



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE PRACTICE
NQF LEVEL 4**

9 March 2020

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	D		
	1.1.2	C		
	1.1.3	A		
	1.1.4	C		
	1.1.5	A		
	1.1.6	C		
	1.1.7	A		
	1.1.8	B		
	1.1.9	A		
	1.1.10	D		
			(10 × 2)	(20)
1.2	1.2.1	True		
	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	True		
	1.2.9	True		
	1.2.10	False		
			(10 × 1)	(10)
1.3	1.3.1	C		
	1.3.2	D		
	1.3.3	A		
	1.3.4	B		
	1.3.5	E		
	1.3.6	I		
	1.3.7	J		
	1.3.8	F		
	1.3.9	G		
	1.3.10	H		
			(10 × 1)	(10)
1.4	1.4.1	Company		
	1.4.2	In-house		
	1.4.3	Cultural		
	1.4.4	Feedback		
	1.4.5	Loss leaders		
	1.4.6	Shopping		
	1.4.7	Profit		
	1.4.8	Final		
	1.4.9	Profit-oriented		
	1.4.10	Screening		
			(10 × 1)	(10)
				[50]
TOTAL SECTION A:				50

SECTION B**QUESTION 2**

- 2.1 2.1.1 Internal reports
Created by an organisation to communicate with publics within the organisation, such as the board of directors, managers, supervisors, staff, shareholders and customers.
- 2.1.2 External reports
They are created by an organisation to communicate with or send information to groups of people or target publics outside the organisation.
- 2.1.3 Informal reports
They are usually short and do not need a lot of planning or in-depth research.
They are used internally to inform staff about everyday matters.
- 2.1.4 Formal reports
Use formal language and have a more detailed structure that consists of clear headings and subheadings.
They can be long and require more planning. (4 × 2) (8)
- 2.2 2.2.1 Inflow
cash sales, ✓ interest received, ✓ fixed deposit, ✓ rent received, ✓ debtors receipts, ✓ assets disposal ✓ (6)
- 2.2.2 Outflow
Cash purchases, ✓ fixed expenses, ✓ payments on loans, ✓ fuel, ✓ salaries, ✓ buying fixed assets ✓ (6)
- 2.3 (a) R12 000
(b) R11 200
(c) R23 200 (3 × 2) (6)
- 2.4 • Establish your target market.
• Determine the time of day that an advertisement should reach most of the target market.
• Would a once-off advertisement suffice? Should it be repeated a few times, or should it run regularly on a daily, weekly or monthly basis?
• Decide whether one product or a range of diverse products should be advertised all in one go.
• How much money is available for advertising?
• Select a medium that suits the product, the customer and the organisation.
• Decide on a local, regional or national advertising campaign. (Any 4 × 1) (4)

[30]

QUESTION 3

3.1	3.1.2	STEP 2: Draft		
	3.1.3	STEP 3: Revise		
	3.1.4	STEP 4: Edit		
	3.1.5	STEP 5: Proofread		
	3.1.6	STEP 6: Finalise/Print		
			(5 × 1)	(5)

ADDENDUM B**QUESTION 3.2**

ACCIDENT REPORT

	Name and surname of person involved in accident: Sharon Kolisi ✓	(1)
	Occupation: Secretary ✓ Department: Administration ✓	(1)
	Name of Employer: Tshwane North TVET College ✓	(2)
	Time: 10:30 ✓ Date: 6 February 2020 ✓	(2)
	Description of accident: Sharon Kolisi was involved in a car accident at Soshanguve, ✓ 40 km from Pretoria. ✓ A taxi collided with her car ✓ as she was on her way to a strategic planning meeting at Odi Campus. ✓	(4)
	Reference No: 2020 569 ✓	(1)
	Witness: Nothando Ndlovu ✓	(1)
	Report compiled by: James Matlala ✓	(1)
	Signature (Student signature) ✓ Date: 7 February 2020 ✓	(2)
3.3	<ul style="list-style-type: none"> • Printed media: newspapers, magazines, <i>Yellow Pages</i>, brochures, pamphlets and flyers • Electronic media: radio, television, cinemas and the internet • Outdoor advertising: posters and billboards • Advertisements: on the doors, windows and delivery vans of an organisation. • Exhibitions • Reminders sent to customers • Products offered at point of payment in an organisation • Sponsorships of, for instance, local community projects and sports events 	(10)
	(Any 5 × 2)	[30]

QUESTION 4

- 4.1 4.1.1
 - Company name
 - From
 - To
 - Date
 - Subject
 - Body OR contents(6 × 1) (6)
- 4.2
 - Constructive criticism
Is positive and helpful, and will improve, revise, change, upgrade and better formulate the information in the report.
 - Destructive criticism
Consists of pessimistic, negative comments that are not helpful in any way. On the contrary, they often lead to confusion, frustration and self-doubt.(2 × 2) (4)

ANY EXPLANATION THAT HIGHLIGHTS THE DIFFERENCES BETWEEN THESE CONCEPTS ARE ALSO ACCEPTABLE

4.3 ADDENDUM B

Event administrative tasks and written documentation

Items	Motivation for its use in an event plan
Venue screening form or checklist	It is necessary because it outlines ALL the important requirements that the venue must have or offer in order for you to deliver on the event you want to host there✓✓
Registration of attendees	To have a record/register and basic information of everybody who attended the event for purposes of future invitations, contacts, references, target audience, marketing and promotion purposes, research etc✓✓
Timeline	Necessary for your project/event - and your time management efforts to ensure each task has a set time frame/allocation to be completed in. It will ensure that all event items are properly planned for and will get delivered✓✓
Service contracts	These contracts are legal, binding documents which will ensure that all people contracted in to do/perform/deliver on whatever they have to deliver for the event must get done otherwise legal action could be used against them; they can even be forced (legally) to perform and do what they have agreed to do/deliver on✓✓
Progress reports	Vital to report back frequently to the event manager on how all event plan items are coming along (monitor) and in what stage of completion each item/task is; Necessary for this to happen as you can adjust your planning schedule between items that take less time/require more time✓✓
Feedback reports	Necessary to complete this report as FINAL overview on the event's successes/shortcomings/lessons learnt/do's and don't's. Very useful reference tool for similar future events✓✓

(6 × 2)

(12)

ANY SIMILAR ANSWER WITHIN THE CONTEXT OF EACH ITEM WILL BE ACCEPTABLE. CANDIDATES MUST APPLY THEIR MINDS TO THIS QUESTION

- 4.4
- Sincere interest in other people
 - Friendliness and helpfulness
 - Addressing a person by their name or title
 - Listening carefully to what other people say
 - Using criticism carefully and only when it is constructive
 - Being tolerant and forgiving
 - Expressing honest and sincere appreciation and encouragement
 - Mutual trust
 - Always being ready to serve
- (Any 8 × 1) (8)
[30]

QUESTION 5

- 5.1
- Organisational chart/structure OR
 - Organogram
- (Any 1 × 2) (2)
- 5.2 Four (1 × 2) (2)
- 5.3 Events coordinator (1 × 2) (2)
- 5.4
- The line of authority flows from the highest to the lowest level.
 - A supervisor is easily recognisable because he/she gives the instructions.
 - This structure works well when limited numbers of subordinates fall under a supervisor.
- (3 × 2) (6)
- 5.5 Two (departments) (1)
- 5.6
- External environment
 - Internal environment
 - Physical environment
- (3 × 2) (6)
- 5.7
- It indicates your position in the events management process.
 - You have two event coordinators and an events manager above you.
 - It indicates channels of communication.
- (Any 2 × 2) (4)
[23]

QUESTION 6

- 6.1
- An indication of the availability of cash to the organisation
 - Reveals the liquidity position of the business/indicates shortage/surplus
 - Deals with forecasting/budgeting
- (3 × 2) (6)
- 6.2
- Good liquidity position for March, April and May/sound financial position
 - Will be able to pay its debts/expenses
 - Able to meet its financial responsibilities
 - Cash inflows are greater than cash outflows
- (Any 3 × 2) (6)

6.3	Other income	<ul style="list-style-type: none"> • Interest received/income • Interest on current/savings account • Interest on fixed deposit account • Rent income • Sale of fixed assets (Any relevant 5 × 1) <p>ANY OTHER EXAMPLES OF BUSINESS INCOME ARE ALSO ACCEPTABLE</p>	(5)	
6.4	Other expenses	<ul style="list-style-type: none"> • Advertising • Telephone • Electricity • Salaries • Wages (Any relevant 5 × 1) <p>ANY OTHER EXAMPLES OF BUSINESS EXPENSES ARE ALSO ACCEPTABLE</p>	(5)	
6.5	<ul style="list-style-type: none"> • Bank overdraft • Negative cash inflow of R12000 • The business is in the “red” to the extent of R12 000 	(Any 1 × 2)	(2)	
6.6	Unfavourable balance		(2)	
6.7	6.7.1	Improve income <ul style="list-style-type: none"> • Increase market share. • Introduce new products. • Improve productivity. • Improve quality. • Improve marketing/branding • Improve advertising. 	(Any relevant 6 × 1)	(6)
	6.7.2	Reduce costs <ul style="list-style-type: none"> • Set limits on expense • Lower maintenance costs. • On-site training of staff. • Improve productivity. • Cut spending money on products that do not sell or for which there is no further demand/demand is low • Save in transport costs by combining monthly orders for stock orders from various suppliers • Amalgamate (combine) business branches with low/slow sales with branches that are more successful/profitable 	(Any relevant 5 × 1)	(5)
				[37]
		TOTAL SECTION B:		150
		GRAND TOTAL:		200