higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

COMPUTER PRACTICE N5

(6030165)

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

This question paper consists of 19 pages and an answer sheet of 4 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMPUTER PRACTICE N5
TIME: 3 HOURS
MARKS: 200

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1. This question paper consists of TWO sections.

SECTION A: THEORY	[80]
SECTION B: WORD PROCESSING	[35]
SPREADSHEET	[40]
NOTEBOOK AND INTEGRATION	[45]

SECTION A QUESTION 1 to QUESTION 4 must be answered on the ANSWER SHEET (attached) and be placed in the EXAMINATION FOLDER. QUESTION 5 comprises printouts of instructions. Approximately 75 minutes should be spent on this section.

SECTION B QUESTION 6 must be done with the aid of a word processing program and approximately 40 minutes should be spent on this question.

SECTION B QUESTION 7 must be done with the aid of a spreadsheet program and approximately 40 minutes should be spent on this question.

SECTION B QUESTION 8 must be done with the aid of a notebook program and approximately 25 minutes should be spent on this question.

The time allocated for the question paper is 3 hours. Answers must be printed during the three hours allocated for keying in.

2. Save your work on the computer at regular intervals to prevent loss of keyed in data during power failure. Only the duration of the power failure will be allowed additionally – no extra time will be allowed for loss of work.

3. 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.

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

5. Candidates may use a list of ASCII codes. They are not allowed to take any learning material (notes, textbooks or handouts) into the examination venue.

6. A spelling checker may be used.

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7. Each answer must be printed on a separate sheet of paper. Use ONE side of the paper only.

8. PRINTOUTS to be marked must be arranged in the same order as the questions in the question paper. Only ONE PRINTOUT per question may be handed in.

9. In SECTION B of the question paper only COURIER NEW 12 pt may be used. In SECTION B margins of 2.54/1" should be used unless otherwise instructed.

10. No QUESTION PAPER may be taken out of the examination venue before at least ONE hour after the commencement of the last session.

11. The EXAMINATION NUMBER of the candidate and CENTRE NUMBER must be written on the cover of the EXAMINATION FOLDER and the software version must be indicated at the top of the cover page (e.g. MS Office 2016).

12. Ensure that every PRINTOUT displays the QUESTION NUMBER and the EXAMINATION NUMBER as instructed.

13. EXAMINATION NUMBERS in writing are NOT acceptable. No marks will be awarded for any PRINTOUTS without an EXAMINATION NUMBER.

14. In the event of an EXAMINATION PAPER being written in more than one session at a centre, invigilators must make sure that all answers of candidates are deleted from the hard disks or the network before the candidates for the next session are allowed into the room.

15. At the end of the examination session each candidate must hand in all the PRINTOUTS as well as a diskette with saved answers (properly marked with candidate's EXAMINATION NUMBER). If work is saved on the hard drive/network, invigilators must copy the answers to a compact disk/memory stick and the answers must immediately be deleted from the hard disk/network. The answers should be kept safe for at least SIX months in case enquiries should be made.

16. 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 INSTRUCTION FROM THE INVIGILATOR BEFORE YOU TURN THE PAGE.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1–1.20) on the ANSWER SHEET (attached).

1.1 The shift from the traditional industry to an economy primarily based upon information technology is called …

A information processing.
B information age.
C digital divide.
D operating system.

1.2 … is an electronic online platform where students use a computer to learn a task, skill, or process through the use of a computer, online.

A e-Learning
B e-Government
C e-Education
D e-Health

1.3 Artificial intelligence refers to …

A programed algorithms that automatically analyse and apply knowledge.
B human capital.
C a labour-intensive workforce.
D microblogging.

1.4 The difference between WAN and LAN is that …

A LAN is set up to support multiple cities while WAN is set up to support local connections.
B WAN connects different local area networks while LAN supports local connections.
C WAN is set to support multiple cities while LAN is set to support local connections.
D LAN connections are high speed and relatively expensive, while WAN connections are low speed and relatively inexpensive.

1.5 Which ONE of the following is the correct process of handling data?

A Process data ⇨present information ⇨obtain data
B Obtain data ⇨process data ⇨present information
C Present information ⇨process data ⇨obtain data
D Present information ⇨obtain data ⇨process data

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1.6 The difference between Web 1.0 and Web 4.0 is that …

A Web 1.0 is characterised by banner advertising while Web 4.0's sites are not interactive.
B Web 1.0 is dynamic and regularly changing, while Web 4.0 is non-interactive.
C With Web 1.0, information flows between site owner and site user, while with Web the gap between man and machine is slowly fading.
D Web 1.0 features static websites, while Web 4.0 features mostly self-learning.

1.7 All of the following are examples of traditional crimes that are now committed in the cyber space except for …

A bullying.
B battery.
C embezzlement.
D fraud.

1.8 A/An … search query searches for a particular website.

A navigational
B transactional
C informational
D technological

1.9 ONE of the following is not an advantage of e-commerce.

A A larger market
B More opportunities to sell
C Delayed response to consumer trends.
D Lower cost

1.10 The following is NOT a myth about cybersecurity:

A Cybercrime can be prevented with virus protection software.
B When caught, cybercriminals go to prison.
C Most cybercriminals are skilled hackers.
D When caught, cybercriminals usually plead guilty and do not go to trial.

1.11 The following is a disadvantage of using mobile technologies:

A Connect to the world.
B Can email and transfer data.
C Can experience health problems.
D Can communicate in real time.

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1.12 To keep a network secure, one must …

A not update antivirus.
B use firewalls.
C use weak passwords.
D give away their passwords.

1.13 Which ONE of the following is not a duty of the software developer?

A Create and build software.
B Provide details and guidelines for the programmers.
C Write the codes needed for programs to function.
D Offer application support.

1.14 The information processing cycle:

A It is the mode that follows input of text at the cursor point.
B It is a worldwide system of linked networks.
C It is the compiling and processing of raw facts or data to provide a certain meaningful outfit.
D Data processing

1.15 Data administrators …

A handle database security, integrity and performance.
B build complex behavioural models using big data.
C set up electronic equipment.
D organise computer systems and networks.

1.16 A digital representation of non-text information such as drawing, chart, or a photo

A Virtual reality
B Video
C Animation
D Graphics

1.17 Which ONE of the following is appropriate communication etiquette?

A Sharing someone's personal information on social media.
B Checking spelling and grammar in written communication.
C Being humorous and sarcastic in a professional correspondence.
D Making use of emoji's.

1.18 ONE of the following constitutes an ethical use of networks:

A Obtain unauthorised access to a network.
B Sending hoax emails.
C Installing restrictions on accessing certain social media websites at work.
D Downloading movies using company network.

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1.19 Animation …

A is the appearance of motion created by displaying series of images in sequence.
B consists of full motion images.
C is the use of computers to simulate an environment that appears as a three-dimensional space.
D creates a primary experience focusing on vision and sound.

1.20 Which ONE of the following constitutes a cybercriminal activity?

A A work related email
B An SMS from the bank
C An authorised access to personal information
D Playing pirated games

(20 × 1) **[20]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.15) on the ANSWER SHEET (attached).

2.1 E-government refers to the provision of public services via word of mouth to assist citizens.

2.2 A single core processor can do the work of a double core processor.

2.3 Medium range computers typically have up to 4 GB of RAM.

2.4 Online forms are non-interactive pages.

2.5 Phishing is sending of fraudulent email containing a link to a fake website.

2.6 The SANPARKS uses a MAN network for their accommodation booking system as it is accessible to all their game reserves across South Africa.

2.7 Facebook is considered a social network and a microblog.

2.8 Pattern recognition is one of the four pillars of computational thinking.

2.9 The disadvantage of mobile devices is that they are smaller, light and compact and do not require an external power source to operate.

2.10 Cloud storage allows to upload and download your personal and work files from any computer.

2.11 Network computers improve communication.

2.12 A centralised database can help improve customer service.

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2.13 Instant messages are only between two individuals.

2.14 Globalisation has made it easy for different countries to interact.

2.15 Plug-ins are extensions that must be installed on a computer and activated to be used by the website.

(15 × 1) **[15]**

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QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–O) next to the question number (3.1–3.15) on the ANSWER SHEET (attached).

COLUMN A		COLUMN B	
3.1	Browsing a topic of interest in the Internet	A	PDF
3.2	A file format which is used to preserve the content and layout of a document, but that allows to be read without having the original word processing application installed	B	cyber security specialist
		C	5G
		D	hacking
3.3	An instrument to collect information	E	data mining
3.4	Theft of time and services	F	virtual meetings
3.5	The person that protects the security of computer systems and networks	G	digital divide
3.6	A port to which a printer is most commonly attached	H	surfing the web
		I	cybercrime
3.7	The process of finding anomalies, patterns and correlations within large data sets to predict outcomes	J	USB
		K	computational thinking
3.8	Requires an internet connectivity to take place	L	green computing
3.9	The division that exists between people who have access to ICT and those who do not	M	algorithms
		N	interviews
3.10	It is 100 times faster in downloading content from the Internet than the previous version	O	visual information
3.11	Rules to follow when solving a problem		
3.12	Assists with difficult decisions		
3.13	Consists of documentaries, videos and photos		
3.14	Accessing someone's computer to obtain personal information without their permission		
3.15	Eco-friendly use of computers		

(15 × 1) **[15]**

QUESTION 4

Choose ONE term from the list below for each of the following descriptions and write it next to the question number (4.1–4.10) on the ANSWER SHEET (attached).

wiretapping; client-server; cybercrime; abstraction; blog; malware; business analyst; WAN; insight; email; information

4.1 One must become vigilant when searching the Internet to avoid this.

4.2 A cornerstone of computational thinking.

4.3 A network that covers multiple cities and connects different local area networks.

4.4 Connecting a device to a phone line to listen to a conversation.

4.5 A method of exchanging messages between people using electronic devices.

4.6 The server has a fixed IP address.

4.7 An accurate and deep understanding of something or someone.

4.8 Software which is specially designed to disrupt, damage, or gain unauthorised access to a computer system.

4.9 The result of data processing.

4.10 A person that examines an organisation to determine how to better achieve a financial goal.

(10 × 1) **[10]**

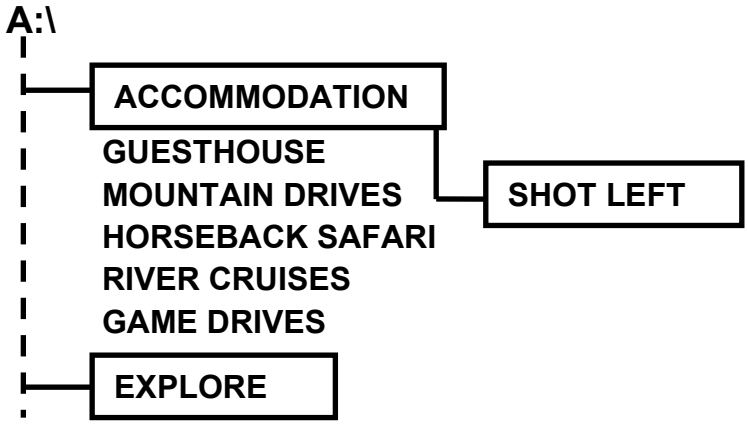
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QUESTION 5

QUESTION 5 is a file structure created and saved on your diskette/hard drive.

Answer the following questions on a computer. As a header, key in your EXAMINATION NUMBER (left) and QUESTION 5 (right-aligned). Make a printout and put the printout in your EXAMINATION FOLDER.

Only ONE printout per question may be handed in. For example, 5.1, 5.2 and 5.3.



5.1 5.1.1 Open the EXPLORE folder that is saved in the STUDENT FILES folder.

5.1.2 Move the HORSEBACK SAFARI, RIVER CRUISES and GAME DRIVES files from the ACCOMMODATION folder to the EXPLORE folder.

5.1.3 Rename the file HORSEBACK SAFARI to HORSEBACK RIDE in the EXPLORE folder.

5.1.4 Delete the file GAME DRIVES in the EXPLORE folder.

5.1.5 Make a copy of the RIVER CRUISES file in the EXPLORE folder.

5.1.6 Copy the MOUNTAIN DRIVES file from the ACCOMMODATION folder to the EXPLORE folder.

5.1.7 Sort the contents of the EXPLORE folder in descending order according to the file names.

5.1.8 Display the contents of the EXPLORE folder.

Make a print screen of these commands. (10)

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5.2 5.2.1 Delete the subfolder SHOT LEFT in the ACCOMMODATION folder.

5.2.2 Rename the file GUESTHOUSE to B&B in the ACCOMMODATION folder.

5.2.3 Create a text file GAME LODGE in the ACCOMMODATION folder.

5.2.4 Rename the file MOUNTAIN DRIVES to NATURE RESERVES in the ACCOMMODATION folder.

5.2.5 Create a Publisher file WINELANDS in the ACCOMMODATION folder.

5.2.6 Display the contents of the ACCOMMODATION folder.

Make a screen print of these commands. (6)

5.3 5.3.1 Change the display to view the files in the ACCOMMODATION folder as large thumbnails.

Make a screen print of this command. (2)

5.3.2 Display the disk space of the hard drive of your computer.

Make a screen print of this command. (2)
[20]

TOTAL SECTION A: 80

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SECTION B

QUESTION 6

You are requested to use the Mail Merge function to send the following invoices to the provided list of customers and their relevant information.

QUESTION 6A

6.1 Use the mail merge function to create a data file using the information in the table below:

FIELDS	INVOICE 1	INVOICE 2
CUSTOMER NAME	Mr H van Staden	Ms A Silinga
ADDRESS	5 Milner St, MILNERTON	1505 Selborne Rd, EAST LONDON
PHONE NO	EXAMINATION NUMBER	(043) 4567890
EMAIL ADDRESS	hvs@yahoo.com	QUESTION 6A
DESCRIPTION	5 night stay	3 night stay
TOTAL	R3500	R2100

6.2 Save the document as QUESTION 6A and make a PRINTOUT in landscape orientation. Place the PRINTOUT in your EXAMINATION FOLDER.

(7)

QUESTION 6B

1. Use the mail merge function to prepare the invoices (primary document). Use Courier New 12 pt.

2. Set the left- and right-hand margins to 3.81 cm/1.5".

3. As a footer, key in you EXAMINATION NUMBER (left-aligned) and QUESTION 6B (right-aligned). Ensure that you use the same font and font size as in the rest of the document.

4. Insert fields where indicated in brackets, e.g. [CUSTOMER NAME].

5. Change field names to display bold.

6. Save the document as QUESTION 6B and make a printout. Use portrait orientation. Place the PRINTOUT in your EXAMINATION FOLDER.

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Zen Villas *24 pt, uc*
1st Floor, Suite C, 13 Totnes Ave, Camps Bay, Cape Town, 8005
Email address: zenenquiries@bookings.com

Britannic Bold, centre

TO: [CUSTOMER NAME]
[ADDRESS]
[PHONE NO]
[EMAIL ADDRESS]

Insert today's date

Uc, bold and centre all column headings

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
[DESCRIPTION]	1	R700.00	[TOTAL]

TOTAL	[TOTAL]

Make all cheques payable to **ZEN VILLAS**.

Thank you for your business!

Britannic Bold 18 pt, centre

(24)

QUESTION 6C

1. Merge QUESTION 6A and QUESTION 6B to form a new document.
2. Change the header to QUESTION 6C on all pages of the document.
3. Print all the merged invoices in portrait orientation.
4. Save the document as QUESTION 6C. Place the PRINTOUTS in your EXAMINATION FOLDER.

(4)
[35]

QUESTION 7B

1. Retrieve the spreadsheet that is saved as QUESTION 7A in your STUDENT FILES folder.

2. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 7B (right-aligned).

3. Insert horizontal and vertical borders using the method with which you are familiar.

4. Sort the records according to the PRICE from highest to lowest.

5. Adjust column width to fit the spreadsheet on ONE A4 landscape page.

6. Insert formulas where letters of the alphabet appear to do the following calculations:

   A DAYS SPENT = Difference between check in and check out dates.

   B TOTAL PAID = PRICE multiplied by DAYS SPENT.

   C TOTAL of TOTAL PAID = Sum of TOTAL PAID.

   D DISCOUNT (Y/N) = If DAYS SPENT are greater than 5, then the client is discounted (YES). Otherwise, NO.

   E DISCOUNT ALLOWED = If discount is allowed, then calculate the DISCOUNT ALLOWED as 5% of TOTAL PAID. Otherwise DISCOUNT ALLOWED is 0.

   F Determine the number of DOUBLE ROOMS BOOKED IN MAY.

   G Determine the TOTAL AMOUNT RECEIVED FROM EXTRA DOUBLE ROOM BOOKINGS

   H Determine the SECOND LARGEST TOTAL PAID.

   I Determine the AVERAGE PRODUCT PRICE.

   J Determine the TOTAL NUMBER OF CLIENTS HOSTED IN MAY.

7. Copy all formulas to other cells as indicated in the spreadsheet.

8. Display all amounts as currency with TWO decimals.

9. Save the spreadsheet as QUESTION 7B.

10. Print the spreadsheet on ONE A4 landscape page. Place the PRINTOUT in your EXAMINATION FOLDER.

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	A	B	C	D	E	F	G	H	I	J
1	ZEN HOLIDAY HOMES									
2										
3	HOLIDAY BOOKINGS									
4										
5	MONTH: MAY 2022									
6										
7	CLIENT NAME	PRODUCT TYPE	PRICE	CHECK IN	CHECK OUT	DAYS SPENT	TOTAL PAID	DISCOUNT (Y/N)	DISCOUNT ALLOWED	
8	Wanda Makeleni	Double room	1050	05-May-22	07-May-22	A	B	D	E	
9	John Blou	Single room	850	05-May-22	10-May-22					
10	Amanda Mundell	Extra double room	1350	08-May-22	09-May-22					
11	Karisha Andries	Double room	1050	20-May-22	25-May-22					
12	Quinton Pieters	Single room	850	13-May-22	30-May-22					
13	Levona Windvogel	Extra double room	1350	10-May-22	04-Jun-22					
14	TOTAL						C			
15	DOUBLE ROOMS BOOKED IN MAY						F			
16	TOTAL AMOUNT RECEIVED FROM EXTRA DOUBLE ROOM BOOKINGS						G			
17	SECOND LARGEST TOTAL PAID						H			
18	AVERAGE PRODUCT PRICE						I			
19	TOTAL NUMBER OF CLIENTS HOSTED IN MAY						J			

Merge and centre across columns A-I, Bold, Goudy Stout 24 pt

Insert rows and heading

Insert column

Bold and centre all headings

(20)

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QUESTION 7C

1. Retrieve the spreadsheet saved as QUESTION 7B and change the question number in the header to QUESTION 7C.

2. Display the formulae.

3. Adjust column widths so that all the formulas are legible.

4. Save the spreadsheet as QUESTION 7C.

5. Print the spreadsheet on ONE A4 landscape page with row and column headings. Place the PRINTOUT in your EXAMINATION FOLDER.

(12)

QUESTION 7D

1. Retrieve the spreadsheet saved as QUESTION 7B.

2. Create a pie chart to display the TOTAL PAID by each client.

3. Insert TOTAL PAID as chart title and display the legend at the top of the chart with a border.

4. Display data labels Outside End.

5. As a footer, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 7D (right-aligned).

6. Save the graph as QUESTION 7D in your folder.

7. Print the graph on a new sheet on landscape orientation. Place the PRINTOUT in your EXAMINATION FOLDER.

(8)
[40]

QUESTION 8

1. Retrieve the spreadsheet that is saved as OLD AGE VISITORS' RECORDS in the STUDENT FILES folder and use the information to do the questions that follow.

2. Create a summary table.

3. Use the COUNTIF function to count the number of visitors in each category. Display the answers as integers.

4. Determine the percentage of visitors with back pain. Hint: number of back pain visitors divided by total number of visitors. Copy the formula to the other cells. Display the answer as a percentage with 0 decimals.

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5. Insert a suitable pie chart below the summary.

6. Insert a suitable chart title and display the legend below the pie chart.

7. Display the data labels Outside End.

8. Save the question as CATEGORIES and print the spreadsheet on ONE A4 landscape page with your EXAMINATION NUMBER (left-aligned) and QUESTION 8 (right-aligned) as a header.

9. Create a PowerPoint presentation to convey the information on the causes, preventions and treatment of back pain.

10. Add an appealing design to enhance the appearance of the presentation.

11. In your presentation, include the following information in three different slides:

Title slide: BACK PAIN

Presented by:
EXAMINATION NUMBER
DATE

Title and content slide: CHART

Insert as it shows on Excel (CATEGORIES file)

Title and content slide: CAUSES, PREVENTION and TREATMENT

- CAUSES
  Sprain and strain
- PREVENTION
  Do back-strengthening
  Stand and sit up straight
- TREATMENT
  Healthy weight
  Stretch and strengthen

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12. Save the presentation as PRESENTATION and print the presentation as a handout on ONE A4 portrait page.

13. Use OneNote and create a notebook BACK PAIN to exchange the ideas and information on back pain with your colleague.

14. Create a section with EXAMINATION NUMBER.

15. Create a page, namely NOTES.

16. On each text holder, write a brief summary of what each of these subheadings contain (not more than two sentences each):

    - Spreadsheet
    - Chart
    - Presentation

    (Do not attach any file)

17. Change the font type and size of the subheadings to Informal Roman 16 pt, bold and upper case.

18. Print the page on ONE A4 portrait page. Place the PRINTOUT in your EXAMINATION FOLDER.

[45]

TOTAL SECTION B: 120
GRAND TOTAL: 200

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COMPUTER PRACTICE N5

EXAMINATION NUMBER: | | | | | | | | | | | | |

ANSWER SHEET

SECTION A

QUESTION 1

1.1 _____

1.2 _____

1.3 _____

1.4 _____

1.5 _____

1.6 _____

1.7 _____

1.8 _____

1.9 _____

1.10 _____

1.11 _____

1.12 _____

1.13 _____

1.14 _____

1.15 _____

1.16 _____

1.17 _____

1.18 _____

1.19 _____

1.20 _____

(20 × 1) **[20]**

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EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 2

2.1 _____

2.2 _____

2.3 _____

2.4 _____

2.5 _____

2.6 _____

2.7 _____

2.8 _____

2.9 _____

2.10 _____

2.11 _____

2.12 _____

2.13 _____

2.14 _____

2.15 _____

(15 × 1) **[15]**

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EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 3

3.1 _____

3.2 _____

3.3 _____

3.4 _____

3.5 _____

3.6 _____

3.7 _____

3.8 _____

3.9 _____

3.10 _____

3.11 _____

3.12 _____

3.13 _____

3.14 _____

3.15 _____

(15 × 1) **[15]**

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EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 4

4.1 _____

4.2 _____

4.3 _____

4.4 _____

4.5 _____

4.6 _____

4.7 _____

4.8 _____

4.9 _____

4.10 _____

(10 × 1) **[10]**

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