higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

2 November 2022 (X-paper)
09:00–12:00

This question paper consists of 21 pages.

003Q1B2202

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INFORMATION PROCESSING N5
TIME: 3 HOURS
MARKS: 300

QUESTION PAPER	TIME	MARKS
SECTION A: TYPING TECHNIQUE	**2 hours**	**200**
SECTION B: AUDIO TRANSCRIPTION	**1 hour**	**100**
TOTAL	**3 hours**	**300**

INSTRUCTIONS AND INFORMATION

CANDIDATES ARE ALLOWED 30 MINUTES TO READ THE INSTRUCTIONS BEFORE THE START OF THE EXAMINATION

Read the following instructions carefully before answering the questions – the 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 QUESTION 1, the TIMED ACCURACY TEST, THREE minutes before the start of the test.

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

4. After the expiration of the TEN minutes allowed for the TIMED ACCURACY TEST, the test will be collected and signed by the invigilator. It will be retained until the completion of the examination session whereafter, in your presence, it will be placed in your EXAMINATION FOLDER.

5. Answer all the questions.

6. Procedure for QUESTIONS 2, 3, 4, 5 and 6: Key in, save and print.

7. Retrieve the letterhead saved as QUESTION 3 on your data diskette/hard drive/network.

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SECTION B: AUDIO TRANSCRIPTION

You have received the following:

1. Information regarding the questions

2. Notes regarding the questions

3. Audio cassette or audio software

NOTE:

1. If an audio cassette is used, rewind the cassette before starting with the transcription.

2. Complete the information (starting point on the counter/index) required in the NOTES ON THE EXAMINATION QUESTIONS.

PRINTING

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

GENERAL

1. You may use ASCII codes.

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

3. Work fast and accurately in order to complete the question paper in time.

4. Save the 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 for 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 the PRINTOUTS to be marked in the same order as the questions in the QUESTION PAPER.

7.2 Disk 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 after which all work must be deleted immediately from the hard drive/network. Students' answers must be kept for at least SIX months.

7.3 The rewound cassette.

7.4 All other PRINTOUTS. No PRINTOUTS may be removed from the examination room or placed in the 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

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	10 minutes	20
QUESTION 2: TABULAR STATEMENT	24 minutes	40
QUESTION 3: CIRCULAR LETTER	28 minutes	45
QUESTION 4: ANNUAL REPORT	24 minutes	40
QUESTION 5: INVITATION	22 minutes	35
QUESTION 6: 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" LINE SPACING: 1,5 or 2,0 SPEED: 45 wpm (minimum requirement)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt

1. The TIMED ACCURACY TEST must be keyed in ONCE only.
2. The passage allows for speeds of 45 and 50 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. Your test must be collected and signed by the invigilator at the beginning of the examination. All pages need to be signed.

Electricity is the set of physical phenomena associated with the presence and motion of matter that has a property of electric charge. Electricity is related to magnetism, both being part of the phenomenon of electromagnetism.

Various common phenomena are related to electricity, including lightning, static electricity, electric heating, electric discharges and many others.

Electricity is at the heart of many modern technologies, being used for electric power, where electric current is used to energise equipment; electronics which deals with electrical circuits that involve active electrical components such as vacuum tubes, transistors, diodes and integrated circuits as well as associated passive interconnection technologies.

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QUESTION 1 (CONTINUED)

The rapid expansion in electrical technology at this time transformed industry and society, becoming a driving force for the second industrial revolution.

Electricity's extraordinary versatility means it can be put to an almost limitless set of applications which include transport, heating, lighting, communications and computation. Electrical power is now the backbone of modern industrial society.

Demand for electricity grows with great rapidity as a nation modernises and its economy develops. Historically, the growth rate for electricity demand has outstripped that for other forms of energy.

Environmental concerns with electricity generation have led to an increased focus on generation from renewable sources, in particular from wind and solar. While debate can be expected to continue over the environmental impact of different means of electricity production, its final form is relatively clean.

The effects of electromagnetism are most visibly employed in the electric motor, which provides a clean and efficient means of motive power. Electrically powered vehicles are used in public transportation, such as electric buses and trains and an increasing number of battery-powered electric cars in private ownership.

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QUESTION 1 (CONTINUED)

Power plants are rarely inside cities. This is due to many factors: land price, availability of a heat sink, size of the plant, fuel availability and emissions. Most of these factors, like land price and water availability, are easy to identify and quantify. Despite this, one of the main limiting factors for building a power plant is negative public attitudes.

45 wpm

People want their say, and because of this, power plants tend to be built outside of cities. Oftentimes, this contributes to an inadequate understanding

50 wpm

[20]

QUESTION 2: TABULAR STATEMENT

TIME: 24 MINUTES **MARKS: 40**

MARGINS: Left: 1,27 cm/0,5" Right: 1,27 cm/0,5" LINE SPACING: Single except, where indicated differently	PAPER: A4 landscape HYPHENATION: None ALIGNMENT: As indicated FONT: Arial 12 pt (except where indicated differently)
1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 2 (right-aligned). 2. Take all proofreading signs into consideration. 3. Insert a TABLE. 4. Save the document as Q2 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Eskom's fortnightly system status update } double u/line, Berlin Sans FB 16 pt, uc, centre

Instaled capacity sp

Candidate: Bold all column headings and centre horizontally and vertically.
Apply shading to all column headings.
Key in all months in full.

runs on

Week Start	Week NL	47 000 Megawatts at the beginning of the year 2020		
		South [African [Contracted [Forecast	Residual [Forecast	Available [Dispatch- [able [Capacity
6 Jan	2	29374	27620	42972
20 Jan	4	30514	28833	43642
3 Feb	6	30904	29661	43193
17 Feb	8	30736	29493	42895
2 March	10	31096	29900	41555
~~04-March-20~~	~~12~~	~~31100~~	~~29222~~	~~40000~~ del
16 March	12	30893	29555	44387
30 March	14	31678	30627	41395

Source: Eskom Fort◯nightly System Status 2020 (30/12/2019 to 30/03/2020) } bold, ital

QUESTION 2 (CONTINUED)

runs on

Available [Capacity	Planned [Maintenance	Unplanned [Outage [Assumption	Planned [Risk [Level	Likely [Risk [Scenario NL
31272	5261	9500	11707	13710
31942	4591	9500	11709	13730
30908	5625	11711	9500 trs	13750
31455	5040	9500	11713	~~13770~~ ~~17370~~ stet
31750	5338	9500	11715	13790
30976	5557	9500	11720	13720
29695	3646	9500	11725	13725

[40]

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QUESTION 3: CIRCULAR LETTER

TIME: 28 MINUTES **MARKS: 45**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: Single except, where indicated differently	PAPER: Letterhead HYPHENATION: Automatic ALIGNMENT: Left FONT: Courier New 12 pt
1. Retrieve the letterhead, QUESTION 3, that has been saved in the INFORMATION PROCESSING N5 folder. 2. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 3 (right-aligned). 3. Take all proofreading signs into consideration. 4. Save the document as Q3 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Today's date in full

╪

To all residents uc

╪

Tips to beat / load shedding blues Castellar 18 pt, uc, bold, double border

╪

Load shedding is back, and nobody is happy about it. runs on

Unless you have money for generators, solar installations, or other expensive alternatives, / reality is that you are at risk of losing power for periods of time until / national grid is stable again.

╪

~~country~~

In our tech-driven ~~world~~, it's really disruptive to have a few hours stet without electricity, but losing power doesn't necessarily mean losing productivity. In this article, we look at some key strategies for minimising / blow of load shedding. bold, ital

╪

1. ╫ Invest in / right equipment uc, bold, double u/line

╪

1.4 ╫ Surge protectors: When / power comes back on, your electrical circuits bold can experience power surges – which could damage your appliances. Surge protectors that plug right into your ~~socket~~ wall are relatively cheap and will trs minimise / risk of power surges damaging precious equipment.

╪

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QUESTION 3 (CONTINUED)

1.1 ╫ Alternate power: If you can afford it, buy a generator or ups to give you emegency power when you need it most. bold uc sp

╪

1.3 ╫ Lighting: Buy or make solar-powered emergency lights, use a torch or at / very least, use some good, old-fashioned candles. Make sure that you have matches or a lighter. A lamp chimney is also a cheap yet valuable investment to minimise / risk of accidental fires in case a candle falls over. bold

╪

1.2 ╫ Cooking/heating food: Load shedding slots change every day, so chances are that you could be powerless at one of your mealtimes. To ensure that you can still cook or heat food and liquids during load shedding, invest in a small, yet powerful cooking device such as a solar cooker or a 2λplate gas stove. You could also take precautions before your power goes out, such as cookingλin a Wonder bag or keeping a flask full of boiled water. bold in full λ - λ # u/line

╪

2. Know your schedule and / load shedding status uc, bold, double u/line

╪

/ current load shedding is subject to fairly reliable schedules – so you can plan ahead. Always keep your schedule close at hand – whether printed or on your mobile device ~~or cell phone~~. [Local and national load shedding status can change in an instant, keep yourself updated by connecting to the right information sources. del NP

╪

Twitter: @Eskom SA
Websites: Eskom
} Castellar 20 pt, uc, align right

Managing Director Display closure correctly

Candidate:

- Arrange paragraphs in numerical order.
- Number paragraphs and indent.
- Number page two, top left.

[45]

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QUESTION 4: ANNUAL REPORT

TIME: 24 MINUTES **MARKS: 40**

MARGINS: Use equal margins LINE SPACING: Single, except where indicated differently	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Arial 12 pt

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 print it.
4. Place the PRINTOUT in your EXAMINATION FOLDER.

move

Eskom's recently released annual financial results reveal that this state-owned power utility is losing money hand-over-fist. u/line

~~Its published income statement document reports that in the year ended 31 March 2018 Eskom's operating company, that is the company which generates and sells electricity, as opposed to the group which includes other activities as well as the operating company, lost R5,7 billion.~~ del

One year ago, / utility posted a loss of 870 million; and one year before that it posted a profit of R5 billion. runs on

This means that / organisation has lost billions between 2016 and 2018.

Condensed income statements
For the year ended 31/03/2018 } uc, bold, centre in full

Electricity Results 16 pt, sp caps, bold, centre

Revenue flat, costs up, massive loss – how will the lights stay on? ital, u/line

QUESTION 4 (CONTINUED)

		2018 Rm	2017 Rm
Continuing operations uc			
Revenue		177424	177136
Other income		1372	1573
Primary energy		(85202)	(82760)
Employee benefit expense		(29454)	(33178)
Net impairment loss		(553)	(1669)
Other expenses	s/s	(18228)	(23570)
Profit depreciation before and amortisation expense	trs	45359	37532
Depreciation and amortisation expenses		23132	(20300)
Net fair value loss on financial ~~instruments~~	stet	1898	(3342)
Net fair value gain on embeded derivatives	sp	123	1611
Profit before ʌ finance cost ʌ net		20452	15501
Net finance cost		(23089)	(14377)
Finance income		2872	5212
Finance cost		(25961)	(19589)
Share of profit of equityʌaccounted investees after tax ʌ #		34	35
(Loss)profit before tax		(2603)	1159
Income tax		266	(271)
(Loss)profit for the year uc, bold	bold →	(2337)	888

bold column

Candidate:

- Right-align all amounts

[40]

QUESTION 5: INVITATION

TIME: 22 MINUTES **MARKS: 35**

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: Arial 12 pt (except where indicated differently)

1. As a header, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 5 (right-aligned).
2. Take all proofreading signs into consideration.
3. Save the document as Q5 and print it.
4. Place the PRINTOUT in your EXAMINATION FOLDER.

You are invited [to / NL
╪
Launch of [Electro24's NP
╪
Online Electricity Vendor! sp caps, shading
╪
Where you can: bold, ital, centre

Berlin Sans FB 18 pt, centre

[Buy Prepaid Electricity and ʌ online! NP ʌ E-vouchers
╪
Electro24 has speciaalised in / sale of prepaid electricity for all major SA Municipalities since 2009. bold sp in full runs on

Purchasing electricity is also as easy as ever! Municipalities that Electro24 represent include: bold
╪
City of Cape Town
City Power
Tshwane
George
Mossel Bay
Steve ~~Tshwete~~ (Middelburg Mpumalanga) stet
Rustenburg
Mbombela
Mangaung
Ekurhuleni and
Govan Mbeki Municipality and many ~~many~~ more. del
╪

insert any bullets
1,5 line spacing

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QUESTION 5 (CONTINUED)

For all future purchases, simply make an your bank account EFT from trs
and you'll receive your electricity within minutes! You will pay exactly
/ same for your electricity as you would when you were buying from your
local municipality, service provider or Eskom, not a cent more! double u/line

Candidate:
Insert a page border

[35]

QUESTION 6: AFRICAN LANGUAGE

TIME: 12 MINUTES **MARKS: 20**

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 6 (right-aligned). 2. Key in as indicated. 3. Save the document as Q6 and print it. 4. Place the PRINTOUT in your EXAMINATION FOLDER.	

Leha baahi ba se ba tseba hantle tsela ea ho sebetsana le meferefere, baeti ba ngata Afrika Boroa ba sala ba ferekane ke mohopolo le hore na o tla ba ama joang.

Ho fapana le matsatsing a pele a tsollo ea meroalo, litoropo tse ngata joale li na le merero ea ho lemosa baahi ka litheko tsa motlakase tse tlang le lits'ebetso tsa ho lahla thepa – le ha tsena hangata li ferekanya ebile li sa latelehe.

Ho tsolla moroalo hangata ho etsahala ka lihora tse peli, 'me ho hobe ka ho fetisisa hangata ho ka etsahala habeli ka letsatsi.

[20]

TOTAL SECTION A: 200

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SECTION B

AUDIO TRANSCRIPTION

	TIME	MARKS
QUESTION 7: SPEECH	**20 minutes**	**35**
QUESTION 8: PARAGRAPHS	**15 minutes**	**25**
QUESTION 9: MEMORANDUM	**25 minutes**	**40**
TOTAL	**60 minutes**	**100**

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SECTION B: AUDIO TRANSCRIPTION

INFORMATION REGARDING THE EXAMINATION QUESTIONS

You are a personal assistant. Your manager handed you a cassette with recorded tasks which you have to complete in an hour while he/she is away.

1. Your first task (**QUESTION 7**) is to key in and print **SPEECH**.

   WORDS:

   Glen Mabuda; unreservedly; sincerely; indulge; contextualise; conjunction

2. Your second task (**QUESTION 8**) is to key in and print **PARAGRAPHS**.

   WORDS:

   electronics, regularly, unexpectedly, scheduled, surges, gear

3. Your third task (**QUESTION 9**) is to key in and print **MEMORANDUM**.

   WORDS:

   Disruption; peak; anticipate; mitigating; periodic

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QUESTION 7: SPEECH

TIME: 20 MINUTES **MARKS: 35**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A5 landscape HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt
1. As a footer, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 7 (right-aligned). 2. The starting point on the counter/index is … 3. The reading time is ± 17½ minutes. 4. Save the document as Q7 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

[35]

QUESTION 8: PARAGRAPHS

TIME: 15 MINUTES **MARKS: 25**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: Automatic ALIGNMENT: Left FONT: Arial 12 pt
1. As a footer, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 8 (right-aligned). 2. The starting point on the counter/index is … 3. The reading time is ± 12½ minutes. 4. Save the document as Q8 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

[25]

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QUESTION 9: MEMORANDUM

TIME: 25 MINUTES **MARKS: 40**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Arial 12 pt
1. As a footer, key in your EXAMINATION NUMBER (left-aligned) and QUESTION 9 (right-aligned). 2. The starting point on the counter/index is … 3. The reading time is ± 20 minutes. 4. Save the document as Q9 and print it. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

[40]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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