



EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT
TECHNOLOGY ENHANCED- PAPER 2

CANDIDATE INFORMATION

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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

DATE

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)

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

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)

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)

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)

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)

- 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)

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)

- 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)

1.4 Petty Cash Management

- 1.4.1 **Task:** Use the document “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)

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.

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

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)

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)

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)

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.

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)

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)

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)
- 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)
- 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)

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)**

SUB- TOTAL: 05 marks

GRAND TOTAL: 90 marks