

Centre Number	Candidate Number	Candidate Name
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**NAMIBIA SENIOR SECONDARY CERTIFICATE**

**OFFICE PRACTICE ORDINARY LEVEL**

**6157/3**

PAPER 3 Office Administration

1 hour 30 minutes

Marks 100

**2022**

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>		
<b>1</b>	<b>20</b>	
<b>2</b>	<b>20</b>	
<b>3</b>	<b>20</b>	
<b>4</b>	<b>20</b>	
<b>5</b>	<b>20</b>	
<b>Total</b>	<b>100</b>	

<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** questions.

1 (a) List **four** skills, behaviours and attitudes required of office personnel.

1.....

.....

2.....

.....

3.....

.....

4.....

.....

[4]

(b) State whether the following are duties of an executive secretary or of a private secretary.

(i) Provide administrative and clerical support to departments or individuals.

.....

(ii) Attend meetings and keep minutes of the meeting.

.....

(iii) Accompany the employer on business trips and handles delegated tasks on his behalf.

.....

(iv) Schedule meetings and arrange conference rooms.

.....

(v) Handle confidential documents ensuring they remain secure.

.....

[5]

(c) Explain **four** reasons for new office technology in an office.

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

[4]

(d) Name the different equipment to be used in a large mailing department.

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

[4]

(e) Explain **three** ways to protect confidential information in an office.

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

[3]

[20]

2 (a) List **five** procedures when making a telephone call.

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

[5]

(b) There are different methods of communication. Identify the method of communication used in the following instances.

(i) The information can be given out quickly and there is opportunity for feedback.

.....

(ii) There is proof of the message and it reduces disagreements between the sender and the receiver.

.....

(iii) It presents information in an appealing and attractive way.

.....

[3]

(c) Differentiate between the cellular and modular office layout.

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

[4]

(d) Explain Microfilming as a method of filing.

1.....

.....

2.....

.....

.....

3.....

[3]

(e) Name **five** postal services for dispatching mail.

1.....

2.....

3.....

4.....

5.....

[5]

[20]

3 (a) Explain the actions to be taken by a supervisor to establish and maintain good interpersonal relationships with staff at all levels.

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

[5]

(b) Distinguish between a Credit Card and a Debit Card as a form of payment.

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

[2]

(c) Name the **five** pieces of financial information that you should be able to identify on a bank statement.

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

[5]

(d) What are the duties of a secretary during a meeting, even though she is not allowed to attend the meeting.

1.....

.....

2.....

.....

3.....

.....

4.....

.....

[4]

(e) Name **four** advantages of video conferencing.

1.....

.....

2.....

.....

3.....

.....

4.....

.....

[4]

[20]

4 (a) List **eight** essential qualities of a good filing system.

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

[8]

(b) Explain **five** reasons for keeping a Petty Cash Book.

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

[5]

(c) Name **four** ways to avoid waste in an office.

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

[4]



**(d)** Identify **three** types of visitors who can visit your office.

1.....

2.....

3.....

[3]

[20]

5 (a) Describe **eight** procedures for handling incoming mail.

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

[8]

(b) Define the following meeting terminology:

(i) *Amendment.*

.....  
.....

(ii) *Quorum.*

.....  
.....

(iii) *Point of Order.*

.....  
.....

[3]

- (c) On 23 October 2022 Romona Cilliers, the petty cashier, signed a petty cash voucher number A13 for pens and pencils bought from ABC Stationers for N\$27,65. The payment was authorised by Nilton Gertze.

Complete the petty cash voucher below, using the information given above.

<b>PETTY CASH VOUCHER</b>	
No: _____	
_____ 20____	
Required for .....	Amount .....
Required by .....	
Petty Cashier .....	Authorised by .....

[6]

- (d) Name **three** different index systems.

1.....

2.....

3.....

[3]

[20]

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