

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

2020

Additional Material: Non-programmable calculator

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.

1 (a) Explain **six** uses of the Internet.

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

[6]

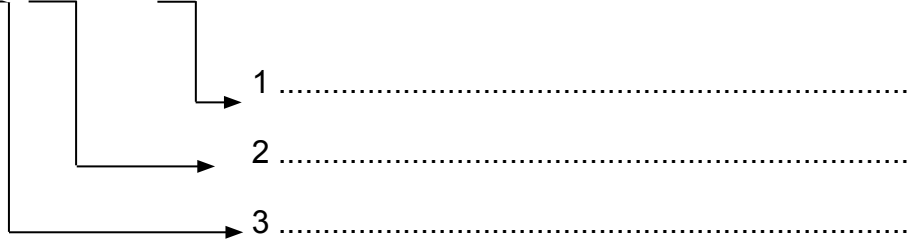
(b) Explain **four** precautions that must be taken to safeguard computerised data against loss or corruption.

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

[4]

(c) Analyse the following email address:

janetwolff@afol.com.na



[3]

(d) Define the term *cheque*.

.....

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.....

.....

[2]

(e) Describe **five** actions office staff can follow to establish and maintain good relationships with staff and with members of the public.

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]

[20]

2 (a) Name and explain **three** tests used during the selection process to select the most suitable candidate for a job.

1

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2

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3

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[9]

(b) Describe **eight** actions that a secretary should take when an appointment is cancelled.

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]

(c) List **three** duties that the secretary will have to execute when her employer returns from an overseas trip.

1

.....

2

.....

3

.....

[3]

[20]

3 (a) Name **seven** good reception skills when receiving visitors.

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

[7]

(b) Insert the missing word(s) in the spaces provided:

- (i) A is a bank guaranteed cheque issued in a foreign currency of Namibian dollars. [1]
- (ii) When you sign a, you give the third party – e.g. an insurance company – the authority to demand a stipulated amount from your bank on a certain date. [1]
- (iii) By signing a you give your bank authority to make certain regular payments on your behalf to a specified third party on specified dates. [1]
- (iv) is an electronic banking service that offers access to your bank accounts at any time, in the privacy of your home, office, or anywhere in the world wherever the service is available. [1]
- (v) The is a facility provided by the bank to creditworthy clients and are made of a hard plastic card with the following details embossed thereon: the client's name, reference number and expiry date of the card. [1]

(c) Identify and explain **four** items which should be included in a job description for an Executive Secretary.

1

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2

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3

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4

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[8]

[20]

4 (a) Choose the correct explanation in Column B that matches the term in Column A. Answer by writing ONLY the correct LETTER in the space provided below the table.

COLUMN A	COLUMN B
1. Stand-alone	A A proposal to alter a motion by adding or deleting words.
2. Local Area Network (LAN)	B Listen carefully when instructions are being given and to give feedback to show understanding.
3. Internet	C Connects computers, printers and telecommunications with a limited area, usually one building.
4. Amendment	D When a message is sent out and the receiver does not have the opportunity to respond to the message.
5. Quorum	E A global computer network providing a range of information and communication facilities.
6. Interpersonal relationship skills with supervisors, co-workers, the public and clients	F A single self-contained computer.
7. One-way communication	G Include letters, memos, reports, notices, faxed and e-mail.
8. Written communication	H The minimum number of persons who must be in attendance to constitute a meeting.

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

[8]

(b) (i) Name **five** categories into which incoming mail must be sorted.

- 1
- 2
- 3
- 4
- 5

[5]

(ii) List **four** pieces of equipment used in a large mailing department.

- 1
-
- 2
-
- 3
-
- 4
-

[4]

(c) Describe **three** forms of written communication.

- 1
- 2
- 3

[3]

[20]

5 (a) Identify the following methods of filing:

(i) The documents are placed in a flat position, the one on top of the other.

..... [1]

(ii) The files are arranged upright and papers can be inserted or replaced without removing the file.

..... [1]

(iii) Documents are rolled up and stored in tubes that are made of cardboard or plastic.

..... [1]

(iv) Documents that are scanned and stored on a disk.

..... [1]

(v) It is now possible to photograph ('scan') documents and store them on a disk.

..... [1]

(b) Describe **three** benefits of having a savings account at Nampost.

1.....

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2.....

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3.....

..... [3]

(c) Complete a checklist for inland travel.

- 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]

(d) Identify **six** documents needed by a traveller.

- 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]

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