

Centre Number	Candidate Number	Candidate Name
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NAMIBIA SENIOR SECONDARY CERTIFICATE

**OFFICE ADMINISTRATION AND
KEYBOARDING ORDINARY LEVEL**

4348/3

PAPER 3 Office Administration

1 hour 30 minutes

Marks 100

2017

No Additional Materials are required.

INSTRUCTIONS AND INFORMATION TO CANDIDATES

- Candidates answer on the Question Paper in the spaces provided.
- Write your Centre Number, Candidate Number and Name in the spaces at the top of this page and on all separate answer sheets used.
- Write in dark blue or black pen.
- Do not use correction fluid.
- Do not write in the margin *For Examiner's Use*.
- Answer **all** questions.
- The number of marks is given in brackets [] at the end of each question or part question.

<i>For Examiner's Use</i>		
1	20	
2	20	
3	20	
4	20	
5	20	
Total	100	

<i>Marker</i>	
<i>Checker</i>	

This document consists of **11** printed pages and **1** blank page.



Republic of Namibia

MINISTRY OF EDUCATION, ARTS AND CULTURE

Answer **ALL** the questions.

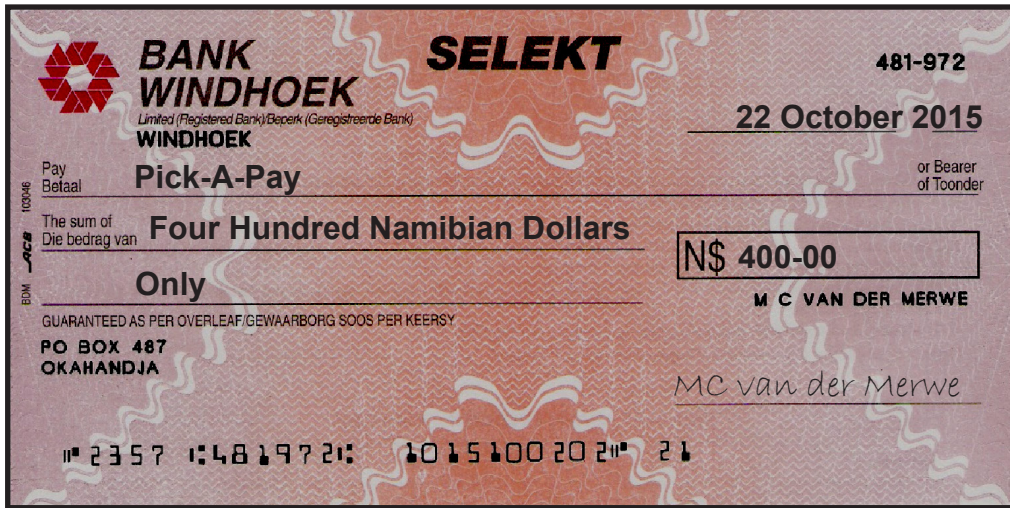
For
Examiner's
Use

1 (a) List **eight** requirements of a good filing system.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....
- 7.....
- 8.....

[8]

(b) Use the cheque below to label and explain the **three** parties to a cheque.



Drawer

.....

Drawee.....

.....

Payee.....

.....

[6]

(c) Suggest **six** items a secretary may be asked to assemble when their manager is traveling within the country.

1.....

2.....

3.....

4.....

5.....

6.....

[6]

[20]

2 (a) Identify the filing methods shown below.

(i)



(ii)



(iii)



[3]

(b) Describe **three** stages to restore the imprest amount.

1.....

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2.....

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3.....

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[3]

(c) Name the duties of the secretary in maintaining the office in the absence of the employer.

1.....

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2.....

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5.....

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7.....

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[7]

(d) Name **seven** forms of payment that can be used.

1.....

2.....

3.....

4.....

5.....

6.....

7.....

[7]

[20]

3 (a) Name the document described below:

(i) This document is the official record of the meeting and must accurately record all important events.

.....

(ii) For a meeting to be properly and validly convened the people involved must be informed properly and timeously.

.....

(iii) This is a programme of the details of the business to be discussed at the meeting in the order in which they are to be taken.

.....

[3]

(b) State **three** purposes of an organisational chart.

1

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2

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3

.....

[3]

(c) Describe **three** different situations which will mean a new member of staff needs to be recruited.

1

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2

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3

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[3]

(d) Describe the procedure to cancel an appointment.

1.....

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2.....

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7.....

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[7]

(e) Explain **two** disadvantages of written communication.

1.....

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2.....

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[4]

[20]

4 (a) Name the computer system described below:

(i) A single self-contained computer.

.....

(ii) Two or more workstations that share the same printer and storage devices.

.....

(iii) Computers, printers and telecommunications are connected within a limited area.

.....

(iv) This computer system links together several branches of a company using discreet phone lines.

.....

(v) A huge on-line computer networking service.

.....

[5]

(b) Describe **six** advantages of training employees.

1.....

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2.....

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3.....

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4.....

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5.....

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6.....

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[6]

(c) When opening and distributing incoming mail there are various tasks to sort and arrange the mail and actions required.

(i) Name the different categories into which the mail will be sorted.

1

2

3

4

5

[5]

(ii) List the actions required after the mail has been sorted.

1

2

3

4

[4]

[20]

5 (a) Explain the Card Index System.

1.....

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2.....

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3.....

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4.....

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[4]

(b) Indicate whether the following are duties of a Private Secretary or duties of an Executive Secretary.

(i) She must answer the telephone and direct calls accordingly.

.....

(ii) With sufficient experience he might have to undertake business trips on his own.

.....

(iii) She will act as hostess at official functions and occasions and ensure that all rules of etiquette and protocol are observed.

.....

(iv) He is responsible for the filing of his employer's personal and business correspondence.

.....

(v) The secretary will conduct negotiations with potential clients.

.....

[5]

(c) Explain the term *quality control*.

.....

.....

[1]

(d) List the duties of the Quality Control Department in a business.

- 1.....
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- 2.....
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- 3.....
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[3]

(e) State **four** features of a Nampost Savings Account.

- 1.....
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- 2.....
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- 3.....
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- 4.....
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[4]

(f) State **three** features of a PABX system.

- 1.....
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- 2.....
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- 3.....
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[3]

[20]

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