



EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

EXAMPLER 1_ WRITTEN ASSESSMENT

CANDIDATE INFORMATION

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

QUALIFICATION INFORMATION

QUALIFICATION TITLE	Occupational Certificate: Office Supervisor
SAQA ID	118740
NQF LEVEL	5
CREDITS	240
DURATION	3 hours
TOTAL MARKS	140
PASS MARK	60%
DATE OF EISA	

GENERAL EISA RULES

1. Candidates are **only** allowed to use the supplied EISA booklets.
2. Candidates are **only** allowed to use a black pen for their answers.
3. Candidates to ensure that their name, surname and EISA registration number appear on the front of your EISA booklet.
4. This is a **closed-book** examination.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Candidates may make use of a calculator in this EISA.
7. 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 is prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Candidates are prohibited from conversing in any manner with other candidates.
11. 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.
12. 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.

SIGNATURE OF STUDENT

INSTRUCTIONS TO CANDIDATES

1. Candidates must complete all questions in this EISA.
2. Candidates must ensure that they use only a black pen when completing this EISA.
3. 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 marked on your additional paper.

QUESTION 1 Scenario: ABC Enterprise

ABC Enterprise is a growing business whose Administration Department provides support to various areas of the organisation. The Office Supervisor reports to the Office Manager and provides administrative and planning support for departmental activities.

An Office Administrator vacancy becomes available because of an increase in workload. The Office Manager asks the Office Supervisor to assist with the recruitment and selection process in accordance with the organisation's ****Recruitment and Selection Procedure****.

After the interviews, the selection panel completes the interview records. Candidate A receives the highest overall score. When checking the documentation before submitting it to the Office Manager, the Office Supervisor notices that ****Candidate B has been recorded as the recommended candidate****.

A panel member tells the Office Supervisor that the change should not be questioned and that the matter should remain within the panel. The Office Supervisor is concerned because the organisation's Code of Conduct requires employees involved in recruitment activities to act professionally, maintain accurate records and protect confidential information.

The Office Manager asks the Office Supervisor to report the concern and provide administrative support in dealing with the matter. ABC Enterprise's Disciplinary Procedure applies where employee conduct may require formal disciplinary action.

1.1 As the Office Supervisor, explain how you would support and coordinate the recruitment and selection activities described in the scenario. Refer to the circumstances at ABC Enterprise Identify the key activities you would plan and coordinate to ensure that the process is accurate and confidential. **(5 marks)**

1.2.1 Identify and explain two ways in which the panel member's conduct is inconsistent with the organisation's expected standards of professional conduct. **(2 marks)**

1.2.2 Explain how you would support the Office Manager to address the unacceptable conduct, communicate the expected standards and promote professional behavior. Give reasons for your proposed approach. **(3 marks)**

As the Office Supervisor, describe the action you would take to support the fair and confidential handling of the matter. Explain why your approach is appropriate. **[5 marks]**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Page 6 of 38

QUESTION 2 Scenario: Siyakhula District Service Centre

Siyakhula District Service Centre has three office units: Administration, Finance and Records. The Office Supervisor is responsible for coordinating the work activities of the units and ensuring that available resources are allocated according to operational requirements.

Resource	Available
Computers	10
Printers	3
Administration staff	6
Finance staff	3
Records staff	4

The organisation's Resource Allocation Procedure requires supervisors to consider workload, service priorities and available staff and resources when allocating resources.

The Office Supervisor must also apply the organisation's performance appraisal process to monitor staff performance, identify performance gaps and support improvement.

2.1.1 Identify **TWO factors** that the Office Supervisor should consider when allocating resources between the Administration, Finance and Records Units. **(2 marks)**

2.1.2 Using the information provided in the scenario, complete the resource allocation table below. For each unit:

- record its current computer allocation;
- propose a revised computer allocation; and
- give a reason for your proposed allocation based on the unit's current operational needs.

Ensure that your proposed allocation uses only the 10 computers available. **(5 marks)**

Unit	Current Allocation	Proposed Allocation	Reason

2.1.3 The Office Manager is considering whether the resource allocation you proposed should be implemented. Analyse your proposed allocation and explain whether it is likely to improve the situation in the Records Unit. Give TWO reasons for your decision and conclude your response. **(3 marks)**

[illegible]

2.2.1 The Office Supervisor is preparing to conduct performance appraisals for employees in the Administration, Finance and Records Units. Which TWO sources of information would be most appropriate to use when evaluating employee performance?

- A.** Agreed performance standards and actual performance results
- B.** Personal opinions of other employees
- C.** The employee's agreed work targets and relevant performance records
- D.** The employee's popularity within the department

Select TWO answers.

(2 marks)

2.2.2 Sipho is performing below the agreed standard. Explain how the Supervisor should deal with this during the appraisal. **(3 marks)**

(3 marks)

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface. There is no handwriting or other markings on the paper.

SUB-TOTAL:15 MARKS

QUESTION 3 Scenario Thuthukani Logistics

Thuthukani Logistics is a growing logistics company. Its office supports customers, warehouse operations and daily administration.

Lerato is a Personnel Clerk and Sizwe is a Data Capturer. Both recently joined the office. Although they completed induction, the Supervisor has identified gaps in their use of the electronic document system and office procedures. Sizwe is also performing below the required standard.

The Supervisor plans to use coaching to improve their performance and has identified Thuli, an experienced Personnel Clerk, to mentor them.

The Supervisor also notices weaknesses in communication and teamwork and plans a team-building activity. A suitable venue and physical resources must be arranged.

The organisation has procedures for induction, coaching, mentoring, team building and resource management.

3.1.1 Lerato is struggling to use the electronic document system. Which TWO coaching techniques would be most appropriate? **(2 marks)**

- A. Ask questions to identify the difficulty
- B. Give the employee an opportunity to practice
- C. Ignore the problem
- D. Criticize the employee in front of others

Select TWO answers. Write letter in the space provided below:

3.1.2 State THREE ways the Supervisor can use coaching to help Sizwe improve his performance. **(3 marks)**

3.2.1 During a coaching session, what should the Supervisor do before agreeing on an improvement action? **(2 marks)**

- A. Discuss the performance issue with Sizwe.
- B. Understand Sizwe's perspective on the performance issue.
- C. Immediately report the matter to senior management.
- D. Reassign Sizwe's work to another employee.

3.2.2 During the coaching session, Sizwe agrees that his performance needs to improve.

What should the Supervisor establish with Sizwe before ending the session? Give THREE points. **(3 marks)**

3.3.1 Thuli has been appointed as a mentor to Lerato. Which TWO actions are most appropriate at the start of the mentoring relationship? Write Answer in a box

(2 marks)

- A. Establish Lerato's development needs and expectations.
- B. Take responsibility for completing Lerato's work.
- C. Agree on how and when they will communicate.
- D. Wait until Lerato makes a serious mistake before providing support.

3.3.2 Thuli has been mentoring Lerato for one month. They have agreed to meet regularly, but Lerato's progress has not been discussed recently.

What should Thuli do to provide consistent mentoring support? Give THREE actions.

(3 marks)

3.4 Scenario: Thuthukani Logistics

Lerato is a newly appointed Personnel Clerk at Thuthukani Logistics. Her routine administrative work is accurate, but her supervisor has noticed that she avoids speaking during team discussions, struggles to communicate with colleagues when handling queries, and often waits for others to make decisions for her. Thuli, an experienced Personnel Clerk, has been assigned as her mentor.

3.4.1 Which area should Thuli focus on when considering Lerato's development? **(1 mark)**

- A. Workplace communication and confidence
- B. Her attendance record
- C. The number of staff in the office
- D. The company's delivery schedule

3.4.2 Based on the scenario, identify **ONE developmental need** that Thuli should address with Lerato. **(1 mark)**

3.4.3 Analyse Lerato's situation and explain how Thuli can provide mentoring support to facilitate her growth. Give **THREE** actions and link each action to Lerato's developmental need. **(3 marks)**

3.6 Scenario: Thuthukani Logistics

The administration team at Thuthukani Logistics consists of four employees. The Supervisor reviews their recent work and observes that two employees regularly meet their targets, while two often need assistance when using the electronic document system. Customer queries are sometimes delayed because employees are unsure who should handle them. The Supervisor also observes that communication between team members is inconsistent.

3.6.1 Which source of information would best help the Supervisor evaluate the team's performance? **(1 mark)**

- A. Recent work results and observations of the team
- B. Employees' personal interests
- C. The age of the team members
- D. The size of the office

3.6.2 Based on the information provided, identify ONE team skill or performance area that requires development. **(1 mark)**

[illegible][illegible]

Question 4 Scenario: Khanyisa Office Solutions

Khanyisa Office Solutions is a medium-sized company that provides administrative support services to corporate clients. The office consists of Administration, Finance and Client Services teams.

Management has introduced a Client Service Improvement Plan after identifying delays in responding to client requests, inconsistent record-keeping and communication problems between teams.

Ms Ndlovu, the Office Supervisor, is responsible for coordinating the implementation of the plan within the office.

4.1.1 The Operations Manager has instructed Ms Ndlovu to implement the Client Service Improvement Plan. The instruction includes revised response standards, filing requirements and procedures for escalating unresolved client queries.

Which approach would best ensure that the management instruction is communicated accurately to the affected employees and why? **(2 marks)**

- A. Send the instruction by email and expect employees to interpret the requirements independently.
- B. Communicate the instruction clearly, including the required actions and procedures, using an appropriate office communication tool.
- C. Give the instruction verbally to one team member and allow that person to communicate it to the rest of the team.
- D. Provide employees with only the changes that directly affect their individual duties.

4.1.2 Ms Ndlovu is preparing to communicate the Client Service Improvement Plan to the Administration, Finance and Client Services teams.

Explain three things she should do when communicating the management requirements to ensure that employees understand and can implement them correctly. **(3 marks)**

4.2.1 The Operations Manager has instructed Ms Ndlovu to submit weekly progress information on the implementation of the Client Service Improvement Plan.

Draft a concise weekly progress report for the Operations Manager. **(5 marks)**

TEMPLATE FOR WEEKLY PROGRESS REPORT

WEEKLY PROGRESS REPORT

To: _____

From: _____

Subject: _____

Date: _____

1. Purpose

2. Implementation Progress

3. Operational Matters / Challenges Identified

4. Agreed Actions / Way Forward

5. Follow-up

Prepared by:

4.3.1 Match each meeting situation in **Column A** with the most appropriate facilitation approach in **Column B**. Write the letter of the correct approach next to each situation.

(3 marks)

Column A: Meeting situation	Column B: Facilitation approach
1. Client Services and Finance give different views about why client requests are being delayed.	A. Summarise the agreed decisions, confirm responsibilities and timeframes, and ensure the outcome is recorded.
2. Participants begin discussing issues that are not related to the purpose of the meeting.	B. Allow the participants to explain their views, clarify the issue and guide the discussion towards a practical agreement.
3. The teams have agreed on how they will coordinate the handling of client requests.	C. Bring the discussion back to the meeting objective and focus participants on the matter being addressed.

Answers:

4.3.2 The meeting has resulted in an agreement on how Administration, Finance and Client Services will coordinate the implementation of the Client Service Improvement Plan.

Explain how Ms Ndlovu should conclude the meeting to ensure that the agreed decisions are clear and can be implemented by the relevant teams? **(2 marks)**

4.4.1 The supplier proposes weekly deliveries to maintain current prices. Which approach should Ms Ndlovu use first? **(1 mark)**

- A. Reject the proposal because weekly deliveries may affect operations.
- B. Clarify the office's delivery requirements and understand the supplier's position before considering alternatives.
- C. Accept the proposal to preserve the current price.
- D. Require the supplier to increase deliveries without changing the price.

4.4.2 The supplier explains that more frequent deliveries would increase its costs. Which response demonstrates effective negotiation? **(1 mark)**

- A. Focus only on the office's requirements.
- B. Accept the supplier's position without further discussion.
- C. Explore alternative arrangements that address both the office's operational needs and the supplier's concern.
- D. End the negotiation and report the supplier to management.

4.4.3 Ms Ndlovu and the supplier are considering different delivery arrangements. Which approach would best help them reach a desired outcome? **(1 mark)**

- A. Select the arrangement that benefits the office most, regardless of the supplier's position.
- B. Compare the available alternatives against the office's requirements and purchasing conditions.
- C. Allow the supplier to decide which arrangement should be implemented.
- D. Choose the cheapest arrangement without considering operational requirements.

4.4.4 An arrangement has been agreed that appears to meet the office's needs. What should Ms Ndlovu do before confirming the agreement? **(1 mark)**

- A. Confirm the terms and ensure that the arrangement complies with purchasing requirements and her authority.
- B. Implement the arrangement immediately because both parties have agreed.

- C. Change the agreement to obtain a better price.
- D. Leave the supplier to communicate the arrangement to the office.

4.5.1 The Administration team needs the revised filing and escalation procedures so that employees can apply the requirements correctly. Which communication approach would be most appropriate? **(1 mark)**

- A. Send a general email to all three teams summarising the Client Service Improvement Plan.
- B. Send Administration a written procedure document containing the relevant filing and escalation requirements.
- C. Give the Administration representative a verbal summary and ask them to brief the team.
- D. Include the filing requirements in the weekly progress report submitted to the Operations Manager.

4.5.2 Finance needs to understand how outstanding client-related financial queries must be referred. Which communication approach would be most appropriate for this audience and purpose? **(1 mark)**

- A. Provide Finance with information specifically addressing the referral process and responsibilities relevant to its role.
- B. Send Finance the complete management instruction without highlighting information relevant to its responsibilities.
- C. Communicate only the response-time requirement that applies to Client Services.
- D. Ask Client Services to explain the referral requirements to Finance when a query arises

4.5.3 Client Services needs to understand the response-time requirements and how unresolved client queries must be escalated. Which approach would be most appropriate?

(1 mark)

4.6.2 Which action supports proper document submission?

(1 mark)

- A. Send it to any available employee.
- B. Submit it when convenient.
- C. Submit it to the correct recipient on time.
- D. Submit it without checking it.

4.6.3 Following the meeting, Ms Ndlovu must prepare and submit the meeting record to the Operations Manager.

Explain three actions she should take to ensure that the document is accurate, correctly formatted and submitted on time.

(3 marks)

SUB-TOTAL: 30 MARKS

QUESTION 5 Scenario Mandle Shipping Services

Read the scenario and answer the questions that follow.

Mandla Shipping Services processes customer shipping requests through its administration office. Thuli captures customer information and prepares the initial documentation, while Sibusiso checks the documentation before it is sent to the operations team.

Several documents have recently been returned because required information was missing or incorrect. Thuli believes Sibusiso should identify missing information during his checks, while Sibusiso believes Thuli should ensure that the information is complete before handing the documents over.

Their disagreement has resulted in tense interactions and delays in processing customer requests. The Office Supervisor, Ms Maseko, decides to intervene.

5.1.1 During the first discussion, Thuli and Sibusiso give different accounts of what happens when documents are handed over. Which action would best enable Ms Maseko to apply a fair conflict-resolution approach? **(1 mark)**

- A. Select the account that appears most reasonable and instruct the other employee to accept it.
- B. Allow each employee to present their concerns and clarify the facts before considering possible solutions.
- C. Focus on which employee has made the greater number of errors.
- D. Ask the employees to resolve the disagreement themselves without further intervention

5.1.2 During the discussion, both employees agree that incomplete information causes delays, but they disagree about who should be responsible for checking it. **(1 mark)**

Which response would best apply a **win-win conflict-resolution approach**?

- A. Assign responsibility entirely to Thuli because she captures the information first.
- B. Assign responsibility entirely to Sibusiso because he performs the final check.
- C. Develop a clear handover arrangement that addresses the responsibilities and concerns of both employees.
- D. Allow the employees to continue using their current methods and report future problems to the supervisor.

5.1.3 Recommend three actions Ms Maseko should take to resolve the conflict fairly and amicably. **(3 marks)**

5.2 Continue with the Mandla Shipping Services scenario.

Two weeks after Ms Maseko introduced the handover checklist, documents are still being returned with missing information. Thuli and Sibusiso continue to disagree about who is responsible, and both employees have raised the matter with Ms Maseko again.

Mandla Shipping Services requires supervisors to record unresolved conflicts, including the parties involved, the cause of the conflict and the steps already taken to resolve the matter. Where a conflict cannot be resolved at supervisory level, the matter must be referred to the appropriate manager.

5.2.1 Which information is most important for Ms Maseko to include when recording the unresolved conflict? **(1 mark)**

- A. Her opinion about which employee is responsible.
- B. The parties involved, cause of the conflict and steps taken to resolve it.
- C. The personal views of other employees in the office.
- D. The disciplinary action she believes should be taken.

5.2.2 According to the company's procedure, what should Ms Maseko consider when the conflict remains unresolved? **(1 mark)**

- A. Whether the matter should be referred to the appropriate manager.
- B. Which employee should be transferred to another department.
- C. Whether to stop using the handover process.
- D. Whether the employees should resolve the matter without further supervision.

5.2.3 Based on the situation, state two actions Ms Maseko should take to deal with the unresolved conflict in accordance with the company's procedure. **(2 marks)**

5.2.4 Ms Maseko must now determine whether to continue managing the conflict at supervisory level or escalate the matter.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slightly aged or off-white appearance.

SUB- TOTAL: 15 MARKS

QUESTION 6 Scenario Zamokuhle Manufacturing

Zamula Manufacturing is a medium-sized company with Administration, Procurement, Finance, Human Resources, Stores and Production departments. During an internal review, the Office Supervisor found that some supplier files were incomplete, some purchase requests had no evidence of approval, and procurement records were being saved in different electronic folders. The supervisor must develop and implement appropriate office controls to address these compliance gaps and improve the efficiency of the procurement administration process.

6.1.1 Which office control would best address the incomplete supplier files identified during the review? **(1 mark)**

- A. Allow employees to complete missing documents when needed
- B. Use a supplier-file checklist to verify required documents before processing
- C. Allow each department to decide which supplier documents it requires
- D. Store supplier information only in individual employee folders

6.1.2 Which one of the following is NOT an appropriate control for ensuring that procurement documents are properly authorised? **(1 mark)**

- A. Obtaining approval from an authorised manager
- B. Retaining evidence of the approval
- C. Allowing employees to approve their own purchase requests
- D. Checking that required approval has been obtained before processing

6.1.3 The internal review found that employees were saving procurement records in different electronic folders. Which is the MOST appropriate control for addressing this problem?

(1 mark)

- A. Allow employees to create folders according to personal preference
- B. Establish a standard electronic filing structure and require employees to use it
- C. Allow employees to save working copies on their personal computers
- D. Require all procurement records to be printed before filing

6.1.4 Ms Dlamini has introduced the new controls. Which action would best support their effective implementation?

(1 mark)

- A. Inform employees of the controls and explain how and when they must be applied
- B. Allow employees to apply the controls differently according to their own work methods
- C. Implement the controls without changing the existing employee responsibilities
- D. Wait for the next internal review to determine whether employees understand the controls

6.1.5 Ms Dlamini wants to ensure that the new procurement controls support compliance with company requirements and applicable statutory requirements without unnecessarily delaying the process. Which approach would be the MOST appropriate?

(1 mark)

- A. Require the Office Supervisor to personally approve every procurement document
- B. Standardise checks at key points to confirm required documents, approvals and records are properly maintained
- C. Add an additional approval stage to every procurement transaction
- D. Allow employees to bypass controls when procurement is urgent

6.2. Scenario Zamokuhle Manufacturing

After the new controls were implemented, the Office Supervisor conducted a follow-up review. Most supplier files were now complete and correctly filed, but two purchase requests still had no evidence of approval and some employees were not consistently using the approved electronic filing system. The supervisor must evaluate the effectiveness of the controls, monitor compliance and take appropriate action to address the remaining weaknesses.

6.2.1 During the follow-up review, two purchase requests still have no evidence of the required approval. Which action would be MOST appropriate for Ms Dlamini to take to monitor compliance with the company procedure? **(1 mark)**

- A. Remove the approval requirement because employees are not following it
- B. Review the affected requests and establish why the required approval was not obtained
- C. Allow employees to process future requests without approval
- D. Wait for the next annual audit to identify further non-compliance

6.2.2 Some employees continue to save procurement records outside the approved electronic filing structure. Which action would BEST help Ms Dlamini maintain compliance with the company procedure? **(1 mark)**

- A. Allow employees to use alternative folders when convenient
- B. Regularly check the filing process and address identified non-compliance
- C. Transfer all electronic filing responsibilities to Finance
- D. Remove the approved filing structure and allow departments to choose their own systems

6.2.3 Based on the follow-up review, evaluate the effectiveness of the internal controls and recommend three actions Ms Dlamini should take to maintain compliance with the company's procedures and applicable statutory requirements. **(3 marks)**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

SUB-TOTAL: 10 MARKS

QUESTION 7 Scenario: Mhlabeni Manufacturing

Mhlabeni Manufacturing is a medium-sized manufacturing company. The Office Supervisor is responsible for preparing the Administration Unit's quarterly budget in accordance with the company's Budgeting Procedure. The procedure requires the supervisor to consider operational priorities, available resources and expected expenditure, and to keep the budget within the approved organisational limit.

The Administration Unit has an approved quarterly budget limit of **R18,000**.

Before finalising the budget, the supervisor receives the following information:

- **Stationery:** The requirement has decreased by **R1,500** because specified routine documents are now distributed electronically. Essential stationery is still required.
- **Printer maintenance:** The new maintenance agreement will cost **R2,500 more** than the current agreement.
- **Training materials:** Expenditure can be reduced by **R1,000** because some materials will now be provided electronically at no additional cost.
- **Office refreshments:** These are not required for normal operations.

The supervisor must adjust the proposed budget before submitting it.

7.1.1 The supervisor must respond to the changes in stationery and office refreshments.

What should the supervisor do, how should the budget be adjusted, and why are these adjustments appropriate? **(2 marks)**

Your response must demonstrate:

- the action and required budget adjustments; [1]
- the reason for the adjustments in relation to operational priorities and requirements.

[1]

Budget Item	Revised Budget	Actual Expenditure	Variance	Result
Stationery	R4,500	R7,200	R2,700	Overspend
Printer maintenance	R7,000	R6,800	R200	Underspend
Training materials	R2,500	R2,400	R100	Underspend
Office refreshments	R0	R1,700	R1,700	Overspend
Total	R14,000	R18,100	R4,100	Overall overspend

The company's financial control procedure requires significant variances to be investigated and reported to management.

7.2.1 Which financial finding should the Office Supervisor prioritize for further investigation and reporting to management? Give reasons for your choice. **(3 marks)**

- A. R1,100 underspend on training materials
- B. R300 underspend on office refreshments
- C. R1,200 overspend on stationery
- D. R2,300 overspend on printer maintenance
- E. All four variances should receive equal priority

Selection	
------------------	--

Reasons:

7.2.2 Before recommending corrective action for the printer maintenance variance, which information should the Office Supervisor review? Give a reason for your choice. **(2 marks)**

Your response must demonstrate: why the information would help determine the cause of the variance and inform corrective action

- A. The number of employees who use the office refreshments
- B. The terms and cost of the new printer maintenance agreement
- C. The amount spent on training materials during the previous quarter
- D. The number of documents distributed electronically during the quarter

Answer _____

7.2.3 Management asks the Office Supervisor to recommend how the Administration Unit should respond to the financial findings. **(5 marks)**

Develop a corrective-action recommendation for management.

Your response must:

- identify the financial issue that should be prioritised;
- propose an appropriate corrective action;
- use evidence from the financial report to support your recommendation;
- justify why the proposed action is appropriate; and
- explain how the action will strengthen financial control in the next budgeting period.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

SUB- TOTAL: 15 MARKS

GRAND TOTAL: 140 MARKS