higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMPUTER PRACTICE N5

8 November 2023

This marking guideline consists of 23 pages.

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SECTION A

QUESTION 1

1.1 B
1.2 A
1.3 A
1.4 C
1.5 B
1.6 D
1.7 B
1.8 A
1.9 C
1.10 C
1.11 C
1.12 B
1.13 C
1.14 C
1.15 A
1.16 D
1.17 B
1.18 C
1.19 A
1.20 D

(20 × 1) **[20]**

QUESTION 2

2.1 False
2.2 False
2.3 False
2.4 False
2.5 True
2.6 False
2.7 True
2.8 True
2.9 False
2.10 True
2.11 True
2.12 True
2.13 False
2.14 True
2.15 False

(15 × 1) **[15]**

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QUESTION 3

3.1	H
3.2	A
3.3	N
3.4	I
3.5	B
3.6	J
3.7	E
3.8	F
3.9	G
3.10	C
3.11	M
3.12	K
3.13	O
3.14	D
3.15	L

(15 × 1) **[15]**

QUESTION 4

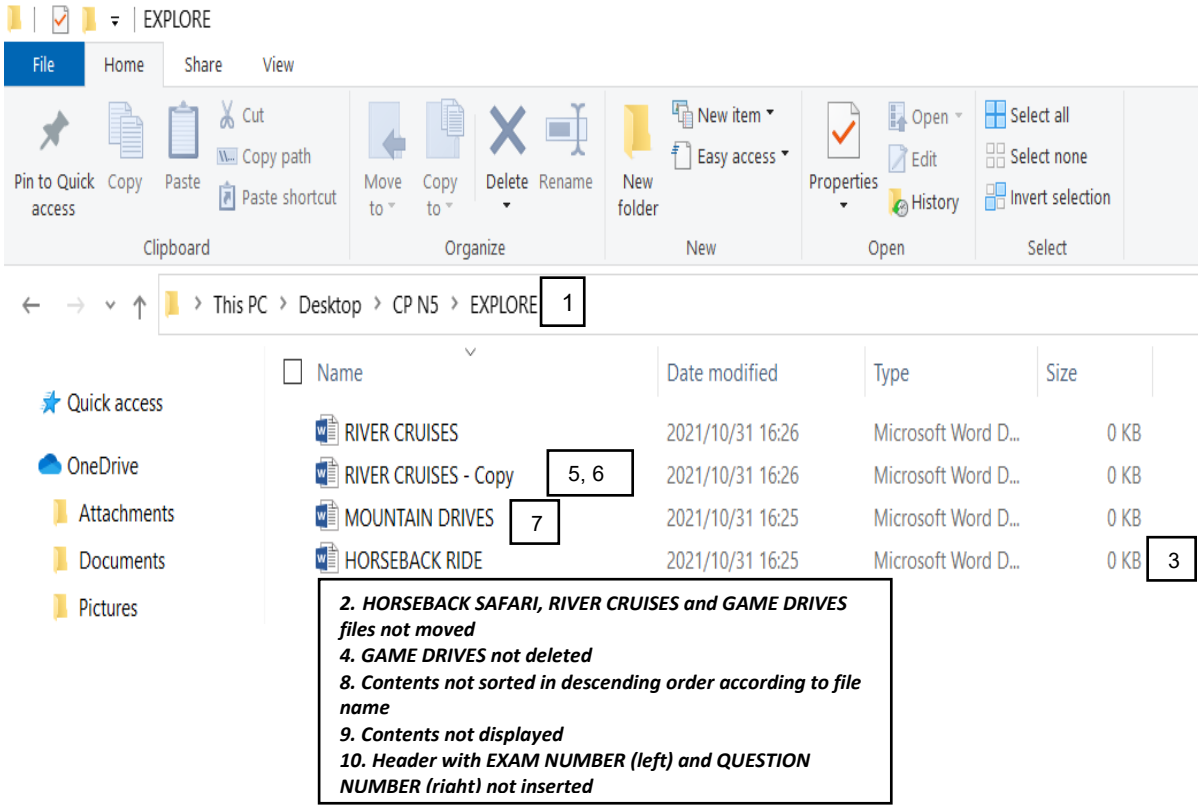
4.1	Blog
4.2	Abstraction
4.3	WAN
4.4	Wiretapping
4.5	E-mail
4.6	Client-server
4.7	Insight
4.8	Malware
4.9	Information
4.10	Business analyst

(10 × 1) **[10]**

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QUESTION 5

5.1

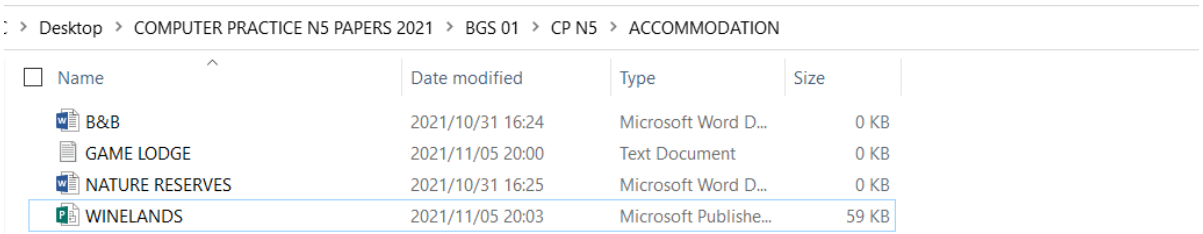


1	The EXPLORE folder not opened and/or incorrect
2	The HORSEBACK SAFARI, RIVER CRUISES and GAME DRIVES files not moved from the ACCOMMODATION folder to the EXPLORE folder and/or incorrect
3	The file HORSEBACK SAFARI not renamed to HORSEBACK RIDE in the EXPLORE folder and/or incorrect
4	The file GAME DRIVES not deleted in the EXPLORE folder and/or incorrect
5, 6	A copy of the RIVER CRUISES file not created in the EXPLORE folder and/or incorrect
7	The MOUNTAIN DRIVES file not copied from the ACCOMMODATION folder to the EXPLORE folder and/or incorrect
8	The contents of the EXPLORE folder not sorted in descending order according to the file names and/or incorrect
9	Contents of the EXPLORE folder not displayed and/or incorrect
10	Header with EXAM NUMBER (left) and QUESTION NUMBER (right) not keyed in and/or incorrect

A	M	T
0	10	10

(10)

5.2

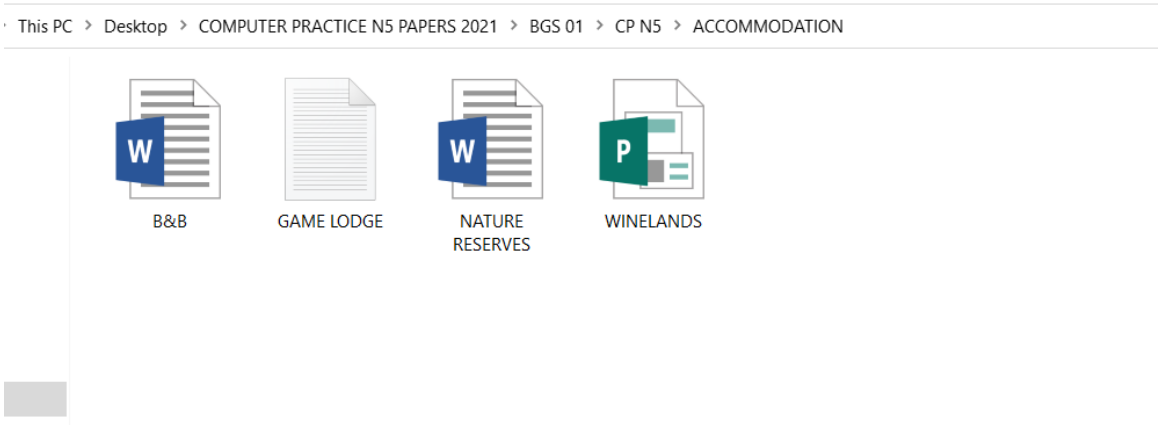


1	SHOT LEFT not deleted and/or incorrect
2	GUESTHOUSE not renamed to B&B and/or incorrect
3	GAME LODGE text file not created and/or incorrect
4	MOUNTAIN DRIVES not renamed to NATURE RESERVES and/or incorrect
5	WINELANDS publisher file not created and/or incorrect
6	Contents of ACCOMMODATION folder not displayed and/or incorrect

A	M	T
0	6	6

(6)

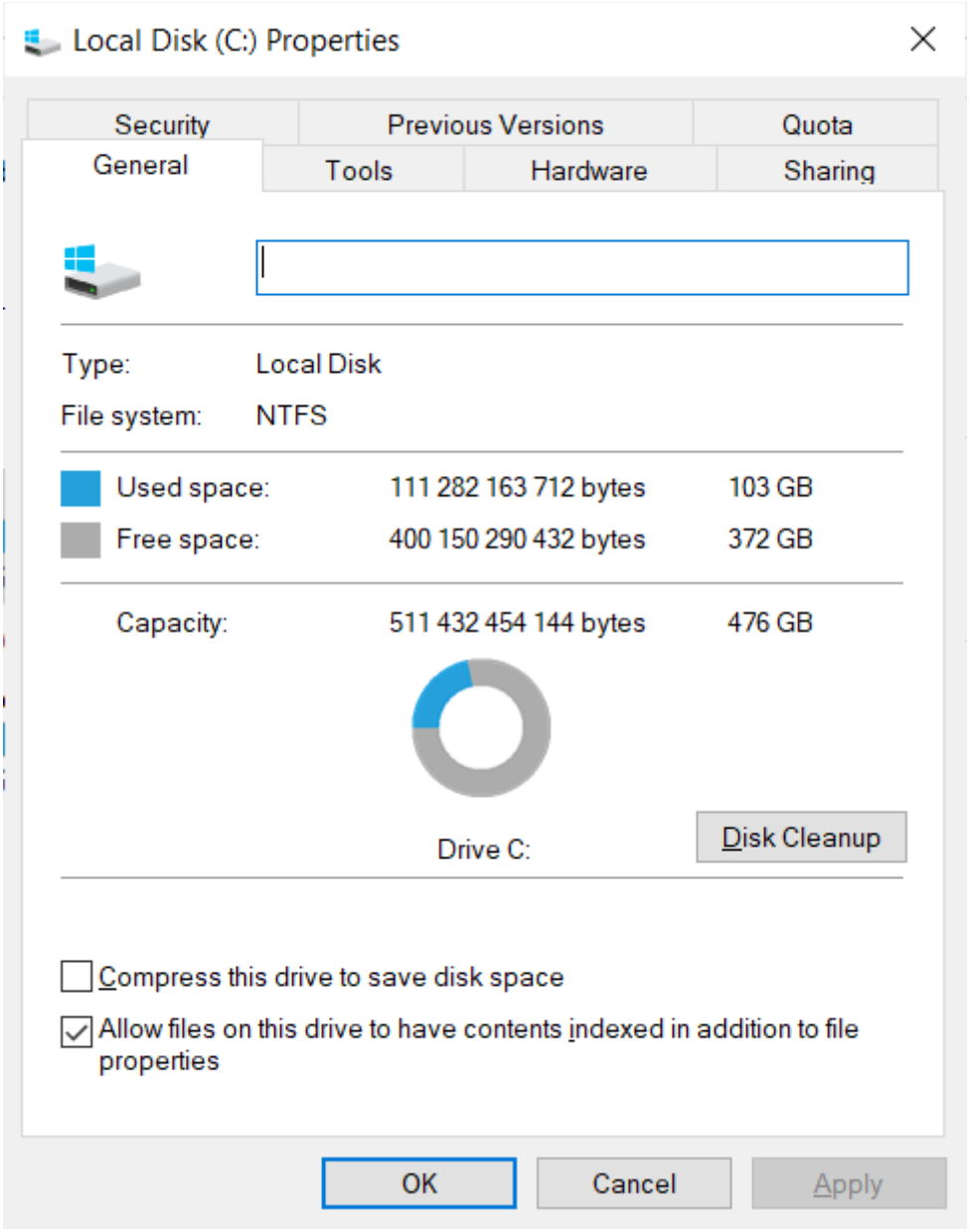
5.3 5.3.1



A	M	T
0	2	2

(2)

5.3.2



2	The disk space of the computer not displayed

A	M	T
0	2	2

(2)
[20]

TOTAL SECTION A: 80

SECTION B

QUESTION 6

QUESTION 6A

Accuracy	2
Manipulation	5
TOTAL	7

ACCURACY	
Read all text for accuracy	2

NO	MANIPULATION ERRORS	MARK
1	[EXAMINATION NUMBER] not inserted in the [PHONE NO] field column in the first invoice and/or incorrect	1
2	[QUESTION 6A] not inserted in the [EMAIL ADDRESS] field column in the second invoice and/or incorrect	1
3	Line spacing and/or alignment incorrect	1
4	Letter spaces incorrect	1
5	Upper case and/or lower case incorrect	1
6	Font type and/or font size incorrect (accept Arial and Calibri in Access)	
7	Data list does not fit one page. Data list not printed in landscape orientation and/or incorrect	
8	Wrapping, column width, information keyed in wrong in the columns and/or incorrect	
9	Additional records or fields added and/or incorrect	5

NOTE 1

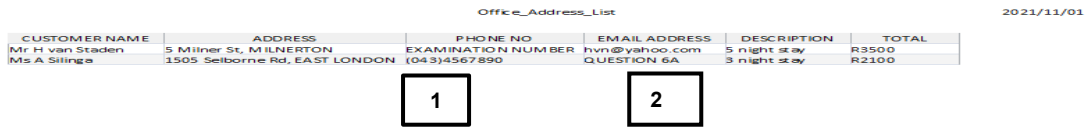
- Data list maybe done in Access in Calibri/Arial.
- If screen print of data list is submitted: mark accuracy and deduct number 8 error for wrapping.
- If fields are missing: deduct 2 accuracy errors per field.
- If list structure is printed: mark only QUESTION 6B.
- If keyed in a table:
- Accept if table is keyed in Word/Excel, and if the format of the table is the same as in the table below:

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

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NOTE 2: Additional marking guides

No data list No main document Merged letters	DO NOT mark fields on QUESTION 6C
No data list Main document Merged letters	DO NOT mark fields on QUESTION 6B and 6C
Data list No main document Merged letters	Mark only QUESTION 6A and QUESTION 6C
Data list Main document No merged letters	Mark only QUESTION 6A and QUESTION 6B



Office_Address_List 2021/11/01

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

1 2

Page 1

1. ***[EXAMINATION NUMBER] in PHONE NO field column, first invoice***
2. ***[QUESTION 6A] in EMAIL ADDRESS field column, second invoice***
3. ***Line spacing and/or alignment***
4. ***Letter spaces***
5. ***Upper case and/or lower case***
6. ***Font type and/or font size***
7. ***Data list fit on one landscape page***
8. ***Wrapping, column width, information keyed in in the columns***
9. ***Additional records or fields added***

A	M	T
2	5	7

(7)

QUESTION 6B

Accuracy	4
Manipulation	20
TOTAL:	24

NO	ACCURACY	MARK
1	Read all text for accuracy except field names	4

NO	MANIPULATION	MARK
1	[EXAMINATION NUMBER] not inserted as a footer left and/or incorrect	
2	[QUESTION 6B] not inserted as a footer right and/or incorrect	
3	Line spacing, letter spaces, upper case/lower case incorrect	
4	Paper orientation and/or paper size incorrect	
5	Margins not 3.81 cm/1.5" and/or incorrect	
6	[ZEN VILLAS] not in 24 pt and/or incorrect	
7	[ZEN VILLAS] not in upper case and/or incorrect	
8	All headings in the letterhead not centred and/or incorrect	
9	All headings in the letterhead not Britannic Bold and/or incorrect	
10	[CUSTOMER NAME] field not inserted and/incorrect	
11	[ADDRESS] field not inserted and/incorrect	
12	[PHONE NO] field not inserted and/incorrect	
13	[EMAIL ADDRESS] field not inserted and/incorrect	
14	[DESCRIPTION] field not inserted and/incorrect	
15	[TOTAL] field not inserted and/incorrect	
16	Field names not changed to bold and/or incorrect	
17	Date not inserted and/or incorrect	
18	Column headings in the table not in capital letters and bold and/or incorrect	
19	Column headings in the table not centred and/or incorrect	
20	[Make all cheques … business!] paragraphs not centred and/or incorrect	
21	[Make all cheques … business!] paragraphs not Britannic 18 pt and/or incorrect	20

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QUESTION 6B

3. Line spacing, letter spaces, uc/lc
4. Paper orientation & size
5. Margins 3.81cm/1.5"

ZEN VILLAS

6, 7

1st Floor, Suite C, 13 Totnes Ave, Camps Bay, Cape Town, 8005
Email address: zenenquiries@bookings.com

8, 9

TO: «CUSTOMER_NAME» *10*
«ADDRESS» *11*
12 «PHONE_NO»
«EMAIL_ADDRESS» *13*

8 November 2023 *17*

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
«DESCRIPTION»	1	R700.00	«TOTAL»

18, 19

14 *15*

TOTAL	«TOTAL»

15

16 Bold fields

Make all cheques payable to ZEN VILLAS.

Thank you for your business!

20 Centre
21 Britannic Bold 18 pt

A	M	T
4	20	24

(24)

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QUESTION 6C

Accuracy	0
Manipulation	4
TOTAL:	4

NO	MANIPULATION	MARK
1	[QUESTION 6B] not changed to [QUESTION 6C] in footer and/or incorrect	
2	Mr H van Staden's invoice and relevant fields not printed and/or incorrect	
3	Ms A Silinga's invoice and relevant fields not printed and/or incorrect	
4	All two invoices printed in portrait orientation and/or incorrect	4

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QUESTION 6C

ZEN VILLAS

1st Floor, Suite C, 13 Totnes Ave, Camps Bay, Cape Town, 8005
Email address: zenenquiries@bookings.com

TO: **Mr H van Staden**
5 Milner St, MILNERTON
EXAMINATION NUMBER
hvn@yahoo.com

2

8 November 2023

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
5 night stay	1	R700.00	**R3500**

TOTAL	**R3500**

Make all cheques payable to ZEN VILLAS.

Thank you for your business!

4 both invoices portrait orientation

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QUESTION 6C

ZEN VILLAS

1st Floor, Suite C, 13 Totnes Ave, Camps Bay, Cape Town, 8005
Email address: zenenquiries@bookings.com

TO: **Ms A Silinga**
1505 Selborne Rd, EAST LONDON 3
(043)4567890
QUESTION 6A

8 November 2023

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
3 night stay	1	R700.00	R2100

TOTAL	R2100

Make all cheques payable to ZEN VILLAS.

Thank you for your business!

If no data list (QUESTION 6A), do not mark fields.

A	M	T
0	4	4

(4)
[35]

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QUESTION 7 (MICROSOFT EXCEL)

QUESTION 7B

Accuracy	0
Manipulation	20
TOTAL:	20

NO	ACCURACY	MARK
1	Read all text for accuracy errors	5

NO	MANIPULATION	MARK
1	[EXAMINATION NUMBER] not inserted as a header (left) and/or incorrect	
2	[QUESTION 7B] not inserted as a header (right) and/or incorrect	
3	Letter spaces and/or margins	
4	Upper case and lower case incorrect	
5	Font and font size incorrect (Accept Arial, Calibri Body, Courier New)	
6	Spreadsheet does not fit on ONE page and/or landscape orientation is not used	
7	Main heading not merged across A–I and/or incorrect	
8	Main heading not Goudy Stout 24 pt and/or bold and/or incorrect	
9	New row [MONTH: MAY 2022] and/or column [DAYS SPENT] not inserted and/or incorrect	
10	Column headings not bold and centred and/or incorrect	
11	A: [DAYS SPENT] not calculated and/or incorrect	
12	B: [TOTAL PAID] not calculated and/or incorrect	
13	C: [DISCOUNT (Y/N)] not calculated and/or incorrect	
14	D: [DISCOUNT ALLOWED] not calculated and/or incorrect	
15	E: [TOTAL] not calculated and/or incorrect	
16	F:[DOUBLE ROOMS BOOKED IN MAY] not calculated and/or Incorrect	
17	G:[TOTAL AMOUNT RECEIVED FROM EXTRA DOUBLE ROOM BOOKINGS] not calculated and/or incorrect	
18	H:[SECOND LARGEST TOTAL PAID] not calculated and/or incorrect	
19	I:[AVERAGE PRODUCT PRICE] not calculated and/or incorrect	
20	J:[TOTAL NUMBER OF CLIENTS HOSTED IN MAY] not calculated and/or incorrect	
21	All numbers not displayed as integers and amounts as currency with two decimals	
22	Vertical and horizontal borders not inserted	
23	Not printed on one A4 landscape page	
		20

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EXAMINATION NUMBER 1

2 QUESTION 7B

ZEN HOLIDAY HOMES

7 Merge across A-I

8 Goudy Stout 24 pt, bold

HOLIDAY BOOKINGS

3. Letter spaces and margins
4. Upper case and lower case
5. Font and font size
6. Fit one page and landscape

MONTH: MAY 2022 9

9

CLIENT NAME	PRODUCT TYPE	PRICE	CHECK IN	CHECK OUT	DAYS SPENT	TOTAL PAID	DISCOUNT (Y/N)	DISCOUNT ALLOWED
Amanda Mundell	Extra double room	R 1 350.00	08-May-22	09-May-22	1	R 1 350.00	NO	0
Levona Windvogel	Extra double room	R 1 350.00	10-May-22	04-Jun-22	25	R 33 750.00	YES	R 1 687.50
Wanda Makeleni	Double room	R 1 050.00	05-May-22	07-May-22	2	R 2 100.00	NO	0
Karisha Andries	Double room	R 1 050.00	20-May-22	25-May-22	5	R 5 250.00	NO	0
John Blou	Single room	R 850.00	05-May-22	10-May-22	5	R 4 250.00	NO	0
Quinton Pieters	Single room	R 850.00	13-May-22	30-May-22	17	R 14 450.00	YES	R 722.50

10

TOTAL	11	R 61 150.00
DOUBLE ROOMS BOOKED IN MAY		2
TOTAL AMOUNT RECEIVED FROM EXTRA DOUBLE ROOM BOOKINGS		R 35 100.00
SECOND LARGEST TOTAL PAID		R 14 450.00
AVERAGE PRODUCT PRICE		R 1 083.33
TOTAL NUMBER OF CLIENTS HOSTED IN MAY		6

12 TOTAL PAID
13 DISCOUNT (Y/N)
14 DISCOUNT ALLOWED
15 TOTAL
16 DOUBLE ROOMS BOOKED
17 TOTAL AMOUNT RECEIVED
18 2ND LARGEST PRODUCT PRICE
19 AVERAGE PRODUCT PRICE
20 TOTAL NUMBER OF CLIENTS HOSTED IN MAY
21 Numbers not displayed as integers and amounts as currency with 2 dec
22 Vertical and horizontal borders
23 One A4 landscape page

(20)

A	M	T
0	20	20

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QUESTION 7C

Manipulation	12
TOTAL:	12

NO	MANIPULATION	MARK
1	[QUESTION 7B] not changed to [QUESTION 7C] and/or incorrect	
2	[DAYS SPENT] column not displayed and/or incorrect	
3	[TOTAL PAID] column not displayed and/or incorrect	
4	[DISCOUNT (Y/N)] not displayed and/or incorrect	
5	[DISCOUNT ALLOWED] not displayed and/or incorrect	
6	[TOTAL] of TOTAL PAID not displayed and/or incorrect	
7	[DOUBLE ROOM] not displayed and/or incorrect	
8	[TOTAL AMOUNT RECEIVED] not displayed and/or incorrect	
9	[2ND LARGEST] not displayed and/or incorrect	
10	[AVERAGE PRODUCT PRICE] not displayed and/or incorrect	
11	[TOTAL NUMBER OF CLIENTS] not displayed and/or incorrect	
12	Not printed on ONE landscape page and/or not printed with row and column headings and/or incorrect	12

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EXAMINATION NUMBER

1 QUESTION 7C

	A	B	C	D	E	F	G	H	I
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	Amanda Mundell	Extra double room	1350	44689	44690	=E8-D8	=C8*F8	=IF(F8>5,"YES","NO")	=IF(H8="YES",G8*5%,"0")
9	Levona Windvogel	Extra double room	1350	44691	44716	=E9-D9	=C9*F9	=IF(F9>5,"YES","NO")	=IF(H9="YES",G9*5%,"0")
10	Wanda Makeleni	Double room	1050	44686	44688	=E10-D10	=C10*F10	=IF(F10>5,"YES","NO")	=IF(H10="YES",G10*5%,"0")
11	Karisha Andries	Double room	1050	44701	44706	=E11-D11	=C11*F11	=IF(F11>5,"YES","NO")	=IF(H11="YES",G11*5%,"0")
12	John Blou	Single room	850	44686	44691	=E12-D12	=C12*F12	=IF(F12>5,"YES","NO")	=IF(H12="YES",G12*5%,"0")
13	Quinton Pieters	Single room	850	44694	44711	=E13-D13	=C13*F13	=IF(F13>5,"YES","NO")	=IF(H13="YES",G13*5%,"0")
14	TOTAL						=SUM(G8:G13)		
15	DOUBLE ROOMS BOOKED IN M/						=COUNTIF(B8:B13,"=DOUBLE ROOM")		
16	TOTAL AMOUNT RECEIVED FRO						=SUMIF(B8:B13,"=EXTRA DOUBLE ROOM",G8:G13)		
17	SECOND LARGEST TOTAL PAID						=LARGE(G8:G13,2)		
18	AVERAGE PRODUCT PRICE						=AVERAGE(C8:C13)		
19	TOTAL NUMBER OF CLIENTS HO						=COUNTA(A8:A13)		

3

2

4

5

6 TOTAL FORMULA

7 DOUBLE ROOM FORMULA

8 TOTAL AMOUNT RECEIVED FORMULA

9 SECOND LARGEST FORMULA

10 AVERAGE PRODUCT PRICE FORMULA

11 TOTAL NUMBER OF CLIENTS FORMULA

12 Print on one A4 landscape with row and column headings

M	T
12	12

(12)

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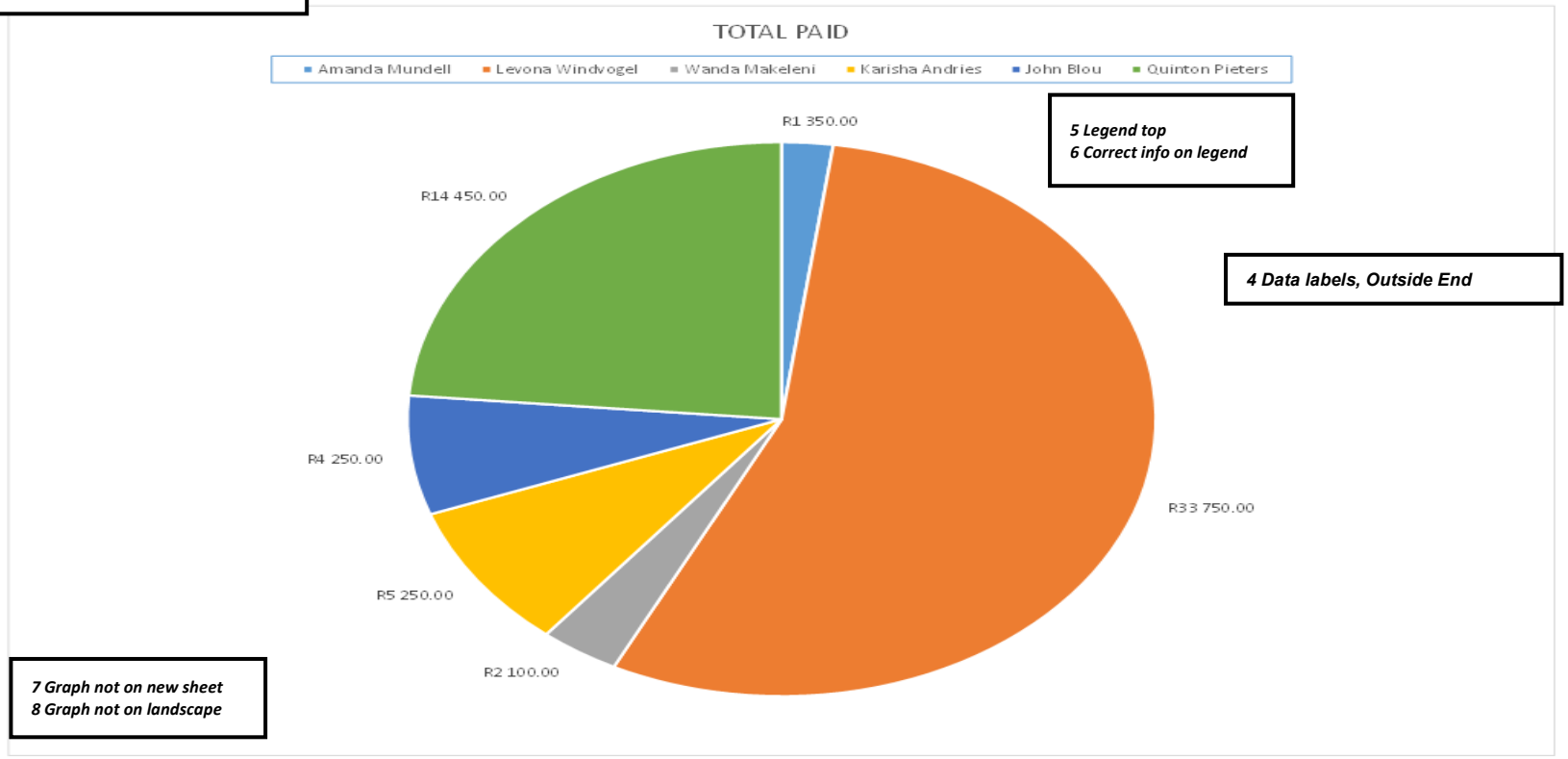
QUESTION 7D

Manipulation:	8
TOTAL:	8

NO	MANIPULATION	MARK
1	[TOTAL PAID] not inserted as a title	
2	Pie graph not created and/or incorrect	
3	[EXAMINATION NUMBER] not left-aligned and [QUESTION 7D] not right-aligned as a footer inserted and/or incorrect	
4	Data labels not inserted and/or not Outside End and/or incorrect	
5	Legend not displayed on top of the graph and/or incorrect	
6	Correct information not displayed in the legend	
7	Graph not inserted as a new sheet and/or incorrect	
8	Graph not printed on landscape orientation	8

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1 Chart title not inserted and/or incorrect
2 Pie graph not created



5 Legend top
6 Correct info on legend

4 Data labels, Outside End

7 Graph not on new sheet
8 Graph not on landscape

EXAMINATION NUMBER

3 Footer [EXAM NUMBER] left, [QUESTION 7D] right

QUESTION 7D

M	T
8	8

(8)

[40]

QUESTION 8

Accuracy/Display	5
Manipulation	40
TOTAL:	45

NO	ACCURACY/DISPLAY	MARK
1	Font type and size not the same throughout	
2	Capital letters/small letters	
3	Alignment	
4	Spelling errors	
5	Line spacing, letter spaces	5

NO	MANIPULATION	MARK
1	OLD AGE VISITORS' RECORDS not retrieved	
2	In EXCEL, [EXAMINATION NUMBER] left-aligned and [QUESTION 8] right-aligned not inserted as a header and/or incorrect	
3	SUMMARY TABLE not created and/or incorrect	
4	Categories not added on the SUMMARY TABLE and/or incorrect	
5	NUMBER OF VISITORS column not created and/or incorrect	
6	% of VISITORS column not created and/or incorrect	
7	NUMBER OF VISITORS and % OF VISITORS for BACK PAIN not calculated and/or incorrect	
8	NUMBER OF VISITORS and % OF VISITORS for NECK MUSCLE SPASM not calculated and/or incorrect	
9	NUMBER OF VISITORS and % OF VISITORS for SPORT INJURY REHABILITATION not calculated and/or incorrect	
10	NUMBER OF VISITORS and % OF VISITORS for FIBROMYALGIA not calculated and/or incorrect	
11	NUMBER OF VISITORS and % OF VISITORS for REHAB AFTER KNEE REPLACEMENT not calculated and/or incorrect	
12	NUMBER OF VISITORS and % OF VISITORS for REHAB AFTER HIP REPLACEMENT not calculated and/or incorrect	
13	TOTAL NUMBER OF VISITORS not calculated and/or incorrect	
14	% OF VISITORS not displaying % and/or incorrect	
15	% OF VISITORS not displaying 0 decimals and/or incorrect	
16	Pie chart not created and/or incorrect	
17	Pie chart not created below the summary table	
18	Suitable title not displayed as a chart title	
19	Legend not displayed and/or incorrect	
20	Legend not displayed at the bottom of the chart and/or incorrect	
21	Data labels not displayed and/or incorrect	
22	Data labels not displayed outside end and/or incorrect	
23	Spreadsheet not printed on ONE landscape page	
24	An MS PowerPoint presentation not created and/or incorrect	
25	Three presentation slides not created and/or incorrect	
26	Title slide and information not added on SLIDE 1 and/or incorrect	
27	Chart not added on SLIDE 2 and/or incorrect	
28	Chart not as it is on Excel on SLIDE 2 and/or incorrect	

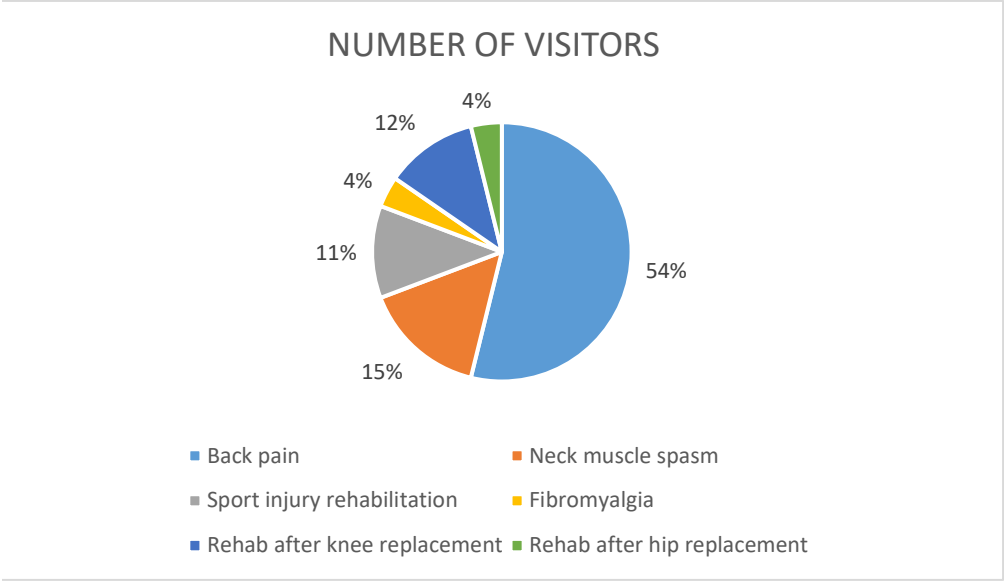
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29	Title and content not added on Slide 3 and/or incorrect	
30	Any suitable design not effected on presentation and/or incorrect	
31	Presentation not printed as handouts on ONE A4 page and/or incorrect	
32	A notebook, BACK PAIN not created and/or incorrect	
33	EXAMINATION NUMBER not created as a section and/or incorrect	
34	NOTES not added as a page and/or incorrect	
35	Content not added in text holders and/or incorrect	
36	Subheadings not changed to Informal Roman 16 pt and/or incorrect	
37	Subheadings not changed to bold and/or incorrect	
38	Subheadings not changed to upper case and/or incorrect	
39	Not printed on ONE A4 page	
40	Not printed in portrait orientation	
		40

EXAMINATION NUMBER QUESTION 8

SUMMARY TABLE

CATEGORY	NUMBER OF VISITORS	% OF VISITORS
Back pain	14	54%
Neck muscle spasm	4	15%
Sport injury rehabilitation	3	12%
Fibromyalgia	1	4%
Rehab after knee replacement	3	12%
Rehab after hip replacement	1	4%
	26	



2021/11/06

BACK PAIN

PRESENTED BY:

EXAMINATION NUMBER

CHART



CAUSES, PREVENTION and TREATMENT

- CAUSES
  - Sprains and strains
- PREVENTION
  - Do hamstring stretching
  - Stand and walk upstraight
- TREATMENT
  - Healthy weight
  - Stretch and strengthen

NOTES

Saturday, 06 November 2021 01:35

SPREADSHEET

Information about number of old age visitors who suffer from back pain related illnesses.

CHART

Graphic illustration of a percentage of visitors who suffer from back pain per category.

PRESENTATION

Information on the causes, prevention and treatment of back pain.

EXAMINATION NUMBER Page 1

[45]

TOTAL SECTION B: 120
GRAND TOTAL: 200

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