



EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

TECHNOLOGY ENHANCED- PAPER 2

MEMORANDUM

CANDIDATE INFORMATION

SURNAME													
NAMES													
ID NUMBER													
EISA REGISTRATION NUMBER													
ASSESSMENT CENTRE													
ASSESSMENT CENTRE ACCREDITATION NUMBER													

QUALIFICATION INFORMATION

QUALIFICATION TITLE	Office Administrator
SAQA ID	102161
NQF LEVEL	5
CREDITS	445
DURATION	Technology Enhanced Total Duration: 1.5 hours (90 minutes)
TOTAL MARKS	Technology Enhanced Assessment Total Marks: 90
PASS MARK	Technology Enhanced Assessment 50% = 45 marks
DATE OF EISA	

GENERAL EISA RULES

- a) Candidates are **ONLY** allowed to use the supplied **EISA BOOKLETS**.
- b) Candidates can **ONLY** use a **BLACK PEN** for their answers.
- c) Candidates to ensure that their **NAMES, SURNAMES** and **EISA registration numbers** appear on the front of their EISA booklet.
- d) This is a closed-book examination. Therefore, no other materials or belongings are to be brought into the assessment centre. Should you bring any other materials or belongings into the assessment centre, you will be required to leave such at the front of the assessment centre examination room. The assessment centre will not be held liable for any loss or damage to property brought into the assessment centre examination room.
- e) All EISA booklets must be handed back to the invigilator intact. No paper may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
- f) Candidates may use a calculator in this EISA.
- g) Unless this is an online examination where access to a computer will be made available to you, the use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones and laptops, are prohibited.
- h) All cell phones are to be switched off for the duration of the EISA.
- i) The invigilator will not assist you with the explanation of questions related to the EISA.
- j) Candidates are prohibited from conversing in any manner with other students.
- k) Candidates may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
- l) Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES

CANDIDATE SIGNATURE

CANDIDATE INSTRUCTIONS

1. The Technology Enhanced component consists of:
 - a. **FOUR** questions:
 - Question One (1) (38)
 - Question Two (2) (22)
 - Question Three (3) (25)
 - Question Four (4) (5)
2. Candidates must complete all questions in this EISA.
3. Read ALL the instructions carefully and take particular note of what is required.
4. Should you require additional space to complete your answer, please request additional paper from your invigilator. Ensure that you indicate your name, surname and EISA registration number at the top of the additional paper. Also ensure that the question number is clearly marked on your additional paper.
5. Number the answers correctly according to the numbering system used in this question paper.
6. Use the mark allocation and nature of each question to determine the length and depth of an answer.
7. Pay special attention to spelling and sentence construction.
8. Write neatly and legibly.
9. Candidates need to be provided access to an Open Drive for the Technology-Enhanced assessment to enable them to access Templates and save their answers.

Instructions to Candidates

1. Follow the instructions for each task carefully.
2. Create a new Folder on the Open Drive with your Name_Surname_assessment_number.
3. Save all files within this folder using this format:
Surname_TaskNumber.docx/.xlsx/.pptx on the Open Drive.
4. Submit completed files in a zipped folder named YourName_OA_Assessment2025.
5. Use documents provided and simulate a real working environment.
6. Marks are allocated per task. Refer to the assessment criteria for guidance.

Question 1

1. Managing resources

1.1 Procurement Software (e.g., QuickBooks, Xero, or similar)

Resource Requirements:

- Desktop/laptop with Excel, Word or relevant accounting/procurement software
- Access to asset register and stock control documents (provided digitally)
- Sample petty cash and purchase documents
- Instructional guide with sample inputs

1.1.1 **Task:** The candidate need to access the “OA-ELO1.1-Procurement Plan” on the Open Drive and update the Procurement Register with the following three entries: 10 Printer Cartridges bought from OfficeSupplies Co at R150 each (PR001); 20 USB Flash Drives from TechWorld Pty at R75 each (PR002); 50 reams of A4 Copy Paper from PaperPro SA at R45 each (PR003). (4)

Model Answer: *Sample entries in a procurement database:*

Item Code	Description	Supplier	Quantity	Unit Price	Total Price
PR001	Printer Cartridges	OfficeSupplies Co	10	R150	R1,500
PR002	USB Flash Drives	TechWorld Pty	20	R75	R1,500
PR003	A4 Copy Paper	PaperPro SA	50	R45	R2,250



1.1.2 **Task:** File the document electronically. (1)

Model Answer: General Steps:

- 1 Open your procurement file in Excel or database software.
- 2 Click "File" → "Save As".
- 3 Choose a relevant file name (e.g. "Procurement_Orders_June2025.xlsx").
- 4 Select a shared network location (e.g., Procurement/2025/Orders) for team access.
- 5 Save and ensure appropriate access rights are set.

1.2 Asset register, appropriate software and sufficient details

- 1.2.1 **Task:** Access the file “250625-OA-ELO1.2-Asset Register” and digitally update the asset register using an electronic or cloud-based system to record the following new purchases: A1005, Laptop Dell i5, bought on 1 April 2025 for R12,000 for the Admin Office; A1006, Office Desk Set, bought on 10 April 2025 for R3,500 for the HR Office; A1007, Projector Epson X, bought on 15 April 2025 for R9,800 for the Boardroom. Also indicate whether the status of the asset as active, inactive, under maintenance, disposed, lost/stolen, awaiting deployment, retired. (4)

Model Answer: Asset register entries should reflect the following information:

Asset ID	Description	Purchase Date	Cost	Location	Status
A1005	Laptop Dell i5	2025-04-01	R12,000	Admin Office	Active
A1006	Office Desk Set	2025-04-10	R3,500	HR Office	Active
A1007	Projector Epson X	2025-04-15	R9,800	Boardroom	Active



- 1.2.2 **Task:** Digitally categorise the assets using asset management software or a cloud-based classification system which helps with tracking, maintenance, and depreciation (2)

Model Answer:

Assets are typically classified as:

- **IT Equipment** (e.g., laptops, printers) 0.5✓
 - **Office Furniture** (e.g., desks, chairs) 0.5✓
 - **Electronics/AV** (e.g., projectors, monitors) 0.5✓
- } 0.5✓

- 1.2.3 **Task:** Illustrate how to record an asset replacement in the digital asset management system. In the “250625-OA-ELO1.2-Asset Register”, access a previous entry for a Dell i5 laptop and mark it as **disposed** or **replaced**. (4)

Model Answer: General Steps:

1. Locate the original asset (e.g., A1001 – Broken Printer). ✓
2. Mark it as "Disposed" or "Replaced". ✓
3. Add a new line with the replacement asset's details and new asset ID (A1005 as per question 1.2.2. 0.5✓
4. Update date and cost; keep references to the original item. 0.5✓
5. Save the document as “Surname_TaskNumber.xlsx” on the Open Drive. ✓

- 1.2.4 **Task:** Access the file “250625-OA-ELO1.2-Asset Register” and calculate the depreciation of R12,000 laptop at 20% over a 5-year period, using the straight-line approach. (3)

Model Answer: *Sample Calculation:*

Asset: Laptop (Cost: R12,000) ✓

Useful life: 5 years → Annual Depreciation = $R12,000 \div 5 = \mathbf{R2,400/year}$ ✓

Formula:

$$\text{Depreciation per year} = \frac{\text{Cost Price} - \text{Residual Value}}{\text{Usual Life (Years)}} \quad \checkmark$$

- 1.2.5 **Task:** Access the file “ELO1.2-Asset Register” and record the removal of a **desktop computer** in the asset management system. (3)

Model Answer: *General Steps:*

1. Open the asset register. 0.5 ✓
2. Identify and select the disposed asset. 0.5 ✓
3. Mark status as “Disposed” and enter disposal date. 0.5 ✓
4. Add disposal method (e.g., sold, scrapped) and final value if any. 0.5 ✓
5. Archive the record for audit purposes. 0.5 ✓
6. Save the document as “Surname_TaskNumber.xlsx” on the Open Drive. 0.5 ✓

1.3 Stock Control

1.3.1 **Task:** Access the “ELO1.3-Stock Control” and enter the information into the document. Of the 20 Toner Cartridges 5 has been used. Of the one hundred (100), forty (40) Blue Pens have been checked out of the stockroom. Save the document as “Surname_TaskNumber.xlsx” on the Open Drive. (4)

Model Answer: *Sample stock entry:*

Item Code	Description	Opening Stock	Quantity Used	Balance
ST100	Toner Cartridge	20	5	15
ST101	Pens (Blue)	100	40	60

✓ ✓
✓ ✓

1.3.2 **Task:** Record, using the same document, the additional consumables purchased during the month. These are ten (10) Toner Cartridges and fifty (50) Blue Pens. Save the document as “Surname_TaskNumber.xlsx” on the Open Drive. (4)

Model Answer: *Sample additions:*

Item Code	Description	Quantity Purchased	New Balance
ST100	Toner Cartridge	10	25
ST101	Pens (Blue)	50	110

✓ ✓
✓ ✓

General Steps: Always update the “Quantity Purchased” and recalculate stock balance = Opening Stock - Quantity Used + Quantity Purchased. Save the document as “Surname_TaskNumber.xlsx” on the Open Drive.

1.4 Petty Cash Management

1.4.1 **Task:** Use the document called “ELO1.4.1-Petty Cash Voucher” to complete a petty cash voucher for purchasing refreshments for a meeting to the amount of R250. Save the document as “Surname_TaskNumber.docx” on the Open Drive. (4)

Model Answer: *Sample petty cash voucher:*

Date	Description	Amount	Approved By
2025-06-07	Refreshments for meeting	R250	J. Nkosi

General Steps:

1. Record date and purpose. ✓
2. Insert correct amount and payee. ✓

3. Attach receipt. ✓
4. Submit for approval and filing. ✓
5. Save the document as "Surname_TaskNumber.docx" on the Open Drive.

1.5 Petty Cash Reconciliation

1.5.1 **Task:** Open the "ELO1.4-1.5-Petty Cash and Float" Reconcile a petty cash book following the next steps: Save the document as "Surname_TaskNumber.xlsx" on the Open Drive. (4)

General Process:

1. Start with float amount (e.g., R1,000).
2. Add all vouchers used (e.g., R250, R150, R100 = R500).
3. Remaining cash should be: $R1,000 - R500 = R500$.
4. Balance with physical cash.
5. Investigate discrepancies if totals don't match.

Model Answer:

Item	Amount (R)	
Opening Float	1,000.00	
Voucher #001 (Stationery)	250.00	✓
Voucher #002 (Snacks)	150.00	
Voucher #003 (Transport)	100.00	
Total Vouchers Used	=SUM(B2:B4) → 500.00	✓
Expected Cash on Hand	=B1-B5 → 500.00	
Actual Cash Counted	500.00	
Difference	=B6-B7 → 0.00	✓
If the difference is 0.00, the petty cash reconciles correctly. ✓		
If not, further investigation is needed to identify missing vouchers, unrecorded expenses, or errors.		

1.5.2 **Task:** File the electronic document so that it can be accessed by others in the company or organisation. (1) ✓

Model Answer:

Model Answer: General Steps:

- Save the document as “Surname_TaskNumber.xlsx” on the Open Drive
- Share the online document to your own e-mail address
- Ensure document access permissions allow you to access the document from your e-mail

SUB- TOTAL: 38 marks

Question 2

2. Administration and Clerical Support

2.1 Reporting and Operational Issue

- 2.1.1 **Task:** Open the “ELO2.1.1-Mgt Sum Rep Slides” from the source document drive. Develop a digital slide presentation to introduce and explain the issue of Payment Delays during a staff meeting. Save the document as “Surname_TaskNumber.pptx” on the Open Drive. (6)

Model Answer: *General Steps:*

1. Open Microsoft PowerPoint.
2. Create title slide: “Staff Meeting – [Insert Issue e.g., Payment Delays]” ✓
3. Slide 2: Background of the issue. ✓
4. Slide 3: Impact on operations/clients. ✓
5. Slide 4: Proposed solutions. ✓
6. Slide 5: Next steps or action plan. ✓
7. Use bullet points, visuals/charts where needed for clarity.

Sample Slide Titles:

- Slide 1: Introduction – “Staff Absenteeism”
- Slide 2: What Caused the Delays? ✓
- Slide 3: Impact on Operations
- Slide 4: Proposed Solutions
- Slide 5: Next Steps / Responsible Persons

- 2.1.2 **Task:** Access the “ELO2.1.2-Mgt Sum Report”. Complete the reporting document to management regarding the work-related issue in 2.1.1 above. Save the document as “Surname_TaskNumber.pptx” on the Open Drive. (6)

Model Answer: *General Reporting Structure:*

Report: Supplier Payment Delays – June 2025

- **Prepared by:** Office Administrator
- **Department:** Finance ✓
- **Date:** 8 June 2025

Background

Several suppliers have not been paid within 30 days due to system migration issues. ✓

Impact

- Supplier complaints and delivery delays ✓
✓

- Risk of credit hold by key vendors

Recommendation

- Implement interim manual tracking ✓
- Prioritise finance system training 0.5 ✓
- Weekly status checks with finance team 0.5 ✓

Next Review Date: 20 June 2025

2.2 Leave and Attendance Analysis

2.2.1 Task: Access the “ELO2.2.1-Application for leave” (3 files – employee 1 - 3), “ELO2.2.1-Employee Attendance Register” and “ELO2.2.1-Leave Roster”. Review the digital leave submissions, the employee attendance register and update the electronic leave roster accordingly. Save the updated **Leave Roster** as “Surname_TaskNumber.xlsx” on the Open Drive. (5)

Model Answer: General Steps:

1. Access the leave management system / leave application forms – Log into the HR or leave tracking software to view pending leave applications. ✓
2. Verify leave details – Check each submission for accuracy, including dates, type of leave, and available leave balance. ✓
3. Cross-check team availability – Review the current electronic leave roster to avoid overlapping absences or understaffing. ✓
4. Approve or escalate requests – Approve eligible leave or escalate conflicting/unclear applications to the manager or HR supervisor, if needed. ✓
5. Update the leave roster – Record approved leave dates in the digital roster. ✓

2.3 Proofreading and Formatting

2.3.1 Task: Access the document “ELO2.3.1-Proofread and Edit” on the Open Drive. Proof-read, correct, and format the given document. Save the document as “Surname_TaskNumber.pptx” on the Open Drive. (5)

General Steps:

1. Correct grammar, spelling, and punctuation.
2. Format headings using bold and consistent font sizes.
3. Align paragraphs and ensure consistent spacing.
4. Use bullets/numbering for lists.

Model Answer:**Leave:**

All employees are allowed to take leave when needed, but they must first obtain approval from their manager. It is important that leave is not taken during peak business periods or when other team members are already on leave. Leave should be planned at least two weeks in advance to avoid scheduling conflicts.

There are different types of leave, including:

- Annual leave,
- Sick leave, and
- Family emergency leave.

Employees must complete the appropriate leave application form and ensure that all details are filled in correctly. If the form is not submitted on time, the leave may not be approved, and disciplinary action could follow.

Managers are responsible for ensuring adequate coverage during an employee's absence. It is unfair to the rest of the team when leave is taken without proper notice. We encourage open communication and adherence to the leave process to maintain smooth operations.

SUB- TOTAL: 22 marks

Question 3

3. Selection, Induction and Development

3.1 Scenario: Job advertisement for new employees

Carefully read through the scenario and answer the follow-up questions.

Scenario Title: Job Advertisement for a New Administrative Assistant

Organisation Name: Ubuntu Skills Development Centre

Department: Human Resources & Administration

Position Title: Administrative Assistant

Location: Head Office, Johannesburg

Closing Date: 25 June 2025

Background Context:

Ubuntu Skills Development Centre is a non-profit organisation that empowers youth and adults through vocational training and life skills development. Due to recent programme expansion, the organisation requires a reliable, detail-oriented Administrative Assistant to support daily operations in the HR and Admin Unit.

Key Responsibilities:

- Maintain digital and physical filing systems
- Schedule meetings, prepare agendas, and take minutes
- Capture and update staff records and training logs
- Assist with recruitment logistics (interview scheduling, shortlisting support)
- Provide front-desk support: answer calls, respond to emails, greet visitors
- Procure office supplies and maintain inventory records
- Support internal communication and event planning

Minimum Requirements:

- Grade 12 (Matric Certificate), NQF Level 4
- Certificate or Diploma in Office Administration/HR (advantageous)
- 1–2 years' experience in a similar clerical or admin support role
- Proficient in MS Office (Word, Excel, Outlook, PowerPoint)
- Excellent organisational, communication, and time management skills

Competencies:

- Professional telephone and email etiquette
- Attention to detail and confidentiality
- Ability to multitask in a fast-paced environment
- Fluent in English; ability to speak a second official language is an advantage

Remuneration:

R9,500 – R11,000 per month (depending on experience and qualifications)

To Apply:

Submit your CV, certified copies of qualifications, and a cover letter to

admin@ubuntuskills.org.za with the subject line “Application – Administrative Assistant”.

3.1.1 **Task:** Open the “ELO3.1.1-Job Spec”. Prepare a concise role description for the job advertisement, using the scenario as your guideline. Save the document as “Surname_TaskNumber.docx” on the Open Drive. (6)

Model Answer:**Job Advertisement****Administrative Assistant – Ubuntu Skills Development Centre**

0.5✓

Location: Head Office, Johannesburg

Closing Date: 25 June 2025

About Us

✓

Ubuntu Skills Development Centre is a dynamic non-profit organisation committed to uplifting youth and adults through skills training, career development, and community programmes. We are seeking a proactive and organised **Administrative Assistant** to join our Human Resources & Administration team.

Key Responsibilities

✓

As an Administrative Assistant, you will play a central role in ensuring smooth day-to-day office operations. Your duties will include:

- Maintaining electronic and physical filing systems
- Scheduling meetings, taking minutes, and preparing agendas
- Capturing and updating HR and admin records
- Assisting with interview coordination and recruitment processes
- Responding to internal and external enquiries (calls, emails, visitors)
- Ordering and managing office supplies and equipment
- Supporting planning and coordination of internal events

Minimum Requirements

- ✓ Grade 12 (Matric) – NQF Level 4
- ✓ 1–2 years of experience in a similar admin or clerical role
- ✓ Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)

✓

- ✓ Strong verbal and written communication skills
- ✓ Attention to detail and ability to prioritise tasks
- ✓ Certificate/Diploma in Office Administration (advantageous)

Desirable Attributes

0.5✓

- Professional telephone and email etiquette
- Team player with a positive, can-do attitude
- Ability to handle confidential information responsibly
- Bilingual proficiency (advantageous)

Remuneration

0.5✓

R9,500 – R11,000 per month (based on experience and qualifications)

How to Apply

0.5✓

Send your CV, certified copies of qualifications, and a motivation letter to:

✉ admin@ubuntuskills.org.za

Subject Line: Application – Administrative Assistant

0.5✓

👉 *Only shortlisted candidates will be contacted. Ubuntu Skills Development Centre is an equal opportunity employer.*

0.5✓

3.2 Assignment: Induct new employees into the organisation

3.2.1 Task: Open a New Document in MsWord. Compose a message to notify the employee(s) about the upcoming induction. Save the document as "Surname_TaskNumber.docx" on the Open Drive. **(4)**

Model Answer: General Email Format:

Subject: Welcome and Induction Programme – [Organisation Name]

✓

Dear [Employee Name],

Welcome to [Organisation Name]! You are invited to attend an induction session on:

Date: Monday, 10 June 2025

Time: 09:00 – 12:00

Venue: HR Boardroom, 2nd Floor

You will be introduced to our policies, team structure, and work environment. Please bring a copy of your ID and signed contract.

We look forward to working with you.

Warm regards,

[Your Name]

HR Administrator

3.3 Assignment: Induct new employees into the organisation

3.3.1 **Task:** Open a New Document in MsWord. Draft a reminder email to the employee(s) about the upcoming induction. Save the document as "Surname_TaskNumber.docx" on the Open Drive. (4)

Model Answer:

Subject: REMINDER: Welcome and Induction Programme – [Organisation Name]

Dear [Employee Name],

Welcome to [Organisation Name]! Please be reminder of our induction session on:

Date: Monday, 10 June 2025

Time: 09:00 – 12:00

Venue: HR Boardroom, 2nd Floor

You will be introduced to our policies, team structure, and work environment. Remember to bring a copy of your ID and signed contract.

We look forward to working with you.

Warm regards,

[Your Name]

HR Administrator

3.3.2 **Task:** Open a New Document in MsWord. Create a schedule of topics for the induction session. Save the document as “Surname_TaskNumber.docx” on the Open Drive. (5)

Model Answer:

Time	Item	
09:00–09:15	Welcome & Introductions	0.5✓
09:15–09:45	Overview of Organisation Structure	✓
09:45–10:15	HR Policies & Code of Conduct	✓
10:15–10:45	Health, Safety & Security Procedures	✓
10:45–11:30	System Access, Email, Timesheets	✓
11:30–12:00	Q&A and Conclusion	0.5✓

3.3.3 **Task:** Open a New Document in PowerPoint. Prepare a slide that you will use during induction of the new employees (PowerPoint on computer) (1 slide). Save the document as “Surname_TaskNumber.pptx” on the Open Drive. (6)

Model Answer:

Slide Title: Welcome to [Organisation Name] ✓

Content: ✓

- Organisation mission and vision ✓
- Key departments and who to contact ✓
- Working hours and dress code ✓
- Basic values: Respect, Accountability, Teamwork ✓
- Important contacts (HR, IT, Security) ✓

Use clear fonts, icons or a basic graphic to visualise the structure.

SUB- TOTAL: 25 marks

Question 4

4. Communication and Customer Relationships

4.1 Presentation on Ethics

4.1.1 **Task:** Open a New Document in PowerPoint. Prepare a slide presentation to the clerical/secretarial staff on ethical and unethical business practices. Save the document as "Surname_TaskNumber.pptx" on the Open Drive. (5)

Model Answer:

Slide Title: *"Ethical Conduct in the Workplace"*

Slide Content:

What is Ethical Behaviour?

- Respect for colleagues and time ✓
- Integrity and accountability
- Professional communication
- Confidentiality of information

Examples of Ethical Practices:

- Using office phones for business only ✓
- Reporting suspicious behaviour
- Respecting organisational property

Unethical Behaviour Includes:

- Spending excessive time on social media/chat groups ✓
- Using office resources for personal gain
- Gossiping or spreading confidential information
- Dishonesty in reporting working hours

Final Message:

"Ethics are not a rulebook – they are your professional identity." ✓

Visuals to Include:

- Icons of a phone, computer, people with thumbs up/down ✓
- A traffic light symbol (Green = ethical; Red = unethical)

SUB- TOTAL: 05 marks

GRAND TOTAL: 90 marks