



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

SUPPLEMENTARY EXAMINATION

**OFFICE PRACTICE
NQF LEVEL 2**

25 FEBRUARY 2015

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	D✓	(10 × 1)	(10)
	1.1.2	A✓		
	1.1.3	D✓		
	1.1.4	A✓		
	1.1.5	B✓		
	1.1.6	C✓		
	1.1.7	B✓		
	1.1.8	A✓		
	1.1.9	A✓		
	1.1.10	C✓		
1.2	1.2.1	H✓	(10 × 1)	(10)
	1.2.2	I✓		
	1.2.3	A✓		
	1.2.4	J✓		
	1.2.5	B✓		
	1.2.6	D✓		
	1.2.7	F✓		
	1.2.8	C✓		
	1.2.9	E✓		
	1.2.10	G✓		
1.3	1.3.1	Sorting✓	(10 × 1)	(10)
	1.3.2	Electronic✓		
	1.3.3	Boom✓		
	1.3.4	Semantic✓		
	1.3.5	Routine slip✓		
	1.3.6	Routine✓		
	1.3.7	Instrumental✓		
	1.3.8	Clear signage✓		
	1.3.9	Recyclable✓		
	1.3.10	Jargon✓		
				[30]

TOTAL SECTION A: 30

SECTION B**QUESTION 2**

- 2.1 2.1.1 Apologise to the customer, for the inconvenience caused by the company and replace the faulty product in accordance with the company goods return policy.✓✓
- 2.1.2 Apologise for the delay of delivery and ensure them that it will not happen again.✓✓
- 2.1.3 Listen attentively with empathy and tell the customer that you will refer the matter to the service or complaints department and that all customers are important to the company.✓✓
- 2.1.4 Inform the staff member that you are aware of the situation and warn him/her that it must not happen again as it could have negative consequences for the company when incorrect information is supplied.✓✓
- 2.1.5 Apologise for what happened and make a promise that a customer enjoys priority and you will do your best.✓✓

(5 × 2) (10)

2.2	URGENT MAIL	ROUTINE MAIL	IRREGULAR MAIL
	1. Registered certified letters✓	1. Newspapers✓	1. Pamphlet✓
	2. Special courier delivery✓	2. Magazines✓	2. Brochures✓

(6 × 1) (6)

- 2.3 • The person's (caller's) name and surname✓
 • Contact number and extension✓
 • Name of the organisation he/she is working for ✓
 • A (detailed) message for the other person (if necessary)✓ (4 × 1) (4)

- 2.4 • Dial the number carefully and slowly/Press the numeric keys properly. ✓✓
 • State the reason for your call.✓✓
 • If you reach the wrong number, apologise, check your number and dial again.✓✓
 • Allow the receiver enough time to answer.✓✓
 • Prepare yourself to make the call by remembering what the reason is for making the call.✓✓ (5 × 2) (10)

[30]

QUESTION 3

- 3.1
- Washing✓
 - Polishing ✓
 - Vacuuming✓
 - Scrubbing✓
 - Dusting✓
 - Sweeping✓
 - Emptying bins✓
 - Replacing dead flowers✓
 - Replacing outdated reading material ✓
 - Maintaining interior and exterior surfaces such as windows, doors and walls✓
- (10 × 1) (10)
- 3.2
- Date of entry✓
 - Name of sender✓
 - Total amount of money received✓
 - Reason for payment (e.g. monthly payment/instalment/in settlement)✓
 - The signature of both clerks✓
- (5 × 1) (5)
- 3.3
- | INCOMING MAIL
REGISTER | ROUTINE
SLIP |
|-------------------------------------|---|
| Keeps record of all mail received✓✓ | Keeps record of all staff who signed that they have read an important memo or have taken notice of a circular being distributed✓✓ |
- (2 × 2) (4)
- 3.4
- Never unplug the electrical cord without first switching off the power supply first.✓
 - Always disconnect machine from the power supply before cleaning it.✓
 - Never clean equipment with water and strong household detergents.✓
 - Water spilled on a machine that is still plugged in and switched on can cause an electric shock.✓
 - Aerosol cleaners and dusters cannot be used on certain machines.✓
- (5 × 1) (5)
- 3.5
- Accidents✓
 - Crime✓
 - Errors in judgement✓
 - Miscalculations✓
 - Company image✓
 - Erasing of data/destruction of records✓
- (6 × 1) (6)
- [30]**

QUESTION 4**4.1 ADDENDUM A**

TELEPHONE MESSAGE				
TO: Ms Maiwashe Mary ✓				
FROM: Mr Butt Joseph ✓				
COMPANY: Campus manager (Makwarela college) ✓				
DATE: 10 March 2015 ✓				
Phoned		Returned your call		Please phone back
Visited		Will call again		Urgent
				✓
MESSAGE:				
While you were at a meeting, Mr Joseph phoned. He would like you to act as guest speaker and would like to discuss the topic with you✓. Please phone him before 16:00 at 012 978 9800 to make arrangements.✓				
TAKEN BY: Murunwa ✓				
DATE: 10 March 2015 ✓ TIME: 11:00 ✓				

(10 × 1)

(10)

- 4.2**
- Collect mail from the different departments at specific times.✓
 - Make copies of the letters to be filed.✓
 - Ensure that you attach all the enclosures.✓
 - Compare the address on the envelope and the outgoing mail register to ensure that they correspond.✓
 - Fold the letter and all the attachments neatly before placing them inside an envelope.✓
 - Use the moistening roller or pad to seal the letter.✓
 - Weigh letter to determine postage charged in cases where necessary.✓
 - Place the letter in franking machine or stamping machine (where necessary).✓
 - Ensure that a postage stamp for the correct amount of money is on the letter or envelope.✓
 - Write down the details of the letters in an outgoing mail register.✓
 - Place mail in the postbag and close or lock it. ✓

(Any 10 × 1)

(10)

- 4.3
- Information of the seller✓
 - Information of the buyer✓
 - Date of the transaction✓
 - Description✓
 - Purchase price
 - Special arrangements
 - Credit arrangements (Any 4 × 1) (4)
- 4.4
- Report the incident immediately/raise the alarm✓
 - Report to the correct person according to organisational procedures✓
 - Switch off the power supply✓
 - Inform (other) or all staff✓
 - Evacuate, if necessary✓
 - Assist employees who might be hurt or in danger✓ (6 × 1) (6)
- [30]**

QUESTION 5

- 5.1
- 5.1.1 Stairs✓
 - 5.1.2 No smoking✓
 - 5.1.3 Public phone✓
 - 5.1.4 Wheelchair access✓
 - 5.1.5 No entry✓
 - 5.1.6 Caution✓
 - 5.1.7 Danger✓
 - 5.1.8 Fire extinguisher✓
 - 5.1.9 Emergency exit✓
 - 5.1.10 Rest room (women)✓ (10 × 1) (10)
- 5.2
- 5.2.1 Centralised filing system✓ (1)
 - 5.2.2 Files of the organisation are stored in one location✓ (1)
 - 5.2.3
 - It is easier to control all the records.✓✓
 - Specialised staff handles the files. ✓✓
 - Greater accuracy and easy retrieval are possible. (Any 2 × 2) (4)
 - 5.2.4
 - All workers in an organisation have access to confidential information.✓✓
 - Delays occur in obtaining records as there are usually forms to be filled in, charge-out procedures.✓✓
 - There can also be messenger/delivery problems.
 - A lot of information has to be stored, which may be requested by one or more departments. (Any 2 × 2) (4)

- | | | |
|-----|-------|-----------------------------------|
| 5.3 | 5.3.1 | Visitor's register✓✓ |
| | 5.3.2 | Same-day-postal or mail service✓✓ |
| | 5.3.3 | Decentralised✓✓ |
| | 5.3.4 | Collate✓✓ |
| | 5.3.5 | Printer✓✓ |

(5 × 2)	(10)
	[30]

TOTAL SECTION B:	120
GRAND TOTAL:	150