higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INFORMATION PROCESSING N4

08 November 2023 (X-Paper)
09:00–12:00

This question paper consists of 19 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

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

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

30 MINUTES ARE ALLOWED TO READ THE INSTRUCTIONS

	TIME	MARKS
TYPING TECHNIQUE: SECTION A	**2 hours**	**200**
WORD PROCESSING: SECTION B	**1 hour**	**100**
TOTAL	**3 hours**	**300**

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

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SECTION A: TYPING TECHNIQUE

1. Candidates who arrive late and/or are not ready and on time for the TIMED ACCURACY TEST (Question 1) will only be allowed to enter the examination venue after the TEN MINUTES allowed for the timed accuracy test have expired.

2. Candidates are allowed THREE minutes to read through the timed accuracy test before the commencement of the examination.

3. The timed accuracy test must be keyed in at the beginning of the examination.

4. After the TEN minutes allowed for the timed accuracy test have expired, your test will be collected and signed by the invigilator. The test will be retained by the invigilator until the completion of the examination session where after it will be placed in your EXAMINATION FOLDER in your presence.

5. Answer all the questions.

6. Retrieve the letterhead saved as QUESTION 3 LETTERHEAD on your diskette/hard drive to answer QUESTION 3.

7. Procedure for QUESTIONS 2, 3, 4 and 5: key in, save, print and place the PRINTOUT in your EXAMINATION FOLDER.

8. Each answer must be printed on a separate A4 paper. Use only ONE side of the page.

WORD PROCESSING: SECTION B

1. Answer all the questions.

2. Retrieve Q6A that is saved on your diskette/hard drive and process according to the instructions given in QUESTION 6B.

3. Procedure for QUESTIONS 7A and 8A: Key in, save, print and place the PRINTOUT in your EXAMINATION FOLDER.

4. 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.

5. Each answer must be printed on a SEPARATE A4 paper. Use only ONE side of the page.

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GENERAL

1. You may use the ASCII codes.

2. NO notes or any non-permissible material may be hidden in or transcribed into these articles.

3. Use only Courier New 12 pt except if otherwise indicated in the question paper.

4. Work fast and accurate in order to complete the question paper in time.

5. 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 to redo lost work.

6. 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.

7. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER in each question as indicated in the instructions. No answers without printed EXAMINATION NUMBERS will be marked.

8. At the end of the examination session, hand in the following:

   8.1 EXAMINATION FOLDER with PRINTOUTS to be marked in the same order as the questions in the question paper.

   8.2 The compact disk/memory stick on which your work was saved, properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick and then delete the work from the hard drive/network immediately. Candidates' answers must be kept for at least 6 MONTHS.

   8.3 ALL other PRINTOUTS must be handed in. No PRINTOUTS may be taken out of the examination room or placed in the wastepaper bins.

9. No candidate may print his/her work for another candidate, make his/her memory stick or data on the hard drive/network available to another candidate to access or access another candidate's work in any way. Any attempt to access information from another or transfer information to each other in any form is a contravention of the examination rules and regulations and will be viewed in a very serious light and be treated as an examination irregularity. Such cases will be formally investigated which may lead to the withholding of candidates' results.

WAIT FOR THE INVIGILATOR'S INSTRUCTION BEFORE YOU TURN THE PAGE.

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SECTION A

TYPING TECHNIQUE

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

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	10 minutes	20
QUESTION 2: TABULAR STATEMENT	37 minutes	60
QUESTION 3: BUSINESS LETTER	29 minutes	48
QUESTION 4: COLUMNS	32 minutes	52
QUESTION 5: AFRICAN LANGUAGE	12 minutes	20
TOTAL	120 minutes	200

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QUESTION 1: TIMED ACCURACY TEST

TIME: 10 MINUTES **MARKS: 20**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" SPEED: 35 wpm (minimum requirement) FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: 2.0

1. The following timed accuracy test must be keyed in once only.
2. The passage allows for speeds of 35 and 40 words per minute.
3. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 1 (right-aligned).
4. Save the document as Q1 and make a PRINTOUT.
5. After printing, the timed accuracy test must be collected, all pages signed and kept by the invigilator. The printout(s) will then be handed out at the end of the examination session, once received, place in your EXAMINATION FOLDER.

A will is a legal document that sets forth your wishes regarding the distribution of your property and the care of any minor children. If you die without a will, those wishes may not be carried out. Furthermore, your heirs may end up spending additional time, money and emotional energy to settle your affairs after you are gone. Wills can vary in their effectiveness depending on the type, though no document will likely resolve every issue that arises after your death.

Some people think that only the very wealthy or those with complicated assets need wills. However, there are many good reasons to have a will. You can be clear about who gets your assets. You can decide who gets what and how much. You can keep your assets out of the hands of people you don't want to include, like an estranged relative. You can identify who should care for your children. Without a will the courts will decide. Your heirs will have a faster and easier time getting access to your assets.

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QUESTION 1 (CONTINUED)

You can plan to save your estate money on taxes. You can also give gifts and charitable donations which can help offset the estate tax. To maximize the likelihood that your wishes will be carried out, create what is known as a testamentary will. This is the most familiar type of will; you prepare the document and then sign it in witnesses' presence.

It is arguably the best insurance against successful challenges to your wishes by family members or business associates after you die. You can write one yourself, but have it prepared by a trusts and estates attorney for greater insurance. If you die intestate, that is without a will, the state oversees the dispensation of your assets, which it will typically distribute according to a set formula. **35 wpm**

Because of the elective share and community property provisions mentioned above, the formula often results in half of your estate going to your spouse and the other half going to your children.

Such a scenario sometimes results in the sale of the **40 wpm**

[20]

QUESTION 2: TABULAR STATEMENT

TIME: 37 MINUTES **MARKS: 60**

MARGINS: Left: 1.27 cm/0,5" Right: 1.27 cm/0,5" FONT: Courier New 12 pt	PAPER: A4 landscape ALIGNMENT: Left HYPHENATION: None LINE SPACING: 1.0 (except where indicated differently)

1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 2 (right-aligned).
2. Key in the table and take all proofreading signs into consideration.
3. Right-align all the figures.
4. Save the document as Q2 and make a PRINTOUT.
5. Place the PRINTOUT in your EXAMINATION FOLDER.

Candidate → • key in & in full throughout the document
• format column headings to uc, bold, italics, centre

MM & TE Makh Associates 20 pt, uc, bold, centre

‡

NL →	Registrant [Historical	Acquirer [Historical	Pro forma [Adjustment	Pro forma [Combined
Current Assets[1]				
Cash & Cash Equivalents	200,00	300,00	400,00	600,00
Accounts Receivable, Net	320,00	290,00	190,00	120,00
Other Curent Assets sp	500,00	650,00	330,00	400,00
Non-current Assets				
Property & Equipment, Net	200,00	400,00	500,00	600,00
Marketable Securities	300,00	400,00	300,00	400,00
Total Assets ← bold →	1520,00	2040,00	1720,00	2120,00
	90,0 del			
Current Liabilities				
Accrued Liabilities ↰ trs	405,00	506,00	650,00	780.00
Accounts Payable ↲	350,00	430,00	340,00	150.00
Non-current Liabilities				
Tenure Debt	555,00	204,00	250,00	320,00
Other Non-current Liabilities	800,00	350,00	660,00	250,00
Total Liabilities ← bold →	2110,00	1490,00	1900,00	1500,00
Shareholders' Equity	200,00	400,00	600,00	800,00
Liabilities and runs on Shareholders' Equity	123,0 0	246,00	369,00	480,00 del

1 Unaudited ʌ forma condensed combined balance sheet ʌ pro

[60]

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QUESTION 3: BUSINESS LETTER

TIME: 29 MINUTES **MARKS: 48**

MARGINS: Left: 3.81 cm/1.5" Right: 2.54 cm/1" FONT: Courier New 12 pt	PAPER: Letterhead HYPHENATION: Automatic ALIGNMENT: Left LINE SPACING: 1.0 and as indicated

1. Retrieve QUESTION 3 LETTERHEAD that is saved on your network/hard disk/memory stick.
2. As a footer, key in your EXAMINATION NUMBER (left-aligned).
3. Take all proofreading signs into consideration.
4. Save the document as Q3 and make a PRINTOUT.
5. Place the PRINTOUT in your EXAMINATION FOLDER.

Candidate:
1. Insert paragraph headings in capital letters and bold.
2. Re-arrange paragraphs in numerical order.
3. Replace bullets with subparagraph numbers (1.1, etc.).
4. Indent and align paragraphs in line with tab stop positions.
5. Key in "WILL" in bold as indicated.

TO: Mr D Obama, 55 Bosman Avenue, Port Elizabeth, 6000

FROM: John Maputla, Estate Planning Expert

DATE: Today's date in full

Display correctly

#

Dear Mr Obama

#

Four Main Types of Wills uc, bold, ital, u/line

#

2. ## Testamentary Trust Will

#

trs ~~enjoyment~~

➢ A testamentary trust WILL places ~~assets~~ some into a trust for / ~~benefit~~ of your beneficiaries and names a trustee to handle / trust. stet

#

3. ## Joint Will

#

in full

➢ A joint WILL is signed by 2 or more people as a separate WILL for each testator. runs on

#

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QUESTION 3 (CONTINUED)

1.# Simple Will

#

➢ Through a simple WILL, you can decide who will receive your assets and also name a guardian for any minor children. ~~Taking / time now to make sure you've done things right can make a huge difference for your loved ones later on.~~ 9

#

4.# Living Will

sp

➢ A living WILL allows you to choose what medikal treatments you want to have if you become incapacitated. [Ensure that your loved ones and properties are protected. NP

#

Yours faithfully

display conclusion correctly

[48]

QUESTION 4: COLUMNS

TIME: 32 MINUTES **MARKS: 52**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" ALIGNMENT: Left (except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: None FONT: Arial Narrow 12 pt LINE SPACING: Single (except where indicated otherwise)

1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 4 (right-aligned).
2. Take all proofreading signs into consideration.
3. Save the document as Q4 and make a PRINTOUT.
4. Place the PRINTOUT in your EXAMINATION FOLDER.

Candidate
1. Create two columns, split content as indicated, insert bullets of your choice and indent.
2. Insert different types of wills in italics and underline.

Move

partner

By not having a will in place, your ~~companion~~ could be left with nothing and your children's inheritance could pass to appointed guardian or / Government Guardian's Fund. stet their

Simple Will states who / beneficiaries are and what they will be receiving.

Testamentary Trust Will is useful if you have beneficiaries who are minors or who you don't want to inherit your assets.

1st column

Living Will has nothing to do with distributing your property after your death.

Joint/Mirror Will is executed by spouses in favour of / other spouse to inherit everything. ~~Pros and Cons of a joint will and testament~~

2nd column

You can have one than more type of will at / same time. trs, runs on

3 2 1

sp

An experienced estate-planning attorney's assisstance is vital in choosing / right type for yourself. Take time, do things right, make a difference.

Protect those you love dearly as well as your belongings 14 pt, caps, bold, centre

[52]

QUESTION 5: AFRICAN LANGUAGE

TIME: 12 MINUTES **MARKS: 20**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: 2.0
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 5 (right-aligned). 2. Save the document as Q5 and make a PRINTOUT. 3. Place the PRINTOUT in your EXAMINATION FOLDER.	

Ndaka ya muthu o lovhaho i wanala musi muthu a tshi lovha hu na ndaka ye a sia kana linwalo la wili. Zwo ralo ndaka ya mufu itea u vhigwa kha magisitarata muhulwane hu sa athu fhela maduvha a fumi ina musi muthu o lovha.

Lufu lu nga vhigwa nga muthu munwe na munwe are na maanda a u langa ndaka ya mufu kana linwalo la wili. Kha vha wane zwinzhi ngaha ndaka ya mufu wavho.

[20]

TOTAL SECTION A: 200

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SECTION B

WORD PROCESSING

WORK FAST AND ACCURATELY

QUESTION 6:	**PARAGRAPHS**	**A**	**Already keyed in**	**00**
		B	**15 minutes**	**25**
QUESTION 7:	**LETTER OF APPLICATION**	**A**	**10 minutes**	**16**
		B	**14 minutes**	**24**
QUESTION 8:	**CURRICULUM VITAE**	**A**	**9 minutes**	**15**
		B	**12 minutes**	**20**
TOTAL			**60 minutes**	**100**

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QUESTION 6B: PROCESSING

TIME: 15 MINUTES **MARKS: 25**

1. Retrieve the document Q6A that is saved on your network/hard drive/memory stick.
2. Process according to the instructions and as indicated in the text.
3. Change the left and right margins to 2.54 cm/1".
4. Edit the font of the document to Courier New 12 pt.
5. Left align the document and set hyphenation to automatic.
6. Change the line spacing to single, except where indicated otherwise.
7. Indent paragraphs.
8. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 6B (right-aligned).
9. Save the document as Q6B and make a PRINTOUT.
10. Put the PRINTOUT in your EXAMINATION COVER.

Candidate:
1. All bulleted headings must be in capital letters and underlined.
2. Replace [executor] with [executor] in capital letters and italics.
3. Key in all underlined numbers in full.
4. Insert a page number at the bottom right of page two only.

Getting Started On Your Will insert, use WordArt, uc, bold

‡ sp

To prepare a will, begin by compiling a list of your asets and debts. Be sure to include the contents of safe deposit boxes, family heirlooms and other assets that you wish to transfer to a particular person or entity. [The letter of instruction can be NP written more informally than the will. It can also include specifics that will help your executor to settle your estate, including account numbers, passwords and even burial instructions.

‡ insert bullets, indent and align all paragraphs accordingly

❖ How to Prepare and Validate Your Will [You don't necessarily need NP professional help to prepare a valid will. If you are comfortable taking care of the task on your own, several software programs are available to assist you. Once you have drafted the document, it needs to be witnessed - usually by two adults of sound mind who know you well.

‡ ~~endorsed~~

In some states, a will must also be ~~notarized~~, so check the rules where you live. stet Even if that formality is not required, you might consider having your witnesses complete what is known as a self-proving affidavit. ~~Signed in the presence of a notary, the document may facilitate the probate process by reducing the likelihood witnesses will be called into court to validate their signatures and the will's authenticity.~~ del

‡

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QUESTION 6B (CONTINUED)

❖ Choosing an Executor for Your Will [You will need to name a still living person as the exe cutor of the estate. That person is often a spouse, adult child or another trusted friend or relative, and is responsible for administering the estate. [One of the most important things your will can do, is empower your executor to pay your bills and deal with debt collectors. NP NP

----------page break----------

❖ Where to Keep a Will [A probate court usually access requires to your original will before it can process your estate. It is crucial then to keep the document where it is safe and yet accessible. Avoid storing it in a bank safety deposit box or in any other location where your family may need a court order to gain access. [Then let at least your executor know where the original will is stored, along with needed information such as the password for the safe. Besides, it is wise to duplicate signed copies to the executor and your attorney if you have 1. NP trs NP

‡

❖ How to Change a Will [Your will may never need to be updated or you may choose to update it regularly. runs on

Remember the only version of your will that matters, is the most current valid one in existence at the time of your death.

‡ bold, italics, u/line

A good rule of thumb: [Review your will every 2 or 3 years and at pivotal moments in your life. Such events might include marriage, divorce or the birth of a child. Your kids probably won't need guardians named in a will after they're adults. NL

‡ bold, italics, u/line

Changing your will is easy: [Write a new will to replace the old one or make an addition using an amendment known as a codicil. Because of the serious nature of codicils and their power to change the entire will, two witnesses are usually required to sign when a codicil is added, much like when the original will was created. NL

‡

Copy main heading here and retain format as is.

[25]

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QUESTION 7A: LETTER OF APPLICATION

TIME: 9 MINUTES **MARKS: 16**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: 1.5
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 7A (right-aligned). 2. Save the document as Q7A and make a PRINTOUT. 3. Place the PRINTOUT in your EXAMINATION FOLDER.	

Although I am happy with my current Department, the opportunities for promotion are limited and I have been left with no choice but to apply to other Departments. I am 35 years of age and since matriculating from Bergvlam high school, I have been employed in the Department of Justice in Klerksdorp.

I am interested in the above post which was advetised in the SA newspaper. At present, I am studying for an LLB course and I am confident that my experience will be an asset to your organisation.

THANK YOU FOR YOUR CONSIDERATION

(16)

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QUESTION 7B: PROCESSING

TIME: 14 MINUTES **MARKS: 24**

1. Retrieve the document saved as Q7A.
2. Process according to the instructions and as indicated in the text.
3. Change QUESTION 7A in the header to QUESTION 7B.
4. Change the line spacing of the document to single except where indicated otherwise.
5. Change the left margin to 1.5".
6. Save the document as Q7B and make a PRINTOUT.
7. Place the PRINTOUT in your EXAMINATION COVER.

Candidate: 1. Arrange paragraphs in numerical order but omit the numbers.
2. Display paragraphs according to the correct typing rules.
3. Align the sender's address at 8.89 cm/3.5" left.

Insert and display below information correctly

Λ Sender: Chris Brown, 22 Burgerspark Road, Kriel, 2276 uc

Λ Receiver: MM and TE Makh Associates, PO Box 345, Thabazimbi, 0789 uc

Λ Date: Today's date in full against the left-hand margin

Λ Subject Heading: Application for LLB Article Clerk position uc, bold, u/line

Λ Dear Sir/Madam

ǂ

4. Although I am happy with my current Department, the ~~opportunities~~ options for promotion are limited and I have been left with no choice but to apply to other Departments. stet

[2. I am 35 years of age and since matriculating from Bergvlam High School, I have been employed in the Department of Justice in Klerksdorp. NP ital, double u/line uc

ǂ

1. I am interested in the above post which was advetised in the SA newspaper. sp

[3. At present, I am studying for an LLB course and I am confident that my experience will be an asset to your organisation. NP bold, ital

ǂ

THANK YOU FOR YOUR CONSIDERATION. sentence case

Λ faithfully Yours trs

display conclusion correctly

(24)
[40]

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QUESTION 8A: CURRICULUM VITAE

TIME: 9 MINUTES **MARKS: 15**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: 2.0
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 8A (right-aligned). 2. Save the document as Q8A and make a PRINTOUT. 3. Place the PRINTOUT in your EXAMINATION FOLDER.	

CV

Personal details

Surname: Maputla

Name: Mapitsi Mary Millicent

Date of birth: 1977 Mar. 26

Id no.: 7703260536088

Adress: 55 Burgers Street, Extension 5, Pretoria, 0002

Skills and competencies	Excellent	Good	Poor
Computer literacy		Yes	
Leadership skills			Yes
skills Communication	Yes		

(15)

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QUESTION 8B: PROCESSING

TIME: 13 MINUTES **MARKS: 20**

1. Retrieve the document saved as Q8A.
2. Process according to the instructions and as indicated in the text.
3. Change QUESTION 8A in the header to QUESTION 8B.
4. Change all headings in the first column to capital letters.
5. Set left tab stops at 7.62 cm/3.0"; 11.18 cm/4.4"; 13.21 cm/5.2" and align accordingly.
6. Insert a 3 pt border around information, excluding the header.
7. Save the document as Q8B and print it.
8. Put the PRINTOUT in your EXAMINATION COVER.

CV **in full, sp caps, centre, use WordArt**

Personal details **caps, bold, underline**

Surname:	Maputla		
Name:	Mapitsi ~~Mary~~ Millicent **del**		
^ Marital status:	^ Single		
^ Home language:	^ Southern Sotho		
Date of birth:	1977 Mar. 26 **in full**		
ID no.: **in full**	7703260536088		
Adress: **sp**	55 Burgers Street, [Extension 5, [Pretoria, [0002 **uc** **NL, s/s**		**del [,]**
Skills and competencies	Excellent	Good	Poor
Computer literacy		Yes	
Leadership skills			Yes
skills Communication **trs**	Yes		

(20)
[35]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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