higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 2

(3061022)

12 November 2024 (Y-paper)
13:00–16:00

This question paper consists of 18 pages.

088Q1N2412

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
OFFICE DATA PROCESSING
NQF LEVEL 2
TIME: 3 HOURS
ADDITIONAL 30 MINUTES FOR PRINTING ONLY
MARKS: 300

INSTRUCTIONS AND INFORMATION

1. The question paper must be completed on computer with the aid of a word processing program. The version of the MS Office Suite used for the examination must be written on your EXAMINATION FOLDER containing the PRINTOUTS.

2. Answer all the questions.

3. Read all the questions carefully.

4. Number the answers according to the numbering system used in this question paper.

5. To complete the question paper, it is important to adhere to the time allocation provided for each question.

6. All PRINTOUTS to be marked must be placed in the EXAMINATION FOLDER provided by the invigilators. Only ONE printout (the top one) per question/subsection, printed on ONE side of the page only, will be marked.

7. PRINTOUTS must be sorted correctly and placed in the EXAMINATION FOLDER in the same numerical order as the question paper.

8. Ensure that your EXAMINATION NUMBER and QUESTION NUMBER is printed on each page, irrespective of the number of pages, according to the instructions given in each question (header/footer).

9. PRINTOUTS with handwritten EXAMINATION NUMBERS will only be considered for marking if it is endorsed with the invigilator's signature.

10. Take note of the following regarding the question paper:

    10.1 Use left justification throughout the examination paper unless otherwise indicated.

    10.2 Use margins (top, bottom, left and right) of 1”/2.5 cm unless otherwise indicated.

    10.3 Use single line spacing if no other line spacing is indicated.

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10.4 Use COURIER NEW 12 pt for the word processing section and ARIAL 10/CALIBRI 12 pt for the spreadsheet section, unless otherwise instructed.

11. During the additional printing time, candidates may only affect printing commands. No further keying in or editing may be done. It is recommended that additional invigilators who are knowledgeable about computers invigilate during the additional 30 minutes printing time to provide extra assistance and control.

12. In the event of a power failure, a computer or printer breakdown, the invigilator must make the necessary arrangements for the candidates to continue and the actual time lost must be given to the candidates once they resume workings.

13. If there is a problem with certain printers, for example, it does not print ê, a report must be sent with the centre's PRINTOUTS.

14. Candidates may have a typing ruler/printed template, a dictionary, postal code book and a list of ASCII codes in their possession. Word processing templates may be used, as well as the spell-checking function.

15. At the end of the examination, all PRINTOUTS must be placed in the EXAMINATION FOLDER and must be handed to the invigilator. This includes all PRINTOUTS on which errors occur and which should not be marked. No PRINTOUTS whatsoever may be removed from the examination room or put into waste-paper bins.

16. All work on the computer should be saved at regular intervals to prevent loss of work in the event of a power failure. No additional time may be allowed for such lost work. It is the candidates' responsibility to protect their answers through regular saving in order to prevent loss of work.

17. At the end of the examination session, each candidate must hand in the PRINTOUTS, question paper as well as the flash disk (or other storage device which may have been used) with the saved answers (properly marked with the candidate's EXAMINATION NUMBER on the cover). If a network is used, the network manager must make a backup copy of all the candidates' work under supervision of the invigilator. (The diskettes and/or backup copies, for example CD, must be handed to the examination section of the college for safekeeping for one year in case enquiries should be made by the examiner/moderator/superintendents of education or Umalusi).

18. The hard drive of the computer, (drive C), may not be used for the saving of documents in the event of other groups using the same venue during more than one sitting. If the same venue is being used for different groups, then the hard drives of the computers must be checked and cleared before the next group commences with the examination session.

19. No candidate may print his/her work for another candidate or make his/her disk available to another or access other candidates' work on the network. Any attempt to access information from or transfer information to another candidate in whatever manner is a contravention of the examination rules and regulations and will be viewed in an extremely serious light.

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20. **HOW TO MAKE A SCREEN PRINT:**

Follow these instructions to copy the necessary dialog box when answering a question which requires the use of the print screen function:

- Press the Print screen button found in the top row of the keyboard (on the right-hand side of the F12 function key).
- Minimise that current screen, open the answer or blank page required for the answers.
- Place the cursor at the position where the answer must be inserted.
- Press CTRL+V on the keyboard or click the Paste icon on the standard toolbar.

The screen print image or picture will appear in the position where you placed the cursor.

21. **SPECIFIC INSTRUCTION REGARDING THE TIMED ACCURACY TEST: (QUESTION 1)**

21.1 Candidates must be allowed to read through the accuracy test at least THREE minutes before the commencement of the examination.

21.2 All candidates must commence with the timed accuracy test. No candidate must be permitted to start with any other question during the first 10 minutes.

21.3 The invigilator must use a stop watch to keep the exact time for the accuracy test (QUESTION 1).

21.4 QUESTION 1 (Timed Accuracy Test) can be done ONCE only and must be printed immediately after the first ten minutes has expired. Each timed accuracy test PRINTOUT must be signed off by the invigilator immediately after the last typed word and the PRINTOUT kept by the invigilator and, in the candidate's presence, inserted into the candidate's EXAMINATION FOLDERS at the end of the examination.

21.5 A candidate who arrives late (i.e. during or after the first 10 minutes) will not be given any extra time for the timed accuracy test. The candidate will have to start immediately and stop at the same time as the other candidates or if the time has lapsed, he/she will have forfeited the timed accuracy test.

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TIME:	**3 hours (keying-in time)**
ADDITIONAL:	**½ hour (30 minutes extra for printing)**
MARKS:	**300**

DATA PROCESSING		**ALLOCATED TIME**	**MARKS**
QUESTION 1	TIMED ACCURACY TEST	**10 minutes**	**20**
QUESTION 2	COMPUTER CONCEPTS AND FILE MANAGEMENT	**15 minutes**	**30**
QUESTION 3	LETTER OF REJECTION	**20 minutes**	**40**
QUESTION 4	NUMBERED PARAGRAPHS	**35 minutes**	**40**
QUESTION 5	CIRCULAR	**45 minutes**	**60**
QUESTION 6	WORD PROCESSING	**25 minutes**	**40**
QUESTION 7	SPREADSHEETS	**30 minutes**	**70**
TOTAL		**3 HOURS** (30 minutes extra for printing)	**300**

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QUESTION 1:TIMED ACCURACY TEST **20 MARKS**

DOCUMENT:	Timed accuracy test	**FONT:**	Courier New 12pt
LINE SPACING:	1.5 or 2 (double)	**MARGINS:**	
		Left:	1”/2.54cm
PAPER:	A4 portrait	Right:	1”/2.54 cm
TIME ALLOCATION:	10 minutes	**JUSTIFICATION:**	Left/Off

INSTRUCTIONS:

1. All students must perform the timed accuracy test.
2. Insert your EXAMINATION NUMBER and QUESTION NUMBER as a header against the left margin as follows:

   EXAMINATION NUMBER
   QUESTION 1
3. The minimum speed requirement is 25 words per minute.
4. The duration of the test is 10 minutes. Wait for the invigilator's instruction to start and stop immediately on his/her command.
5. Print QUESTION 1 immediately on the invigilator's instruction. The invigilator will only accept the first PRINTOUT of QUESTION 1 per candidate – no other copies will be accepted for marking.
6. Save the document as QUESTION 1.
7. Print the document and place the PRINTOUT in your examination folder.

Office administration is a set of day-to-day activities that are related to financial planning, record keeping and billing, personnel, physical distribution and logistics, within an organisation. An employee that undertakes these activities is commonly called an office administrator or office manager, and plays a key role in any organisation’s infrastructure,

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regardless of the scale. Many administrative positions require of the candidate to have advanced skills in the software applications Microsoft Word, Excel and Access.

An office administrator has the responsibility of ensuring that the administrative activities within an organisation run efficiently, by providing structure to other employees throughout the organisation. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees. These responsibilities can vary depending on the employer and level of education.

The importance of an office administrator to an organisation is substantial due to the duties that they are entrusted with; therefore, specialised training is required in order for the employee to work efficiently and productively.

There is an extensive range of roles that can be associated with an office administrator, these being; organisations advertise junior office administrator vacancies targeted at students that are currently studying or who have left secondary school or college, the opportunity to gain experience or build a career through full-time work or an internship over the course of a summer break.

25wpm

30wpm

Receptionists play a key role in the organisation's management, as they are entrusted with arranging and greeting the clients, suppliers and visitors directly via emails, phone calls…

35wpm

[20]

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QUESTION 2: COMPUTER CONCEPTS AND FILE MANAGEMENT 30 MARKS

INSTRUCTIONS:

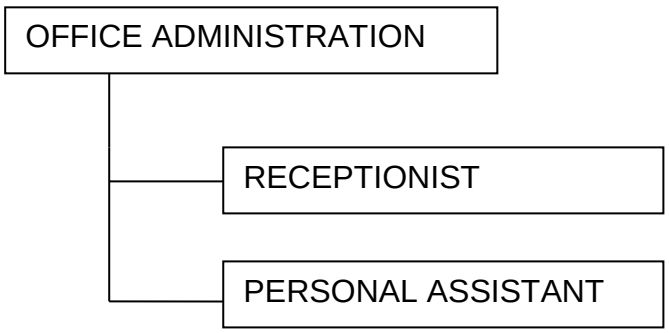
1. Retrieve the document saved as QUESTION 2 in the STUDENT FILES folder.
2. Answers for this question must be typed or pasted in the spaces provided in this ANSWER SHEET.
3. Type your EXAMINATION NUMBER in the header.
4. After completing the answers to this question, save and print the answer sheet and place the PRINTOUT in your EXAMINATION FOLDER.

2.1 Describe THREE strategies to prevent strain and fatigue when working on the computer. (3)

2.2 The unit measurement in Microsoft Word is in inches and you need it to be in centimetres. Change the settings, make a screen print of the dialog box and paste in the space provided in the ANSWER SHEET. (5)

2.3 Explain the concepts *hardware* and *software* and give two examples of each concept. (6)

2.4 Create the following folder structure in the STUDENT FILES folder, make a print screen image and paste in the space provided in the ANSWER SHEET. (8)



2.4.1 Create the following files in the RECEPTIONIST folder, make a print screen image and paste in the space provided in the ANSWER SHEET:

Spreadsheet file – Email
Word processing file – Calls
Presentation file – Clients (8)

[30]

QUESTION 3: LETTER OF REJECTION **40 PUNTE**

DOCUMENT:	Letter on letterhead	**FONT:**	Courier New 12pt
LINE SPACING:	Single	**MARGINS:**	
PAPER:	A4 portrait	Left: Right:	Fit to letterhead 1”/2.54 cm
TIME ALLOCATION:	20 minutes	**JUSTIFICATION:**	Left/Off
MARKS:	40	**HYPHENATION:**	Off

INSTRUCTIONS:

1. Retrieve the file saved as QUESTION 3 from the STUDENT FILES folder.
2. Insert your EXAMINATION NUMBER and the QUESTION NUMBER in the footer against the left margin.
3. Type the following letter applying all the proofreading marks.
4. Save the document as QUESTION 3.
5. Print the letter and place the PRINTOUT in your EXAMINATION FOLDER.

Today’s date in full

Address of receiver: Mr P. Mandisi, 25 Uys Street, De Mist, Uitenhage, 6229 */display correctly* */uc*

Dear Mr Mandisi

★*move heading here*

we thank you for your application for **/** abovementioned position. */uc*

[Unfortunatley your application has been unsuccessful as **/** position has already been filled. */sp/NP*

We are keeping your documents on record and therefore ~~advise~~ suggest that you apply again should we have future vacancies. */stet*

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Allow us to you wish the best of luck for the future. /trs

Yours sincerely
X. Bekwa
Human resorses manager /display correctly /sp

★Application for the position of Office Administration Facilitator /uc

[40]

QUESTION 4: NUMBERED PARAGRAPHS **40 MARKS**

DOCUMENT:	Numbered paragraphs	**FONT:**	Courier New 12pt
LINE SPACING:	Single	**MARGINS:**	
PAPER:	A4 portrait	Left: Right:	1”/2.54cm 1”/2.54 cm
TIME ALLOCATION:	35 minutes	**JUSTIFICATION:**	Left/Off
MARKS:	40	**HYPHENATION:**	Off

1. Insert a footer with your EXAMINATION NUMBER and QUESTION NUMBER against the left margin.
2. Type the paragraphs on the next page applying all the proofreading marks.
3. Save the document as QUESTION 4.
4. Print the document and place the PRINTOUT in your EXAMINATION FOLDER.

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The purpose of the workshop in office administration is to further equip those in need of fresh strategies & efforts as an executive bookkeeper that will enhance their abilities to allow them to become employable or work effectively as an Executive Office Administrator, Receptionist & Office Assistant, etc. /uc /ital /in full

╪

The knowledge you gain in each segment successive of this workshop builds on / previous, allowing you to take on key functions & increased responsibilities in the workplace. ╪ /trs

1.╫Skills, qualities and attributes required for success /uc/bold

╪2.╫Understanding people [2.1╫Why we relate really well to some people & simply don't understand others. /NP /r.o.

A module on personality profiling & how to effectively ~~apply~~ implement the knowledge.╪ [1.1╫How to realise our full potential. What should we expect from ourselves? ╪[3.╫Setting clear goals and expectations [3.1╫Goal setting made real. Theorretical & practical approach to goal setting. /stet /sp

[4. ╫Identifying urgent versus important tasks & realistic dead lines /join

[4.1╫Practical exercise on prioritising – / time matrix explained.╪ [6. ╫ / key to Effective Written Communication

[5.╫Clear Communication, Delegation & Assertive Speech╪[5.1╫All aspects of communication, internal & external; / art of delegation; how to set effective boundaries & communicate these clearly. [6.1╫All aspects of communication written discussed in detail with practical exercises. /NP /trs

~~Discussion and exercises highlighting common errors and their serious Consequences~~ /del

- Candidate: find and replace 'E' with 'and'
- Paragraphs must be typed in single line spacing with double line spacing between paragraphs.
- Arrange paragraphs and sub-paragraphs in the correct numerical order.

[40]

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QUESTION 5: CIRCULAR **60 MARKS**

DOCUMENT:	Circular on letterhead	**FONT:**	Courier New 12pt
LINE SPACING:	Single	**MARGINS:**	
		Left:	Fit to letterhead
PAPER:	A4 portrait	Right:	1"/2.54 cm
TIME ALLOCATION:	45 minutes	**JUSTIFICATION:**	Left/Off
MARKS:	60	**HYPHENATION:**	Off

1. Retrieve the LETTERHEAD saved as QUESTION 5 in the STUDENT FILES folder. (It is the same letterhead used in QUESTION 3.)

2. Insert a footer with your EXAMINATION NUMBER and QUESTION NUMBER against the left margin.

3. Type the letter taking into consideration all the editing marks.

4. Save the document as QUESTION 5.

5. Print the circular and place the PRINTOUT in your EXAMINATION FOLDER.

╪*Today's date in descending order*

Circular letter no. 1 of 20.. *uc/und/insert current year*

╪

To: all customers **[**all managers */uc/block*

╪

← Enrolment policies & procedures */uc/bold/14 pt*

╪

Companies/students */uc/bold*

1.╫Enrolment forms must be completed & returned before courses begin.
2. Full payment must be confirmed before / course can commence or per agreed terms.
3. Strictly no ~~refunds~~ returns. */stet*

╪

Classes

1.╫Students are expected to attend a minimum of 70% of / classes other#wise they will be asked to repeat the course at their own cost. */del #*

[2. If the company is paying for the course, the HR Dept. or */in full/NP*
MANAGER in charge of the student will be notified accordingly. */lc*

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[3. Irregular attendance of classes (especially arranged and missed more than 3 times) can lead to cancelation of the entire agreed training sessions and /NP /sp /r.o.

you will be requested to register and enrol afresh which will incur renewed payments for your own account.

---------- *pg break*

Requirements for training

1. Writing pad.
2. Other related needs in line with your training.
3. Training will be conducted at own risk.

Ms P Mhlana
Enrolment Manager */uc/bold*

Note: replace all paragraph numbers with the • bullet and indent appropriately

Complete and return the response form. */bold/14 pt/centre*

/set right tab at 15.75 cm/6.2" with leader dash

✂----------

Please forward my contacts details to reputable labour brokers to enable employment opportunities.

Yes ☐

/use the table function to insert the check boxes

No ☐

/right tab at 15.75 cm/6.2" with leader dots

I ……
(print full names and surname) have read and understood the above terms and conditions and I will adhere to them.

left tab at 8 cm/3.15"

/right tab at 7 cm/2.6" with leader dots

Date: ……...

/right tab at 15.75 cm/6.2" with leader dots

Signature: …….

~~I hereby agree to abide under the rules and regualtions of this company and signed my signature after I have been explained to all the details and how to pursue my training sessions and paid my training fees without being forced or persuaded by the administration.~~

[60]

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QUESTION 6: WORD PROCESSING 40 MARKS

6.1 Retrieve the document saved as QUESTION 6 in the STUDENT FILES folder and insert your EXAMINATION NUMBER in the header against the left margin. (2)

6.2 Edit the content of the document as indicated.

6.2.1	Change the left margin and right margin to 2.54 cm/1".	(2)
6.2.2	Format the font of the entire document to Courier New 12 pt.	(2)
6.2.3	Apply full justification and hyphenation to the entire document.	(3)
6.2.4	Insert line spaces as indicated.	(1)
6.2.5	Insert the main heading in uppercase, bold and 16 pt.	(3)
6.2.6	Apply a 1½pt shadow border to paragraph 1 and centre horizontally.	(2)
6.2.7	Use the spell check function to correct all spelling errors.	(4)
6.2.8	Apply Heading Style 1 to the headings as indicated.	(2)
6.2.9	Format the line spacing of paragraph 2 to 1.5 and align right.	(2)
6.2.10	Apply a bullet of your choice to paragraph 3 and indent correctly.	(2)
6.2.11	Indent the left and right margins of paragraph 4 at 2 cm/0.8".	(2)
6.2.12	Delete bullet 4 from paragraph 2 as indicated.	(1)
6.2.13	Insert a page break after paragraph 4.	(1)
6.2.14	Join paragraphs as indicated on the next page.	(1)
6.2.15	Use the tab function to indent paragraph 5 twice.	(1)
6.2.16	Change the text in the last paragraph to italic as indicated on the next page.	(2)
6.2.17	Insert the image saved as ADMIN in the STUDENT FILES folder two line spaces below the last paragraph on page 2.	(2)
6.2.18	Format the height of the image to 5 cm/1,97" and centre horizontally.	(2)
6.2.19	Insert page numbers at the bottom centre of each page.	(2)
6.2.20	Save and print the document.	(1)

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Office Administrator **/uc/bold/16 pt**

An office administrator has the responsibility of ensuring that the administrative activities within an organisation run efficiently, by providing structure to other employees throughout the organisation. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees. These responsibilities can vary depending on the employer and level of education.

/apply 1½ pt shadow border /centre paragraph

Skill Set **/Title Style 1**

The importance of an office administrator to an organisation is substantial due to the duties that they are entrusted with, therefore specialised training is required in order for the employee to work efficiently and productively, these being;

/1.5 line spacing and align right

Payroll training that involves the responsibility in ensuring that all employees receive their pay slips on time.
To have good communication skills in order to coordinate with other employees around the organisation.
The ability of being able to supervise support workers.
~~The ability of adapting to changing environments and new technologies that could be implemented e.g. new software installation~~
Show good initiative
To be able to work under pressure when given a task that is of vital importance to the organisation.

/apply any bullet and indent correctly /delete

Roles **/Heading Style 1**

There is an extensive range of roles that can be associated with an office administrator, these being; organisations advertise junior office administrator vacancies targeted at students that are currently studying or who have left secondary school or college, to give them the opportunity to gain experience or build a career through full-time work or an internship over the course of a holiday.

/indent left and right margin at 2 cm/0.8”

Receptionists play a key role in the organisation's management, as they are entrusted with arranging and greeting the clients, suppliers and visitors directly via emails, phone calls or direct mail.

/ital /run on

The employee undertaking the role of a receptionist must show good organisational, communication and customer service skills in order to ensure efficiency in the organisation. The receptionist should be aware of those scammers who try to obtain the inner information of your office/medical practice to abuse or exploit it.

[40]

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QUESTION 7: SPREADSHEETS 70 MARKS

INFORMATION: Prepare the spreadsheet below in preparation for a meeting using MS Excel with font Arial 10 pt or Calibri 12 pt.

QUESTION 7A

7.1 Insert a header with you EXAMINATION NUMBER and the QUESTION NUMBER left-aligned as set out below:

EXAMINATION NUMBER
QUESTION 7A

7.2 Key in the spreadsheet exactly as set out below and save as QUESTION 7A. Do not type the row and column headings.

	A	B	C
1	Excellent Training Solutions		
2	Profit and Loss Statement		
3	March 20.. to April 20..		
4		March	April
5		20..	20..
6	Income		
7	Affiliates	1153,76	1000,25
8	Downloads	4555,30	5000,00
9	Courses	8000,92	5700,00
10			
11	Costs	546,64	600,00
12			
13	Expenses		
14	Operating	1518,44	1520,44
15	Marketing	151,84	200,00
16	Employee	3036,87	4000,00
17	Legal	4555,00	4555,00
18			

7.3 Display numbers as currency with 2 decimals.

7.4 Adjust the column widths to fit the content appropriately. Columns that are too wide will be penalised.

7.5 Save and print the spreadsheet in portrait orientation on ONE page and place the printout in your examination folder.

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QUESTION 7B

7.6 Keep QUESTION 7A open and save as QUESTION 7B. Change the header to QUESTION 7B. (1)

7.7 Edit the spreadsheet as indicated below and in the illustration on the next page.

7.7.1 Format the heading font to Tempus Sans ITC 20 pt. (2)

7.7.2 Change sub-heading 1 to bold, italics and 14 pt. (2)

7.7.3 Underline sub-heading 2 and insert the current year columns A to C. (3)

7.7.4 Merge and centre the headings across columns A to C as indicated. (2)

7.7.5 Insert open rows as indicated on the next page. (2)

7.7.6 Change the column headings to bold, centre and 16 pt. (3)

7.7.7 Format INCOME, COSTS and EXPENSES to uppercase and bold. (3)

7.7.8 Insert text as indicated on the next page in uppercase, bold, 14pt and right-align as indicated. (8)

7.7.9 In place of A, use a formula in B12 to calculate the TOTAL INCOME. (2)

7.7.10 In place of B, calculate the GROSS PROFIT in B16 by adding TOTAL INCOME and COSTS. (2)

7.7.11 In place of C, use a formula in B23 to calculate the TOTAL EXPENSES. (2)

7.7.12 In place of D, calculate the INCOME BEFORE TAX by deducting the TOTAL EXPENSES from the GROSS PROFIT. (2)

7.7.13 In place of E, calculate the TAX (15%) by multiplying INCOME BEFORE TAX with 15%. (2)

7.7.14 In place of F, calculate the NET INCOME by deducting TAX (15%) from INCOME BEFORE TAX. (2)

7.7.15 Copy the formulas as indicated. (1)

7.7.16 Format all numbers to currency with 2 decimals. (2)

7.6.17 Insert borders in the spreadsheet as set out in the illustration below. (2)

7.6.18 Adjust the column widths to allow for the contents of each column to fit. Columns that are too large will be penalised. (1)

7.6.19 Save the spreadsheet and print ONE copy. (1)

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Excellent Training Solutions /Tempus Sans ITC 20 pt
Profit and Loss Statement /bold, ital, 14 pt } /merge and centre
March 20.. to April 20.. /und, insert year
open row

		March 20..	April 20.. /bold /centre,16 pt
open row			
Income	/uc, bold		
Affiliates		1153,76	1000,25
Downloads		4555,30	5000,00
Courses		8000,92	5700,00
λTOTAL INCOME	/uc/bold/14 pt/right	A →	
open row			
Costs	/uc, bold	546,64	600,00
open row			
GROSS PROFIT	/uc/bold/14 pt/right	B →	
open row			
Expenses	/uc, bold		
Operating		1518,44	1520,44
Marketing		151,84	200,00
Employee		3036,87	4000,00
Legal		4555,00	4555,00
TOTAL EXPENSES		C →	
	/insert/uc/		
INCOME BEFORE TAX	/bold/14 pt/right	D →	
TAX (15%)		E →	
NET INCOME		F →	

[70]

TOTAL: 300

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