higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

14 November 2022 (X-paper)
09:00–12:00

The question paper must be handed to candidates 30 minutes before the start of the examination session.

This question paper consists of 22 pages.

105Q1B2214

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

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

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

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

30 minutes are allowed to read the instructions before answering the question paper – invigilators will explain if necessary.

SECTION A: TYPING TECHNIQUE

1. Candidates who are not ready and on time for the TIMED ACCURACY TEST (QUESTION 1) will only be allowed to enter the examination venue after the expiration of the TEN minutes allowed for the test.

2. Candidates are allowed to read through the TIMED ACCURACY TEST THREE minutes before the start 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, the TIMED ACCURACY TEST will be collected and signed by the invigilator. The test will be retained until the completion of the examination session whereafter it will be placed in the candidate's EXAMINATION FOLDER in the candidate's presence. TIMED ACCURACY TESTS that have not been signed by the invigilator will not be marked.

5. Answer all the questions.

6. Procedure for QUESTIONS 2, 3, 4, 5 and 6:

   Key in, save and print.

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WORD PROCESSING (SECTION B)

1. Answer all the questions.

2. Retrieve QUESTION 7A and process according to the instructions given in QUESTION 7B.

3. Procedure for QUESTIONS 8A and 9A:

   Key in, save and print.

4. Retrieve, copy and process according to the instructions in part B of each question.

5. Print and hand in part A as well as part B.

PRINTING: SECTION A AND SECTION B

Each answer must be printed on ONE side of a SEPARATE A4 sheet only.

GENERAL: SECTION A AND SECTION B

1. You may use the ASCII codes. No notes or any non-permissible material may be hidden in or transcribed into these articles.

2. Use only Courier New 12 pt except if indicated differently 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 to redo lost 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 as indicated in the instructions. No answers without printed EXAMINATION NUMBERS will be marked.

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

   7.1 EXAMINATION FOLDER with PRINTOUTS to be marked arranged in the same order as the questions in the examination paper.

   7.2 Disk 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 placed into waste-paper bins.

8. 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 marks
QUESTION 2	PARAGRAPHS	31 minutes	50 marks
QUESTION 3	APPLICATION LETTER	31 minutes	50 marks
QUESTION 4	ADVERTISEMENT	24 minutes	40 marks
QUESTION 5	COLUMNS	12 minutes	20 marks
QUESTION 6	AFRICAN LANGUAGE	12 minutes	20 marks
	TOTAL	120 minutes	200 marks

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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: 25 wpm (minimum requirement) FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: 1,5 or 2,0
1. The TIMED ACCURACY TEST must be keyed in ONCE only. 2. The text allows for speed of 25 and 30 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 print it. 5. The PRINTOUT will be collected and signed by the invigilator at the beginning of the EXAMINATION and handed out at the end of the examination session. All pages must be signed by the invigilator.	

The National Student Financial Aid Scheme (NSFAS) will no longer be communicating directly with students via SMS channels.

The decision, which takes immediate effect, means that students will only be able to use the myNSFAS online self-service portal to view their application status and any other information relating to funding. NSFAS said it was stopping the SMS service after first-time applicants, returning and continuing students were targeted in phishing e-mail and text message scams that aimed to compromise personal data.

NSFAS identified scams in which fraudsters lure students into providing confidential information via a link to a site controlled by the attackers.

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QUESTION 1 (CONTINUED)

The e-mail or text message scam is designed to look like it is a regular message issued by the NSFAS Contact Centre. "We would like to warn all the applicants, students and parents to be aware of these fraudsters and take extra care when dealing with their personal information online or over the phone", Dr Randall Carolissen, a NSFAS administrator, said.

Any SMS messaging regarding funding received following this message will be from fraudsters and not NSFAS. "We advise every student that NSFAS will never ask for your account details, password, PIN or OTP over the phone or via e-mail." In addition to the online service, the NSFAS contact centre will be available to students and prospective students.

25 wpm

Notices from the organisation will also be published on

30 wpm

[20]

QUESTION 2: PARAGRAPHS

TIME: 31 MINUTES **MARKS: 50**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: Single and as indicated
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 2 (right-aligned). 2. Key in the document. 3. Take all proofreading signs into consideration. 4. Save the document as Q2 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

move

Being an educator is a wonderful profession and far more than just a job. It truly takes *u/line*
special people to be educators. I have heard different sayings along the lines of "if *NP*
you love what you do, you won't feel stressed." ~~at ahead~~ *del*

Reducing educator stress *16 pt, uc, bold*

1. Identify what's making you stressed**:** *uc, ital*

1.1 Before you can tackle stress, you need to know what is stressing you out. *runs on*
Write a list detailing all **/** things that are causing you stress right now.

2.1 Things you can control & things you can't.

2. Divide your list into two columns**:** *uc, ital*

~~lead~~

2.2 Now focus on finding solutions to **/** things you can ~~control~~. *stet*

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QUESTION 2 (CONTINUED)

2.3 From your list, pick the one that will have / biggest impact on your list, pick / one that will have the ~~impact~~ biggest on your stress levels. *trs*

2.4 What can you do to tackle this isue? Set yourself a goal to manage it & write it down using positive language. *sp*

Candidate:	***Arrange paragraphs in correct numerical order.*** ***Add paragraph and subparagraph numbers as indicated and indent.*** ***Replace [&] with [and] throughout the document.***

[50]

QUESTION 3: APPLICATION LETTER

TIME: 31 MINUTES **MARKS: 50**

MARGINS: Left: 3,81 cm/1,5" Right: 2,54 cm/1" FONT: Courier New 12 pt (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: Single and as indicated
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 3 (right-aligned). 2. Key in the document. 3. Take all proofreading signs into consideration. 4. Save the document as Q3 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

P O Box 1045
Ladysmith *uc*
3370

#
Today's date in full
#
George Gilhoolay
NSFAS
27 Delaware Road
Cape Town *uc*
8001
#
Dear Mr Gilhoolay
#
Application for position: private secretary *uc, bold*
#
I would like to apply ~~to apply~~ for **/** position of private secretary which was advertised *del*
in **/** Union Times.
#
As requested, I enclosed **/** following: **[**job application, **[**certificates, *new lines with bullets*
[/and **[**three references. /resume
#
I believe that my secretarial experience which I acquired in my job previous will *trs*
~~company~~
contribute to your ~~organisation~~. *stet*

#

QUESTION 3 (CONTINUED)

With a National Diploma as Management Assistent, I have a comprehensive *sp*
understanding of secretarial and administrative duties.
#
Thank you for your time & favourable consideration. *in full* *runs on*

I look forward to hearing from you. My contact details can be found in my resume.
#
Yours faithfully
#
#
mc carter *display correctly*

[50]

QUESTION 4: ADVERTISEMENT

TIME: 24 MINUTES **MARKS: 40**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Arial 12 pt (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: Single and as indicated
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 4 (right-aligned). 2. Key in the document. 3. Take all proofreading signs into consideration. 4. Save the document as Q4 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

NSFAS *Algerian 18 pt, sp caps, bold, centre*

centre page vertically

Executive secretary *Arial Black 12 pt, uc, bold, centre*

job

At nsfas head office / above ~~vacancy~~ exists for / General Manager. To be *uc, u/line* *stet*

considered for this position, ***/*** applicant will need to have / following minimum *bold*

requirements: [Matric/Grade 12 certificate. [Tertiary qualification as *new lines with bullets*

Management Assistant would be an added advantage. [At least three years of *in figures*

experience in a similar position. [Ability to verbally communicate and in writing. *trs*

Duties include but are not to: limited

Management of office equipment. [Maintaining a clean and enjoyable *new lines with bullets*

working environment. [Managing clerical and/or other administrative staff ~~workers~~. *del*

[40]

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QUESTION 5: COLUMNS

TIME: 12 MINUTES **MARKS: 20**

MARGINS: Left: 3,81 cm/1,5" Right: 3,81 cm/1,5" FONT: Courier New 12 pt (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: Single and as indicated
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 5 (right-aligned). 2. Key in the document. 3. Take all proofreading signs into consideration. 4. Save the document as Q5 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Nsfas application process *Times New Roman 14 pt, uc, centre*

Create two columns WITH a vertical line between columns

Column 1

New students *uc, bold*

~~Once the matric results are released,~~ Students who applied must monitor *del*
the MyNSFAS PORTAL regularly to check if the Funded Status is approved *bold, u/line*
for the academic year.

Column 2

Current students *uc, bold*

Once the academic results are uploaded to NSFAS and the student number is
linked to the status, an SMS will be released to inform the students to continue *ital*
with registration.

Change to one column

Copy the main heading here

[20]

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QUESTION 6: AFRICAN LANGUAGE

TIME: 10 minutes **MARKS: 20**

MARGINS: LEFT: 2,54 cm/1" RIGHT: 2,54 cm/1” LINE SPACING: 1,5 (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 6 (right-aligned). 2. Key in the text as indicated. 3. Save the document as Q6 and print it. 4. Place the PRINTOUT in your EXAMINATION FOLDER.	

Kuhle ukuzithanda ngasosonke isikhathi kungaba umuntu wesilisa noma owesifazane. Ukuzithanda kudala inhlanzeko ngisho nasekhaya imbala. Kubalulekile ukuvuka ekuseni ugeze phambi kokuba wenze umsebenzi wosuku.

Inhlanzeko ayifundelwa uyazifundisa wena ngokuthi uhlezi uzinakekela uphinde unakekele nendawo ohlala kuyo. Akthatndeki umuntu ongazithandi uba nephunga elibi nabantu bangamuthandi. Kubalulekile ukugeza kabili ngosuku u ayine nezingubo zakho ukuze uzobukeka kahle.

[20]

TOTAL SECTION A: 200

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SECTION B

WORD PROCESSING

		TIME	MARKS
QUESTION 7B	BUSINESS LETTER	18 minutes	28 marks
QUESTION 8A	MENU	5 minutes	9 marks
QUESTION 8B	MENU	15 minutes	25 marks
QUESTION 9A	CURRICULUM VITAE	5 minutes	9 marks
QUESTION 9B	CURRICULUM VITAE	17 minutes	29 marks
	TOTAL	60 minutes	100 minutes

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QUESTION 7B: BUSINESS LETTER

TIME: 18 minutes **MARKS: 28**

MARGINS: LEFT: 2,54 cm/1" RIGHT: 2,54 cm/1" LINE SPACING: 1,0 (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt
1. Retrieve the document, Q7A, which has been saved on your data diskette/hard drive. 2. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 7B (right-aligned). 3. Do all processing as indicated in the text. 4. Save the document as Q7B and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

NSFAS

27 Delaware Road
Hatfield
CAPE TOWN
8001

Insert today's date in full

Dear Student

Guidelines for NSFAS Bursary *uc, bold, ital*

Nsfas provides bursaries to students who come from poor and working-class back grounds and who are registered or plan to study at Universities or TVET Colleges.

1. NSFAS will expect you to: *uc, bold*

Being funded recquires a few things you must do to stay funded until you finish your qualification. [1.1 Comply with all / *sp* *NP*

QUESTION 7B (CONTINUED)

academic requirements set by your institution. [1.2 Attend and *NL*
participate in lectures and support academic. [1.3 Undergo all *trs NL*
tests and examinations as required by / institution. *ital*

3. Nsfas cover / following: *uc, bold*

Accommodation [Transport
[Living allowance [Book allowance [Registration
[Tuition

NL, insert bullets with 2 letter spaces

..... *page break* .....

2. Who qualifies for Nsfas funding? *uc, bold*

2.1 All SA citizens [2.2 All sassa grant recipients *in full NL uc*

2.3 Applicants whose ~~combined~~ total household income is not more than *stet*
R350#000 per annum.

4. Additional support: *uc, bold*

Nsfas funded students with disabilities with further additional allowance such as:

4.1 Medical assessment: limited to one assessment for / duration of the study. *u/line in figures*

4.2 Assistive devices: limited to one assistive device for / duration of study. *u/line in figures*

4.3 Human support: to cover for / cost of a caregiver, guide dog, scribe, tutor. *u/line*

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QUESTION 7B (CONTINUED)

/ Attached is the menu for NSFAS Star Café where students can get their meals. *Algerian 12 pt, uc, u/line*

=

Visit / Nsfas website for more information or follow Nsfas on social media – Facebook, Twitter, Instagram. *d/s, centre, double u/line*

=

/ Regards

=

=

/ Nsfas general manager *uc, bold*

Candidate: Replace [/] with [the] throughout the document.
Find [Nsfas] and replace with NSFAS in uc and bold.
Insert paragraph numbers where indicated with two letter spaces and indent.
Place paragraphs in correct numerical order.
Insert page numbers bottom, right-aligned.

[28]

QUESTION 8A: MENU

TIME: 5 minutes **MARKS: 9**

MARGINS: LEFT: 3,81 cm/1,5" RIGHT: 2,54 cm/1" LINE SPACING: 1,5 (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Tahoma 12 pt
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 8A (right-aligned). 2. Key in the document below. 3. Save the document as Q8A and print it. 4. Place the PRINTOUT in your EXAMINATION FOLDER.	

Chicken Kebabs in Roll

Chicken Livers and Portuguese Roll

Portuguese Galito Roll

Two Kebabs

Six Dippa Wings

╪

Chips

Potato Wedges

Pap and Tomato Relish Sauce

Spicy Rice and Garlic Port Roll

(9)

QUESTION 8B: MENU

TIME: 15 minutes **MARKS: 25**

MARGINS: LEFT: 3,81 cm/1,5" RIGHT: 2,54 cm/1" LINE SPACING: 1,0 (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Tahoma 12 pt
1. Retrieve the document saved as QUESTION 8A. 2. Change QUESTION 8A in the header to QUESTION 8B. 3. Do all processing as indicated in the text. 4. Save the document as Q8B and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

NSFAS Star Café *Bauhaus 93 18 pt, uc, centre*

Left tab stop 9 cm/3,54"

Only *12 pt, bold, ital*

Chicken Kebabs in Roll	29.90
Chicken Livers and Portuguese Roll	38.90
Portuguese Galito Roll	39.90
Two Kebabs *in figures*	38.90
Six Dippa Wings *in figures*	48.90

Side items *Bauhaus 93 14 pt, uc, centre*

Right tab stop with leader dots at 14,6 cm/5,75"

Chips 5.00
Potato Wedges 10.00
Pap and Tomato Relish Sauce 25.00
Spicy Rice and Garlic Port Roll 18.50

insert a horizontal line from the left- to right-hand margin

Cell: 087#986#5421 *right-align*

Notice to all NSFAS students: *bold*

* the meals are freshly pre pared

* we take ~~pride~~ joy in our food presentation *stet*

insert a horizontal line from left to right margin

---

(25)
[34]

QUESTION 9A: CURRICULUM VITAE

TIME: 5 minutes **MARKS: 9**

MARGINS: LEFT: 2,54 cm/1" RIGHT: 2,54 cm/1" LINE SPACING: 2,0	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 9A (right-aligned). 2. Key in the document below. 3. Save the document as Q9A and print it. 4. Place the PRINTOUT in your EXAMINATION FOLDER.	

Name

Surname

Date of birth

ID number

Adress *sp*

Curriculum vitae

Qualifications

National Diploma

Subjects

Management Communication N6

Information Processing N6

Computer Practice N6

Office Practice N6

(9)

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QUESTION 9B: CURRICULUM VITAE

TIME: 17 minutes **MARKS: 29**

MARGINS: LEFT: 2,54 cm/1" RIGHT: 2,54 cm/1" LINE SPACING: Single (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt
1. Retrieve the document saved as Q9A. 2. Change QUESTION 9A in the header to QUESTION 9B. 3. Do all processing as indicated in the text. 4. Save the document as Q9B and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

move

Insert left tabular stop at 9,5 cm/3,74"

Name — *change all underlined headings to uc, bold* — Mary Catherine

Surname — Carter

~~May~~

Date of birth — 27 ~~March~~ 1992 *stet*

ID number *in full* — 9203270087081

Address — 12 Motlape Street
Ladysmith [3370 *NL*

Curriculum vitae *spaced caps, bold, centre*

Qualifications

National Diploma — Assistant Management *trs*

Subjects — Level *uc, bold*

del

~~Management~~ Communication N6 — *move*

Information Processing N6

Computer Practice N6

Office Practice N6

s/s
sort alphabetically

(29)
[38]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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