

## 1 GENERAL COMMENTS

Most of the candidates **DID NOT STUDY** and questions were **NOT ANSWERED SATISFACTORILY**.

There is a lot of room for improvement. Certain centres must see to it that candidate's study more.

Candidates should **READ THE QUESTIONS PROPERLY**. Some answers were completely irrelevant to the question.

Candidates should be taught the outcome for Name, Identify and Explain in a question. Questions are answered wrongly.

## 2 COMMENTS ON INDIVIDUAL QUESTIONS

### 1 (a) Satisfactorily answered.

#### Answer

The secretary will have to cancel or postpone appointments already made.

Apologise for the absence from meetings and functions manager will not be able to attend.

Don't make appointments for the first week of his returns unless absolutely necessary. [3]

### (b) Poorly answered – confused it with good human relationships..

#### Answer

Avoid negative thinking and complaining

Spend time with people who have a positive attitude

Be thankful for your job

Give yourself a chance to recharge

Reward yourself for doing a good job

### (c) Poorly answered – candidates based their answers on the benefits of technology.

#### Answer

Technology offers numerous communication benefits. It changes the way workers interact with each other.

Technology helps employees think outside the box and implement new ideas.

Employees can do many tedious tasks faster and with less effort, saving time and work.

Employees can have access to their work with the use of smart phones, tablets, and other mobile devices almost anywhere in the world.

Technology provides access to software templates that enable workers to get things done more efficiently.

Technology allows workers to get more done in the same amount of time, which means companies need fewer workers, fewer resources and cutting costs. Any **four** [4]

### (d) Satisfactorily answered. Candidates should name and explain.

#### Answer

##### Increased efficiency

There are more 'hands on deck' to help solve the issue.

##### Idea generation

Running ideas by one another, there is a lot more scope for creativity.

##### Learning experience

Projects which involve teamwork serve also as an opportunity for professional development and learning

##### Enhanced communication

Discuss ideas or collaborating information to contribute to a project will develop verbal and written communication skills of all team members.

##### Share the workload

Work should be shared equally and be distributed according to the strengths of each member and helping each other when finished with workload. Any **four explained** [8]

2 (a) Satisfactorily answered.

**Answer**

**Verbal Communication**

One-to-one talks between the sender and the receiver

Telephone conversations

Video conferencing

Meetings

**Written Communication**

Letters

Memoranda

Reports

**Visual Communication**

Films and videos

Posters

Charts and diagrams

**Electronic Communication**

Telephone

Electronic Mail or E-Mail

Voice Mail or V-Mail

Tele-Text

Video-text

Teleconferencing

Video conferencing

Internet

Multimedia

Any **three** + example [6]

(b) Poorly answered – candidates gave direct explanations from the question.

**Answer**

**Stand-alone:** a single self-contained computer.

**Shared resource:** two or more workstations sharing the same printer and possibly storage devices. [2]

(c) Satisfactorily answered – candidates should refrain from repeating answers.

**Answer**

Check that the previous user has not left the photocopier set for A3/100 copies.

Set to print double-sided.

Avoid unnecessary printing/copying.

If A5 size is needed, take two copies and place side by side on A4 paper.

Make sure your document is faced down.

Discourage personal use of the photocopier.

When refilling the paper tray, make sure the paper is fanned.

Always take one test copy to check before making multi-copies.

Always switch off at the end of the day.

Use the most energy-efficient mode possible for the job.

Enable all energy-saving standby features on photocopier.

Minimise the number of times the photocopier needs to warm up by batch printing.

Use recyclable photocopier cartridges.

Follow instructions when using photocopier.

Reduce printing of images/pictures/graphics whenever possible.

Limit the number of copies that can be made by any one person.

Authorisation required for photocopies over a certain number.

Any **nine** [9]

(d) Poorly answered – candidates confused this question with the security of computerised data.

**Answer**

When the office is unattended, lock files containing legally protected information.

Keep confidential information in your workspace out of sight (in folders, face down) from passers-by and visitors.

Shred or confidentially destroy sensitive information. Don't throw this paperwork in the trash. [3]

3 (a) Satisfactorily answered – take note of attending a meeting and NOT attending a meeting.

**Answers**

Carry on with her daily tasks

Prevent others from disturbing the meeting

Make sure that the refreshments and lunch will be served at the correct time

Receive messages for members attending the meeting and in emergencies, enter the room to deliver the message to the chairman. [4]

(b) Very poorly answered – candidates had no subject knowledge on this topic.

**Answer**

**Registered Mail**

Registered letter services are available with an insurance option for letters which need signature on delivery, contain valuable items or important documents.

**Bulk Mail-Unsorted**

The Service is designed for institutions that post over 100 or more unsorted domestic mail within Namibia. Mail can be handed over at the Mail Centre or over the counter at any post office. [4]

(c) Poorly answered – candidates need to pay more attention to the different forms of payment.

**Answer**

(i) **Debit order** is an instruction that you provide to a third party to collect the funds from your bank account.

(ii) **Postal Order** is an order for payment of a specified sum to a named payee, issued by the Post Office.

(iii) A **Stop Order** is an instruction that you issue to your bank to make a series of future dated recurring payments.

(iv) **Internet Banking** is a method of banking in which transactions are conducted electronically.

(v) **Electronic Funds Transfer (EFT)** is an electronic transfer of money from one bank account to another.

(vi) **Credit Card** is issued by a bank, allowing the holder to purchase goods or services on credit. [6]

(d) Poorly answered – candidates just repeat the question.

**Answer**

**Numerical Filing**

A number is allocated to the files of the correspondents. The number appears on the protruding strip of the file.

Numerical guide cards are provided at regular distances from one another.

Numbers follow a chronological order by which additional files take the next number in the sequence.

**Chronological Filing**

Organising and ordering documents and records in a dated sequence.

This sequence can be according to their date of receipt, or date and time of their creation.

The latest item is usually in front of or on top of the previous items. [6]

4 (a) (i) Very well answered – take note of the following:

Date in full – 29 September 2021

Amount – N\$230,00 – show the decimals.

	No: V23 ✓
	29 May 2021 ✓
Required for Wages ✓	Amount N\$230,00 ✓
Required by Simon Burger ✓	
Petty Cashier Ethel Boois ✓	Authorised by Bartlett Iyamboo ✓

[7]

(b) Poorly answered – candidates use their own ideas – refer to the prescribed notes.

**Answer**

Saves on cost of travel

Real time responses

Office/conference room or cafeteria can be used

Enhances/promote communication and coordination between head office

Flexibility in joining conference whenever necessary Any **four** [4]

(c) Well answered.

**Answer**

Maintain executive's agenda and assist in planning appointments, board meetings, conferences etc.  
Attend meetings and keep minutes  
Undertake business trips and negotiate with potential clients for contracts connected with advertising and marketing.  
Handle and prioritise all outgoing or incoming correspondence (e-mail, letters, packages etc.)  
Make travel arrangements for executives  
Handle confidential documents ensuring they remain secure  
Prepare invoices or financial statements and provide assistance in bookkeeping  
Monitor office supplies and negotiate terms with suppliers to ensure the most cost-effective orders  
Maintain electronic and paper records ensuring information is organised and easily accessible  
Conduct research and prepare presentations or reports as assigned  
Accompanies the employer on business trips and handles delegated tasks on his/her behalf.  
Act as hostess at official functions and occasions and ensure that all rules of etiquette and protocol are observed.

Any **five** [5]

(d) Poorly answered – confused it with incoming and outgoing mail.

**Answer**

Sign for mail upon receipt, open it separately and record any remittances.  
Deliver unopened mail to the persons concerned.  
Open it separately and deliver it immediately.  
Repost unopened mail.

[4]

5 (a) Poorly answered – this is a topic that appears frequently – pay attention to meeting terminology.

**Answer**

- (i) Amendment
- (ii) Co-option
- (iii) Motion
- (iv) Quorum

[4]

(b) Poorly answered – candidates confused this question.

**Answers**

Effective working relationships are maintained with colleagues and external contacts.  
The public is greeted promptly and politely and its needs identified.  
The required information is supplied clearly, accurately, promptly and in a friendly manner.  
Any reasons for a delay in supplying or non-availability of information are explained politely.  
Any requests for information or advice outside the employee's responsibility are passed to an appropriate member of staff promptly and accurately.

[5]

(c) Well answered.

**Answer**

Do not open enveloped marked personal, private or confidential.  
Deal with envelopes marked urgent immediately.  
Tap contents down before opening the envelope.  
Staple enclosures to main correspondence.  
Check that envelopes are empty.  
Sort the mail separating the mail for each person, department or section.  
Date stamps all mail.  
Enter cash in a remittance book.

[8]

(d) Poorly answered – mentioned filing systems.

**Answer**

Visible Card Index System  
Card Index System  
Rotary or Strip Index System

[3]