



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NOVEMBER EXAMINATION 2014

**OFFICE PRACTICE
NQF LEVEL 2**

17 NOVEMBER 2014

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	C ✓	(10 x 1)	(10)
	1.1.2	B ✓		
	1.1.3	D ✓		
	1.1.4	A ✓		
	1.1.5	A ✓		
	1.1.6	B ✓		
	1.1.7	D ✓		
	1.1.8	D ✓		
	1.1.9	C ✓		
	1.1.10	A ✓		
1.2	1.2.1	True ✓	(10 x 1)	(10)
	1.2.2	True ✓		
	1.2.3	False ✓		
	1.2.4	False ✓		
	1.2.5	False ✓		
	1.2.6	True ✓		
	1.2.7	False ✓		
	1.2.8	False ✓		
	1.2.9	True ✓		
	1.2.10	True ✓		

1.3	1.3.1	New ✓		
	1.3.2	Remittance ✓		
	1.3.3	Psychological ✓		
	1.3.4	Card ✓		
	1.3.5	Centralised ✓		
	1.3.6	Tactful ✓		
	1.3.7	Numerical ✓		
	1.3.8	Toner ✓		
	1.3.9	Memorandum ✓		
	1.3.10	Does not have ✓	(10 x 1)	(10)
				[30]
			TOTAL SECTION A:	30

SECTION B**QUESTION 2**

- 2.1 Is all correspondence that is received by people outside the company, ✓✓
OR
 correspondence sent/mailed/posted to people outside the company or business i.e. clients, suppliers, the public, shareholders. ✓✓ (2)

- 2.2
- Franking machine ✓
 - Addressing machine ✓
 - Stamping machine ✓
- (3)

- 2.3
- | Recyclable | Discarded | Re-usable |
|--|---|--|
| 1. Paper ✓
2. Toner cartridges for photocopiers ✓ | 1. Used CD's ✓
2. Printer Ink cartridges ✓ | 1. Memory stick ✓
2. rewritable DVD's ✓ |
- (6)

- 2.4
- Tell him/her the approximate waiting time. ✓
 - Offer him/her a chair and reading material. ✓
 - Ensure that the reception area, chairs and tables are clean and neat. ✓
 - Ensure that there is a quiet, comfortable atmosphere in reception area. ✓
 - Do not forget about the client. ✓
- (5)

- 2.5
- Personal ✓
 - Confidential ✓
 - Private and confidential ✓
 - Highly confidential ✓
- (4)

- 2.6
- 2.6.1 17 November 2014 ✓
- 2.6.2 11:30 ✓
- 2.6.3 Vhembe FET College ✓
- 2.6.4 Mr Butt ✓
- 2.6.5 Registered letter ✓
- 2.6.6 Tracking number ✓
- 2.6.7 Student signature ✓

(10 x 1) (10)
[30]

QUESTION 3

- 3.1 3.1.1 Buthelezi R
 3.1.2 Button C
 3.1.3 Cloath DM
 3.1.4 Jordan B
 3.1.5 Khoza Z
 3.1.6 Mofokeng M
 3.1.7 Motheo H
 3.1.8 Sebula M
 3.1.9 Zwane KJ
 3.1.10 Zwane TB

ONE MARK (✓) EACH

NOTE: If any name is incorrect somewhere IN this list, mark only names as correct UP TO the name BEFORE THAT INCORRECT NAME and also for correct names AFTER the name in the incorrect order

(10)

- 3.2 3.2.1 Physiological ✓✓
 3.2.2 Physical ✓✓
 3.2.3 Psychological ✓✓
 3.2.4 Psychological ✓✓
 3.2.5 Semantic ✓✓

(5 x 2)

(10)

- 3.3 A Computer ✓✓
 B Data projector ✓✓
 C Fax machine OR fax/scanner/printer (a 3-in-one machine) ✓✓
 D Printer ✓✓
 E Telephone OR mini switchboard ✓✓

(5 x 2)

(10)

[30]**QUESTION 4**

- 4.1 • Request further training. ✓
 • Study the company policy i.e. code of conduct (if available/applicable) ✓
 • Learn from your mistakes. ✓
 • Ask the senior clerk to be coach/mentor to you and learn from him/her. ✓ (4)
- 4.2 • The date ✓
 • The visitor's name ✓
 • The time the visitor arrives ✓
 • The number on the visitor's permit or card ✓
 • The company the visitor works for ✓
 • The person being visited ✓
 • A short reason for the call ✓
 • A car registration number ✓

OFFICE PRACTICE L2

- The signature of the visitor ✓
 - The time the visitor leaves ✓
- (10)

- 4.3
- Door-to-door delivery ✓
 - Door-to-counter ✓
 - Counter-to-counter ✓
 - Same-day service ✓
- MARK ANY (10 x 1) (4)

- 4.4
- DO NOT remove the contents ✓
 - DO NOT shake the envelope or blow into it ✓
 - DO NOT touch any part of his or her body, especially the face ✓
 - Call /alert security ✓
 - Wash hands thoroughly with antiseptic soap and hot water ✓
 - Evaluate and seal off the mailroom if contaminated (quarantined area) ✓
- (6)

- 4.5
- Price of a product ✓✓
- Product or goods to be supplied ✓✓
- Time of delivery ✓✓
- (6)
- [30]**

QUESTION 5

- 5.1
- To
 - From
 - Company
 - Telephone number
 - Date
 - Time
 - Message
 - Taken by
 - Telephoned
 - Please phone back
 - Will call again
 - Visited
 - Returned your call
 - Urgent

MARK ANY TEN, ONE MARK (✓) EACH
MAXIMUM MARKS FOR THIS QUESTION ARE 10 (10)

- 5.2
- 5.2.1 Enquiry is an instance of questioning or a request for information. ✓✓ (2)
- 5.2.2 Computer virus: contamination of computer program. ✓✓ (2)
- 5.2.3 Corporate image: a favourable idea or perception that a person or company wants others to have about them. ✓✓ (2)
- 5.2.4 Visitor's logbook: records all the details of the customer/visitor. ✓✓ (2)
- 5.2.5 Fax machine: the transmitting of an image or a document in digitized electronic form ✓ between two fax machines over telephone lines and reproduced in its original form on the receiving end. ✓ (2)
- 5.3
- A letter being delivered, but forgotten on a person's desk during the course of a hectic workday. ✓✓
 - A letter that was delivered incorrectly, which has to be sent back to the addressee. ✓✓
 - A letter sent to the wrong person (recipient) who now does not know who should receive it. ✓✓
 - A staff member being on leave, training or a business trip and not at work for some time. ✓✓
 - A letter that was incorrectly attached to another letter, and not noticed. ✓✓
 - A very busy mailroom because of a deadline that needs to be met. ✓✓
 - Staff shortage in the mailroom. ✓✓
- ANY (5 x 2) (10)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150