840 ✓ Not provided on case study students could leave it out and get the mark

PHONED		RETURN YOUR CALL		PLEASE PHONE BACK	
VISITED		WILL CALL AGAIN	✓ 1/2	URGENT	✓ 1/2

MESSAGE:

- He wanted to find out more details about the project to earn computer equipment. ✓✓
- He also wanted to know whether Toptronics offers a discount on bulk orders of office stationery. ✓✓

DATE: 12 June 2011 ✓

TIME: 10:00 ✓

TAKEN BY: Student Name ✓ SIGNATURE: Student Signature ✓ Students are specifically taught not to sign a message form. The template does not provide a heading for signature therefore this mark cannot be allocated. Mark outstanding for urgent instruction.

(15)

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

1.

PETTY CASH VOUCHER		Date:	
Nr: ____2010__ ½		10-10-2010 ½	
DETAILS		R	C
5 Ring binders ✓		64	45 ✓
	Sub-total	64	45 ½
Authorisation:	V.A.T	7	62 ½
	TOTAL	72	07 ✓

(5)

2.

PETTY CASH VOUCHER		Date:	
Nr: ____2011____ ½		12-10-2011 ____ ½	
DETAILS		R	C
Typing Paper ✓		21	89 ✓
	Sub-total	21	89 ½
Authorisation:	V.A.T	3	06 ½
	TOTAL	24	95 ✓

(5)

3.

PETTY CASH VOUCHER		Date:	
Nr: __2012__½__		13-10-2011 ½	
DETAILS		R	C
Pens ✓		13	16✓
	Sub-total	13	16 ½
Authorisation:	V.A.T	1	84 ½
	TOTAL	15	00✓

(5)

4.

PETTY CASH VOUCHER		Date:	
Nr: __2013__½__		14-10-2011 ½	
DETAILS		R	C
Envelopes✓		17	54✓
	Sub-total	17	54 ½
Authorisation:	V.A.T	2	46 ½
	TOTAL	20	00✓

(5)

5.

PETTY CASH VOUCHER		Date:	
Nr: __2014__ ½__		15-10-2011 ½	
DETAILS		R	C
Marker✓		13	00✓
	Sub-total	13	00 ½
Authorisation:	V.A.T	1	84 ½
	TOTAL	14	84✓

(5)

6.

PETTY CASH VOUCHER		Date:	
Nr: __2015__ ½__		16-10-2011 ½_	
DETAILS		R	C
1 Typing pad✓		20	00✓
	Sub-total	20	00 ½
Authorisation:	V.A.T	3	06 ½
	TOTAL	23	06✓

(5)
[30]

TOTAL SECTION B: 150
GRAND TOTAL: 200