



# higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

## (GS)N820(E)(M27)H JUNE EXAMINATION

## NATIONAL CERTIFICATE INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

27 May 2016 (Y-Paper) 13:00–16:00

THE QUESTION PAPER WITH INSTRUCTIONS MUST BE HANDED TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.

Candidates may use the ASCI code table, a computer ruler and dictionaries.

This question paper consists of 30 pages.

### DEPARTMENT OF HIGHER EDUCATION AND TRAINING REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY INFORMATION PROCESSING N4
TIME: 3 HOURS
MARKS: 300

| PAPER                       | TIME    | MARKS |
|-----------------------------|---------|-------|
| TYPING TECHNIQUE: SECTION A | 2 HOURS | 200   |
| WORD PROCESSING: SECTION B  | 1 HOUR  | 100   |
| TOTAL                       | 3 HOURS | 300   |

#### INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

### HAND TO CANDIDATES 30 MINUTES BEFORE COMMENCEMENT OF EXAMINATION SESSION.

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE PAPER. INVIGILATORS WILL EXPLAIN IF NECESSARY.

#### **TYPING TECHNIQUE (SECTION A)**

- 1. Candidates who are not ready and on time for the TIMED ACCURACY TEST (QUESTION 1), will only be allowed to enter the classroom after the expiration of the TEN MINUTES allowed for the timed accuracy test.
- 2. Candidates are allowed to read through the timed accuracy test 3 MINUTES before the commencement of the examination.
- 3. The timed accuracy test must be keyed in at the beginning of the examination.
- 4. After the expiration of the TEN MINUTES allowed for the timed accuracy test, all the tests must be collected and initialled after the last typed word on each page. Retain the tests until the examination has been completed whereafter it must be put in the candidate's EXAMINATION FOLDER in the presence of the candidate.

#### **WORD PROCESSING (SECTION B)**

- 1. Answer ALL the questions.
- 2. QUESTION 7A has already been keyed in by the lecturer and saved on the hard drive/network/disk (floppy/stiffy) as 7AQ.
- 3. Retrieve QUESTION 7A, proofread for keying-in errors. Correct errors (if any) and save the corrections. Process according to the instructions given in QUESTION 7B.
- 4. Procedure for QUESTIONS 8A and 9A:
  - Key in, save and print.
- 5. Retrieve, copy and process according to the instructions in part B of each question. Print and hand in part A as well as part B.

#### PRINTING: QUESTION PAPER (SECTION A AND SECTION B)

- 1. Each answer must be printed on a SEPARATE A4 paper. Use only ONE side of the paper.
- 2. If a letterhead is provided and the printer(s) cannot accommodate the letterhead, you may use A4 paper. Hand in the printout on the A4 paper together with the letterhead so that the positioning of the text on the paper can be determined in accordance with the data on the letterhead.

#### **GENERAL: QUESTION PAPER (SECTION A AND SECTION B)**

1. You may use a computer ruler, dictionary, ASCII codes and the template.

No notes or any nonpermissible material may be hidden in or transcribed into these articles.

- 2. Use only **Courier New 12 pt** except if otherwise indicated in the question paper.
- 3. Work fast in order to complete the QUESTION PAPER in time.
- 4. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally. NO extra time will be allowed for loss of work.
- 5. In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

- 6. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO questions without EXAMINATION NUMBERS will be marked.
- 7. At the end of the examination session hand in the following:
  - 7.1 EXAMINATION FOLDER with printouts to be marked in the same order as the questions in the examination paper.
  - 7.2 Disk (floppy/stiffy) properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy work to a compact disk/memory stick and then it must immediately be deleted from the hard drive/network. Students' answers must be kept for at least SIX months.
  - 7.3 All other printouts. NO printouts may be taken out of the examination room or put into bins.
- 8. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be regarded in a serious light. If you are found guilty of such a violation steps will be taken against you.

## WAIT FOR THE INSTRUCTION FROM THE INVIGILATOR BEFORE YOU TURN THE PAGE

# TYPING TECHNIQUE SECTION A

## DO NOT TURN THE PAGE BEFORE THE INVIGILATOR INSTRUCTS YOU TO DO SO.

|                   |                        | TIME        | MARKS     |
|-------------------|------------------------|-------------|-----------|
| QUESTION 1        | TIMED ACCURACY TEST    | 10 minutes  | 20 marks  |
| QUESTION 2        | PARAGRAPHS             | 22 minutes  | 36 marks  |
| QUESTION 3        | <b>BUSINESS LETTER</b> | 36 minutes  | 59 marks  |
| <b>QUESTION 4</b> | COLUMNS                | 24 minutes  | 39 marks  |
| <b>QUESTION 5</b> | CURRICULUM VITAE       | 16 minutes  | 26 marks  |
| <b>QUESTION 6</b> | AFRICAN LANGUAGE       | 12 minutes  | 20 marks  |
|                   |                        | 120 minutes | 200 marks |

| DOCUMENT:                   | TIMED ACCURACY TEST<br>Key in ONCE ONLY | SPEED:  | 25 wpm<br>(minimum requirement) |
|-----------------------------|---|---------|---------------------------------|
| LETTER TYPE:                | CN12                                    | PAPER:  | Λ4                              |
| LINE SPACING:               | 1.5 or 2                                | FAFLIX. | A4                              |
|                             |   | MARKS:  | 20                              |
| MARGINS:<br>LEFT:<br>RIGHT: | 2.5 cm/1"<br>2.5 cm/1"                  | TIME:   | 10 minutes                      |
| JUSTIFICATION:              | Left                                    |         |                                 |

Key in the timed accuracy test ONCE ONLY. Print and save as QUEST1. Your test must be collected and signed by the invigilator at the beginning of the EXAMINATION. ALL pages need to be signed.

When a person begins to work for the first time or change work, he should take notice of certain aspects. Each company communicates differently with their employees. Some companies have individual interviews with newly employed workers while others have orientation courses. You could expect to experience the following:

A tour through the company's factory and/or office building where the processes in each department would be explained to you shortly.

Introductions to various people, but do not be upset if you cannot remember all their names. You will eventually get to know everybody with whom you will work.

#### **QUESTION 1 (CONTINUED)**

It is not only the company who shares new knowledge with a new employee. He/she also has to come to terms with certain aspects within his/her new situation.

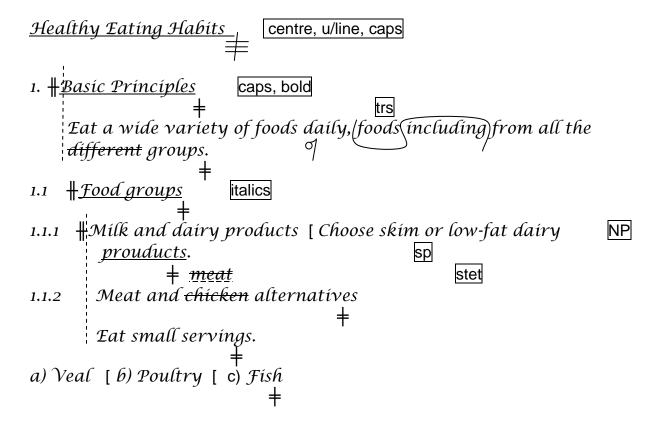
You will perform the job to which you have been appointed in a specific environment. You will have to decide beforehand if you will be able to live with it or not. If you are a person who prefers working with others, you will find it difficult working on your own in an office with limited contact with others. If you are an introvert, you will find it difficult to work with a big group of people. This might instigate a negative attitude towards your work. Therefore it is important that you should find out during your interview about your working environment.

In the working situation you will have to work with different people and each one's personality and attitude towards life will differ 30 wpm

[20]

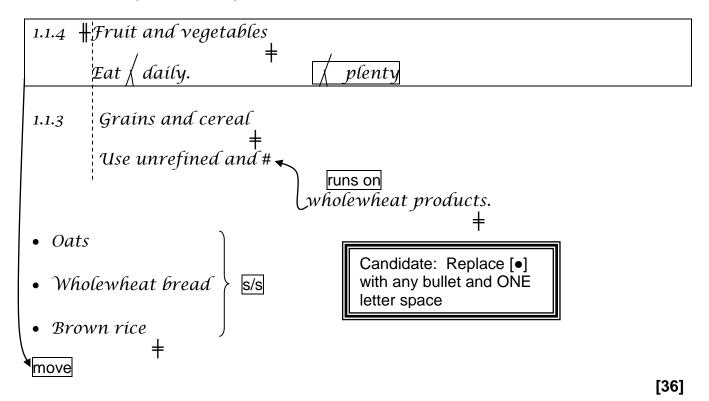
| DOCUMENT:     | Paragraphs                               | PAPER:         | A4         |
|---------------|--|----------------|------------|
| LETTER TYPE:  | CN12                                     | JUSTIFICATION: | Left       |
| LINE SPACING: | Single, except where otherwise indicated | HYPHENATION:   | No         |
|               | otherwise indicated                      | MARKS:         | 36         |
| MARGINS:      |  |                |            |
| LEFT:         | 2.5 cm/1"                                | TIME:          | 22 minutes |
| RIGHT:        | 2.5 cm/1"                                |                |            |

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST2. Put the printout in your EXAMINATION FOLDER.



Candidate: Replace a), b) and c) with any bullet and ONE letter space

#### **QUESTION 2 (CONTINUED)**

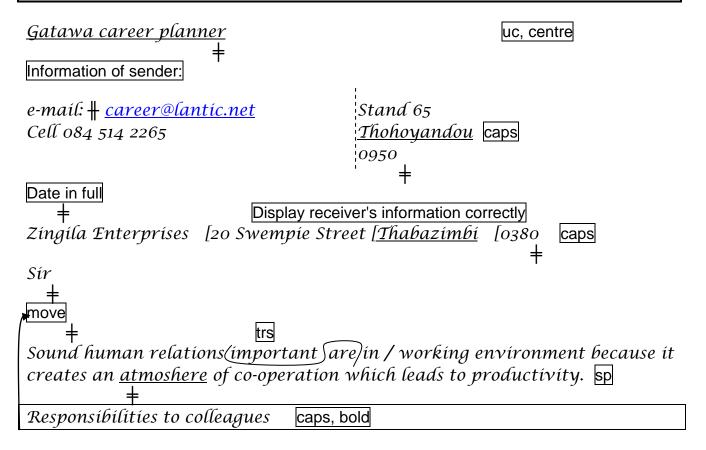


| DOCUMENT:   | Business Letter                          | HYPHENATION:                  | No                    |
|---|--|-------------------------------|-----------------------|
| LETTER TYPE:  | CN12                                     | TAB STOPS FROM<br>THE MARGIN: | Left:<br>8.75 cm/3.5" |
| LINE SPACING:   | Single, except where otherwise indicated | JUSTIFICATION:                | Left                  |
| MARGINS:  | //"                                      | MARKS:                        | 59                    |
| LEFT:<br>RIGHT:   | 2.5 cm/1"<br>2.5 cm/1"                   | TIME:                         | 36 minutes            |
| INIOITI.  | 2.5 611/1                                |                               | 50 minutes            |
| PAPER:  | A4                                       |                               |                       |
| Key in the document and take all the proofreading signs into consideration. Proofread |  |                               |                       |

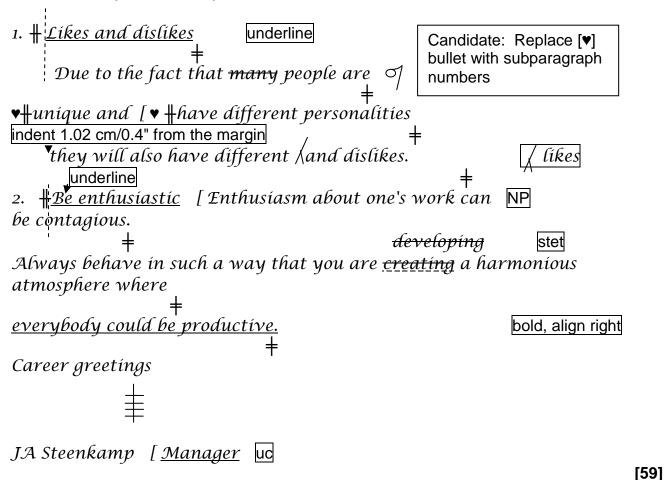
Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST3. Put the printout in your EXAMINATION FOLDER.

Candidate: • The letter must fit on ONE page.

2 Insert today's date in full.



#### **QUESTION 3 (CONTINUED)**



| RIGHT:            | 1.25 cm/0.5" | TIME:                        | 24 minutes        |
|-------------------|--------------|------------------------------|-------------------|
| MARGINS:<br>LEFT: | 1.25 cm/0.5" | MARKS:                       | 39                |
| LINE SPACING:     | As indicated | TAB STOP FROM<br>THE MARGIN: | Left: 6.5 cm/2.6" |
| LETTER TYPE:      | CN12         | JUSTIFICATION:               | As indicated      |
| DOCUMENT:         | Columns      | PAPER:                       | A4                |

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST4. Put the printout in your EXAMINATION FOLDER.



centre, u/line, caps

Key in all the underlined words in the first column in capital letters and bold.

The protection of our <del>big</del> rivers, (and stream) surface water against of pollution is really important for food production, public health and the health of all living species.

trs

#### • #In South Afríca

Insert a horizontal line with ONE line space before and TWO line spaces after the line.

in words Importance Of Water Man can exist without water for  $\frac{1}{4}$  days only It is a scarce source Water Wastage ⟨particularly <u>Saving Of Water</u> Repair all leaking pipes stet <del>human</del> Water Pollution 'No dumping of <del>people</del> wastage in rivers Insert a horizontal line with ONE line space before and TWO line spaces after the line.

move

[39]

| DOCUMENT:         | Curriculum Vitae | PAPER:         | A4           |
|-------------------|------------------|----------------|--------------|
| LETTER TYPE:      | CN12             | JUSTIFICATION: | As indicated |
| LINE SPACING:     | As indicated     | TAB STOPS:     | None         |
| MARGINS:<br>LEFT: | 2.5 cm/1"        | MARKS:         | 26           |
| RIGHT:            | 2.5 cm/1"        | TIME:          | 16 minutes   |

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST5. Put the printout in your EXAMINATION FOLDER.

Candidate: Key in the front page in capital letters and bold.

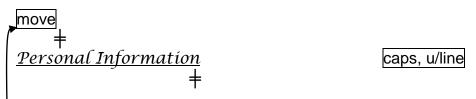
Centre front page horizontally and vertically.

Curriculum Vitae

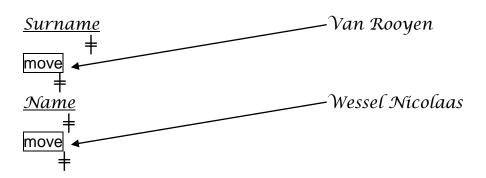
##
Of
##
##

Wessel Nicolaas Van Rooyen

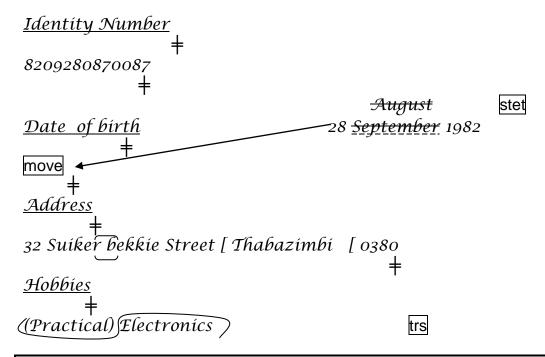
Candidate: Key in the following information on page two.



<u>Curriculum Vitae</u> caps, centre



#### **QUESTION 5 (CONTINUED)**



Candidate: Key in the underlined headings in capital letters.

[26]

| DOCUMENT:                   | African language       | PAPER:         | A4         |
|-----------------------------|------------------------|----------------|------------|
| LETTER TYPE:                | CN12                   | JUSTIFICATION: | Left       |
| LINE SPACING:               | 2 (double)             | MARKS:         | 20         |
| MARGINS:<br>LEFT:<br>RIGHT: | 2.5 cm/1"<br>2.5 cm/1" | TIME:          | 12 minutes |

Key in the document. Proofread, print and save as QUEST6. Put the printout in your EXAMINATION FOLDER.

UMYOLELO WEMBONGI

Ze uncede ungandilileli,
Ze ulilel' iimin' ezizayo,
Ndihambile, andisekho kweli;
Sala dade, sala dudu, s'thandwa.

Namphakwana engathi ndinawo,
Bubunyamandini balo mhlaba,
Nabakhaphi ziinkumbulo zawo,
Ezeyelisayo eJordane.

[20]

**TOTAL SECTION A: 200** 

# WORD PROCESSING SECTION B

#### **WORK FAST AND ACCURATELY**

|             |                        |   | TIME             | MARKS |
|-------------|------------------------|---|------------------|-------|
| QUESTION 7: | <b>BUSINESS LETTER</b> | Α | Already keyed in | -     |
|             |                        | В | 24 minutes       | 40    |
| QUESTION 8: | MENU                   | Α | 10 minutes       | 17    |
|             |                        | В | 9 minutes        | 15    |
| QUESTION 9: | PARAGRAPHS             | Α | 8 minutes        | 13    |
|             |                        | В | 9 minutes        | 15    |
|             |                        | · | 60 minutes       | 100   |

#### **QUESTION 7A**

DOCUMENT: Business Letter PAPER: A4

MARGINS: TABULAR STOPS: As required

LEFT: 1.25 cm/0.5"

RIGHT: 1.25 cm/0.5" HYPHENATION: No

LINE SPACING: As indicated LETTER SIZE: CN12

JUSTIFICATION: Justify MARKS: 0

TIME FOR KEYING IN: 0 minutes

INSTRUCTIONS TO CANDIDATES: Following is the example of QUESTION 7A which has already been keyed in. Use the information to proofread the question on your screen. Make sure that you work on the already keyed-in QUESTION 7A.

DRUG ABUSE

#### 1. What is drug abuse?

Drug abuse refers to AN EXCESSIVE USE of one or more chemical substances which are not legal, which are not used under proper medical supervision and which are considered to be harmful to the person's health, to community and personal adaptability.

#### What is meant by dependence or addiction to drugs?

There are various degrees of dependence or addiction on drugs. Addiction means that after using a drug for some time, the addict begins to experience certain feelings.

A growing desire to experience the effect of the drug - this is called habituation.

The person will need this experience and the relief it gives more often and will believe that the drug helps to cope with and adapt to life.

The dose needed to get relief or feeling will have to be increased - this is called tolerance.

#### page break

#### **QUESTION 7A (CONTINUED)**

#### 3. WITHDRAWAL SYMPTOMS

Physical and mental pain
An abnormal fear
Anxiety and depression
Loss of responsibility and self-control

#### 4. ADDICTIVE OR DEPENDENCE-FORMING DRUGS

Narcotics, eg. morphine, opium, cocaine, codeine. It reduces pain, causes drowsiness and gives the person a feeling of being happy and eliminates worries.

Stimulants are mood-uplifting drugs, eg. benzedrine. It is used to create false confidence.

CANNABIS SATIVA, dagga - used to overcome inferiority complexes and to escape reality.

#### 5. THE CAUSES OF DRUG ABUSE

People who cannot adjust to society

When parents are examples

When there is a bad influence in the peer group

#### 6. THE EFFECTS OF DRUG ABUSE

Narcotics can cause mental deterioration, impotence, sterility, loss of weight and interests.

Sedatives lead to mental inactivity/fatigue. A lack of alertness, a coma or death could be the result of an overdose.

Dagga leads the way to more serious dependence on drugs. When a person is under the influence

of dagga he/she may commit serious crimes.

LSD - it leads to mental disorder or insanity.

#### **QUESTION 7A (CONTINUED)**

#### 7. SOME SIGNS OF ADDICTION

Lack of concentration or low thinking Drowsiness
Unnatural excitement
Dilated pupils
Unnatural thirst
Blood-shot eyes
Quarrelsome and aggressive

NO MARKS ARE ALLOCATED FOR THIS QUESTION.

#### **QUESTION 7: PROCESSING**

#### TIME FOR PROCESSING: 24 minutes

1. Retrieve the document saved as 7AQ and immediately change the document name to 7BQ. Process according to the instructions.

MARKS: 40

- 2. Do all processing as indicated in the text.
- 3. Proofread, print and save the document as 7BQ.
- 4. Put the printouts in your EXAMINATION FOLDER.

Candidate: MM Margins: Left-hand margin: 3.75 cm/1.5"

Right-hand margin: 2.5 cm/1"

HH Hyphenation: Yes

Number pages bottom, centre

\*\*\* Change the word [dagga] throughout to bold and 14 pt

## Use below information and create a letterhead

| Exercised Exercises | Exerci

Candidate: Insert salutation

DRUG ABUSE

Use initial capital letters, centre

#### **QUESTION 7B (CONTINUED)**

1. What is drug abuse?

uc, bold

Drug abuse refers to AN EXCESSIVE USE of one or more chemical substances [1.1 which are not legal, [1.2 which are not used under proper medical supervision and [1.3 which are considered to be harmful  $\ddagger$  [1.3.1 to the person's health,  $\ddagger$  [1.3.2 to dommunity and personal adaptability.

Candidate: Insert page break Candidate: Insert subparagraph numbers and subsubparagraph numbers with TWO letter spaces and indent.

uc, bold

2. What is meant by dependence or addiction to drugs?

There are various degrees of dependence or addiction on drugs. Addiction means that after using a drug for some time, the addict begins to experience certain feelings.

A growing desire to experience the effect of the drug - this is called [habituation. caps, italics, centre]

The person will need this experience and the relief it gives more often and will believe that the drug helps to cope with and adapt to life.

The dose needed to get relief or feeling will have to be increased - this is called [tolerance. caps, italics, centre] NP

Delete page break

#### **QUESTION 7B (CONTINUED)**

#### 3. WITHDRAWAL SYMPTOMS

#### Candidate: Insert any bullet with ONE letter space and indent.

Physical and mental pain
An abnormal fear
Anxiety and depression
Loss of responsibility and self-control

#### 4. ADDICTIVE OR DEPENDENCE-FORMING DRUGS

Narcotics, es. [It morphine, opium, cocaine, codeine.] [It reduces pain, causes drowsiness and gives the person a feeling of being happy and eliminates worries.

Stimulants are mood-uplifting drugs, eg. benzedrine. It is used to create false confidence.

CANNABIS SATIVA, dagga - used to overcome inferiority complexes and to escape reality.

#### Insert page break

#### 5. THE CAUSES OF DRUG ABUSE

 $\sqrt{5.1}$  People who cannot adjust to society  $\sqrt{5.2}$  When parents are examples  $\sqrt{5.3}$  When there is a bad influence of the peer group

#### 6. | THE EFFECTS OF DRUG ABUSE

Narcotics can cause mental deterioration, impotence, sterility, loss of weight and interests.

Sedatives lead to mental inactivity/fatigue. A lack of alertness, a coma or death could be the result of an overdose.

#### **QUESTION 7B (CONTINUED)**

Dagga leads the way to more serious dependence on drugs. When a person is under the influence # runs on of dagga he/she may commit serious crimes. LSD - it leads to mental disorder or insanity.

01

[40]

#### 7. SOME SIGNS OF ADDICTION

Candidate: Change the left- and right-hand margin of paragraph [Lack ... aggressive] to 5 cm/2" and align right.

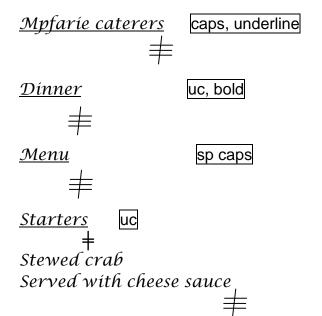
Lack of concentration or low thinking Drowsiness Unnatural excitement Dilated pupils Unnatural thirst Blood-shot eyes Quarrelsome and aggressive |Kind regards B Viglia Director

Display correctly

#### **QUESTION 8A**

DOCUMENT: PAPER: Menu A4 MARGINS: **TABULAR STOPS:** As required 1.25 cm/0.5" LEFT: RIGHT: 1.25 cm/0.5" **HYPHENATION:** No LINE SPACING: As indicated LETTER SIZE: **CN12** JUSTIFICATION: Left MARKS: 17 TIME FOR KEYING IN: 10 minutes

Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 8AQ. Put the printout in your EXAMINATION FOLDER.



Candidate: Centre all underlined words in the document.

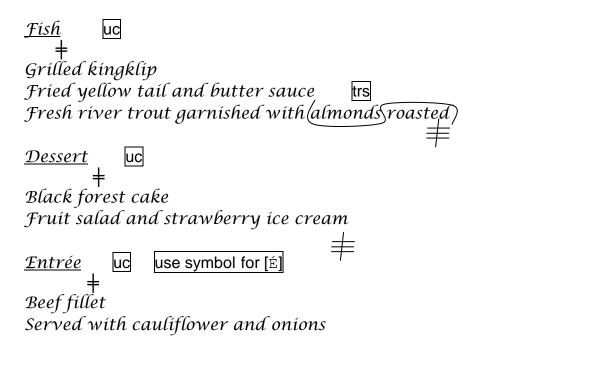
Soup ud

+ soup

Potato sauce

#

#### **QUESTION 8A (CONTINUED)**



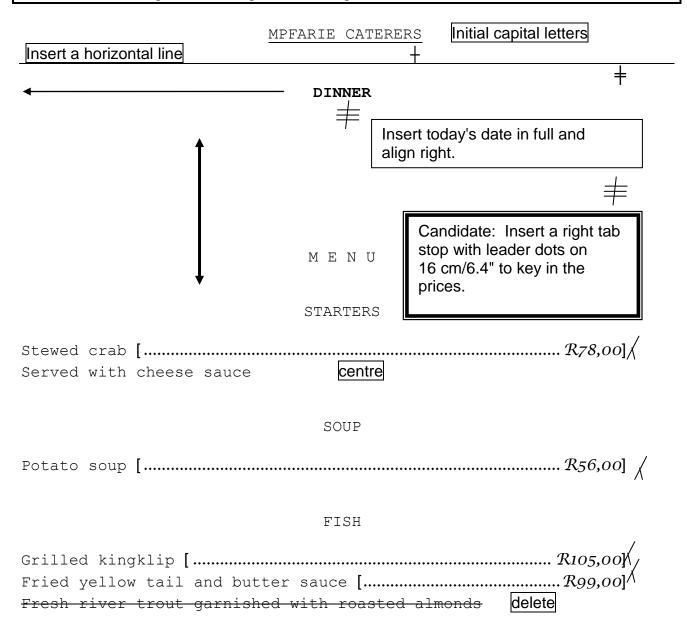
(17)

#### **QUESTION 8B: PROCESSING**

TIME FOR PROCESSING: 9 minutes MARKS: 15

- 1. Retrieve the document saved as 8AQ and immediately change the document name to 8BQ. Process according to the instructions.
- 2. Do all processing as indicated in the text.
- 3. Proofread, print and save the document as 8BQ.
- 4. Put the printout in your EXAMINATION FOLDER.

Candidate: Change left- and right-hand margin to 2.5 cm/1".



#### **QUESTION 8B (CONTINUED)**

| DESSERT  |                     |
|--|---------------------|
| Black forest cake [ $\mathcal{R}56,00$ ] Fruit salad and strawberry ice cream [ $\mathcal{R}45,00$ ] |                     |
| ENTRÉE   |                     |
| Beef fillet [ $\mathcal{R}$ 120,00] $\wedge$ Served with cauliflower and onions $\leftarrow$         | <i>(</i>            |
| move   | (15)<br><b>[32]</b> |

#### **QUESTION 9A**

DOCUMENT: **Paragraphs** PAPER: A4 MARGINS: TABULAR STOPS: As required LEFT: 3.75 cm/1.5" RIGHT: 2.5 cm/1" **HYPHENATION:** No LINE SPACING: As indicated LETTER SIZE: **CN12** JUSTIFICATION: Left MARKS: 13 TIME FOR KEYING IN: 8 minutes

Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 9AQ. Put the printout in your EXAMINATION FOLDER.

Tau legae le le kgakala le legae.

caps

‡

Tau ke legae le le iphitlhileng la baithuti le le amogelang baithuti ba le 500. **underline** 

‡ **bold** 

Re fana ka <u>thuso</u> ya dinamelwana go ya le go tswa kwa legaeng go fitlha kwa <u>sekolong</u>.

‡ italics

Go na le dijo tse di potla tse di abiwang gabedi ka letsatsi.

#### **QUESTION 9B: PROCESSING**

#### TIME FOR PROCESSING: 9 minutes

1. Retrieve the document saved as 9AQ and immediately change the document name to 9BQ. Process according to the instructions.

**MARKS: 15** 

- 2. Do all processing as indicated in the text.
- 3. Proofread, print and save the document as 9BQ.
- 4. Put the printouts in your EXAMINATION FOLDER.

#### Candidate:

Number pages top, centre.

Change the left-hand margin to 2.5 cm/1".

Remove underline at [baithuti].

Remove bold at [thuso].

Remove italics at [dijo].

TAU LEGAE le le kgakala le legae.

Tau ke legae le le iphitlhileng la baithuti le le amogelang baithuti ba le 500.

Re fana ka **thuso** ya dinamelwana go ya le go tswa kwa legaeng go fitlha kwa sekolong.

lc

Go na le dijo tse di potla tse di abiwang gabedi ka letsatsi.

#### Candidate:

Insert a page break.

Copy page one to page two.

(6050014) - 30 - (GS)N820**(A)**(M27)H

#### **QUESTION 9B (CONTINUED)**

PAGE 2

Centre page vertically.

Change [Tau ... legae.] to justification right. Change left- and right-hand margins to 6.5 cm/2.4".

TAU LEGAE le le kgakala le legae.

Change [Tau ... 500.] to centre. Change left- and right-hand margins to 4 cm/1.6".

Tau ke legae le le iphitlhileng la baithuti le le amogelang baithuti ba le 500.

Change [Re ... letsatsi.] to justify. Change left- and right-hand margins to 8 cm/3.2".

Re fana ka **thuso** ya dinamelwana go ya le go tswa kwa legaeng go fitlha kwa sekolong.

Go na le dijo tse di potla tse di abiwang gabedi ka letsatsi.

Insert a horizontal line

(15) **[28]** 

I D. 400

TOTAL SECTION B: 100 GRAND TOTAL: 300

+