

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

2018

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	18	
3	20	
4	20	
5	22	
Total	100	

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

This document consists of **12** printed pages.



Republic of Namibia

MINISTRY OF EDUCATION, ARTS AND CULTURE

Answer **ALL** the questions.

1 (a) Explain what is meant by each of the following terms.

(i) Minutes

.....

[2]

(ii) Agenda

.....

[2]

(b) Choose the correct meeting terminology in Column B that suits the term in Column A by writing **ONLY** the correct LETTER in the open space provided.

Column A	Column B
1 Point-of-order	A A proposal put forward at a meeting.
2 Resolution	B An invitation to someone to serve on a committee because of specialist knowledge.
3 Amendment	C The minimum number of persons who must be in attendance to constitute a meeting.
4 Motion	D A formal decision carried at a meeting.
5 Co-opt	E This is a question regarding the procedure at a meeting.
	F A proposal to alter a motion by adding or deleting words.

1.....
 2.....
 3.....
 4.....
 5.....

[5]

(c) State **five** reasons why training in a job is needed.

- 1.....
.....
- 2.....
.....
- 3.....
.....
- 4.....
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- 5.....
.....

[5]

(d) Explain **three** features of an unattended private automatic branch exchange.

- 1.....
.....
.....
- 2.....
.....
.....
- 3.....
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.....

[6]

[20]

2 (a) State the method of payment used in the following situations.

(i) When your post office instructs another post office by means of a telegram to pay a stipulated amount on a specific date to a certain person.

..... [1]

(ii) A bank guaranteed cheque issued in a foreign currency.

..... [1]

(iii) Giving the bank authority to make certain regular payments on your behalf.

..... [1]

(iv) Banking online using the bank's website.

..... [1]

(v) Purchases can be made without writing a cheque or paying in cash.

..... [1]

(b) State **five** tasks a secretary might have to perform in the absence of their employer.

1

.....

2

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3

.....

4

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5

..... [5]

(c) Use the following information to complete the deposit slip.

WS Traders has a current account at Once Bank, Main Branch, Windhoek.

Ms Amy Winterbourne the cashier deposited the following cash and a cheque into the current bank account of WS Traders, 100 John Meinert Street, Windhoek.

The account no. is 001 23000 214.

The money was deposited on 5 October 2018.

Notes: N\$1 200,00 **Nickel:** N\$75,20

Cheques:

Tseko Mashabela of Standard Bank, Klein Windhoek Branch, N\$550,00.

ONCE BANK		
Date _____		
DETAILS OF ACCOUNT HOLDER		
Branch where account is held _____		
Name of account holder _____		
Account no. _____		
Address _____		
Teller's date stamp and signature	Notes	_____
	Nickel	_____
	Bronze	_____
	Postal/money order	_____
	TOTAL CASH	_____
Cheque deposited (Drawers name)	Bank/Branch no.	
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
	TOTAL CREDITS	
DETAILS OF DEPOSITOR		
Signature _____		

[8]

[18]

3 (a) Describe **six** duties of a secretary during a meeting.

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

[6]

(b) Identify the correct indexing system used in each of the following cases.

(i) The cards are placed one on top of the other in a long drawer.

.....

[1]

(ii) This consists of a drawer in which postcard sized cards are arranged in an upright position. Guide cards will be placed between the cards to help to trace them.

.....

[1]

(iii) They hold A4 lever arch files and spin around to give all-round access to the files.

.....

[1]

(c) State **five** categories into which incoming mail will be sorted and arranged.

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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[5]

(d) Describe **six** procedures that may be used to handle incoming mail in a business.

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]

[20]

4 (a) Name **five** methods of advertising a job vacancy in a business.

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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[5]

(b) Define *effective communication*.

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[3]

(c) Define the following computing terms.

(i) *Operating System Software*

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[2]

(ii) *Application Software*

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[2]

(d) The Internet, also called the NET is a worldwide collection of networks that links millions of businesses, government agencies, educational institutions and individuals.

List **eight** uses of the Internet in an office.

- 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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- 7.....
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- 8.....
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[8]

[20]

5 (a) Describe **five** precautions that could be taken to safeguard computerised data against loss or corruption.

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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[5]

(b) List **three** advantages of a numerical filing system.

1.....

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2.....

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3.....

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[3]

(c) Use the following information and complete the Petty Cash Voucher.

On 22 September 2018 the owner of Shoe Box, Mr Stanley Binda gave authorisation to the petty cash clerk Ms Frieda Beukes to buy five black pens at a unit price of N\$5,99 each from Waltons Stationery. She used petty cash voucher number V08.

PETTY CASH VOUCHER	Number:	
	Date:	
For what required	AMOUNT	
	N\$	c
Charged to:		
Signature:		
Authorised by:		

[6]

(d) Explain the procedures to restore the imprest amount.

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[3]

(e) Describe **three** aspects an employer wants to assess during an interview.

1.....

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2.....

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3.....

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[3]

(f) List **two** examples of external communication.

1.....

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2.....

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[2]

[22]

