higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

2 November 2022

This marking guideline consists of 33 pages.

Copyright reserved

TYPING TECHNIQUE

SECTION A

GUIDELINES FOR MARKING

REMEMBER, THE CANDIDATE CANNOT FAIL BECAUSE HE/SHE COULD NOT COMPLETE OR PASS THE TIMED ACCURACY TEST.

1. The total of SECTION A is 200 marks. 80% is accuracy and 20% display (QUESTIONS 2–5).

2. ACCURACY ERRORS must be indicated with a RED /. REPETITIVE accuracy errors must be indicated with a RED CIRCLE.
   -4 MARKS PER ERROR

3. DISPLAY ERRORS must be indicated with a BLUE X. REPETITIVE display errors must be indicated with a BLUE CIRCLE.
   -2 MARKS PER ERROR

   ACCURACY ERRORS = All keying-in errors
   DISPLAY ERRORS = Display errors and proofreading marks

4. METHOD OF MARKING

40	10	50	POSSIBLE MARK
2e 32 (2 × 4 = 8) RED	4e 2 (4 × 2 = 8) BLUE	 34 TOTAL	NUMBER OF ERRORS TOTAL MARK FOR QUESTION Always place accuracy first

Copyright reserved

5. INCOMPLETE QUESTIONS

If only ¼ of a question is completed, only ¼ of the original mark will be used for the marking of the question. If only ½ of a question is completed, only ½ of the original mark will be used for the marking of the question. If only ¾ of a question is completed, only ¾ of the original mark will be used for the marking of the question.

EXAMPLE:

TOTAL MARK = 50 ACCURACY = 40 DISPLAY = 10

½ COMPLETE:

40	10	50	POSSIBLE MARK
20	5	25	½ COMPLETED
2e	4e		NUMBER OF ERRORS
12	0		
(2 × 4 = 8)	(4 × 2 = 5 max)	12	Always place accuracy first
RED	BLUE	TOTAL	

6. PROCESSING OF MARKS

Next to QUESTION NUMBERS 1 to 6: Marks for all questions (Section A)

Next to QUESTION NUMBERS 7 to 9: Marks for all questions (Section B)

Front page, top:

Raw mark = Mark out of 300 (bottom)

% = Raw mark processed to % in circle (top)

= Raw mark divided by 3

Rounded = ,5; ,6; ,7; ,8; ,9
Becomes full mark, e.g. 66,5 = 67%

Write your initials and surname below the circle.

Copyright reserved

QUESTION 1: MARKING SCHEDULE – TIMED ACCURACY TEST

WPM	45	50		WPM	45	50
ERRORS	MARKS	MARKS		ERRORS	MARKS	MARKS
1	19	19		28	5	7
2	19	19		29	5	6
3	18	19		30	4	6
4	18	18		31	4	5
5	17	18		32	3	5
6	17	17		33	3	4
7	16	17		34	2	4
8	16	16		35	1	3
9	15	16		36	1	3
10	15	15		37	0	2
11	14	15		38		2
12	14	14		39		1
13	14	14		40		1
14	13	13		41		0
15	13	13				
16	12	12				
17	11	12				
18	10	11				
19	10	11				
20	9	10				
21	9	10				
22	8	9				
23	8	9				
24	7	8				
25	7	8				
26	6	8				
27	6	7				

Copyright reserved

QUESTION 1: TIMED ACCURACY TEST **MARKS: 20**

NOTE: RED / = ACCURACY ERRORS

BE SURE TO MARK THE SPEED WITH CARE AS IT MAKES A DIFFERENCE TO THE RESULTS. REMEMBER THAT ONLY ACCURACY IS MARKED.

MARK ACCORDING TO THE ENCLOSED DEPARTMENTAL SCHEDULE.

MARK ACCURACY ERRORS ONLY.

Indicate accuracy errors with a red slash (/).

One or more incorrect characters in a word – 1 error.

Do not penalise for incorrect margins.

Do not penalise for incorrect line spacing.

Do not penalise for incorrect hyphenation.

Do not penalise for incorrect capital letters/small letters.

Do not penalise for incorrect letter spaces.

Do not penalise for incorrect alignment.

Do not penalise for any display errors.

Do not penalise if a whole line or paragraph has been left out and keyed in at a different position.

When exactly the same word is repeatedly keyed in incorrectly, it is penalised ONCE only per question. Thereafter, it is encircled as a repetitive error.

Copyright reserved

QUESTION 1 (CONTINUED)

Omission of words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last few strokes at the end are 5 or more, count as another error. If the last few strokes at the end are fewer than 5, ignore.

If 45 wpm is not completed, count back as indicated in the marking guideline.

The highest mark obtained is indicated. The highest speed passed is indicated.

Indicate the speed obtained with Pass 45 wpm/Pass 50 wpm/Fail where applicable in the following way:

INDICATE AT THE END OF THE TIMED ACCURACY TEST:

Pass 45 wpm/Pass 50 wpm/Fail; Errors; Mark

INDICATE ON THE FRONT OF THE FOLDER DIRECTLY NEXT TO THE MARK OBTAINED FOR QUESTION 1:

Pass 45 wpm/Pass 50 wpm/Fail

(If the candidate did not hand in QUESTION 1, indicate this by drawing a line through the block for the mark next to QUESTION 1 on the front of the folder and by writing Fail in the appropriate positions.)

INDICATE ON THE FRONT OF THE FOLDER JUST BELOW THE CIRCLE FOR THE MARKS OBTAINED:

Pass 45 wpm/Pass 50 wpm/Fail

Should a candidate fail the examination (less than 40%) and pass the TIMED ACCURACY TEST, the word, Fail, replaces the Pass 45 wpm/Pass 50 wpm as a candidate cannot fail the question paper as a whole and get recognition for the wpm.

THE MARK FOR TYPING TECHNIQUE (200) IS ADDED TO THE AUDIO TRANSCRIPTION MARK (100) TO OBTAIN A MARK OUT OF 300, WHICH IS PROCESSED TO A MARK OUT OF 100 (PERCENTAGE).

Copyright reserved

QUESTION 1 (CONTINUED)

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.

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.

Copyright reserved

QUESTION 1 (CONTINUED)

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.

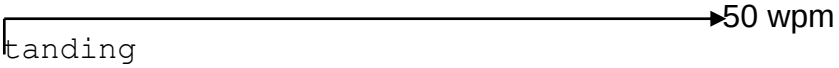
The effects of electromagnetism are most visibly employed in the electric motor, which provides a clean and efficient means of motive power. Electrically powered vehicles are used in public transportation, such as electric buses and trains and an increasing number of battery-powered electric cars in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

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

QUESTION 1 (CONTINUED)

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



QUESTION 1 (CONTINUED)

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.

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

45 wpm

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 emission s. 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.

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

50 wpm

[20]

TYPING TECHNIQUE

ACCURACY SCHEDULE – QUESTIONS 2-6					
-4 MARKS PER ERROR DEDUCTED – ACCURACY – RED					
MARKS	20	36	32	28	20
RED ERRORS	Q2	Q3	Q4	Q5	Q6
0	20	36	32	28	20
1	16	32	28	24	16
2	12	28	24	20	12
3	8	24	20	16	8
4	4	20	16	12	4
5	0	16	12	8	0
6		12	8	4	
7		8	4	0	
8		4	0		
9		0			

TYPING TECHNIQUE

DISPLAY SCHEDULE – QUESTIONS 2-5					
-2 MARKS PER ERROR DEDUCTED – DISPLAY – BLUE					
MARKS	20	9	8	7	0
RED ERRORS	Q2	Q3	Q4	Q5	Q6
0	20	9	8	7	
1	18	7	6	5	
2	16	5	4	3	
3	14	3	2	1	
4	12	1	0	0	
5	10	0			
6	8				
7	6				
8	4				
9	2				
10	0				

Copyright reserved

QUESTION 2: TABULAR STATEMENT MARKS: 40

ACCURACY – 20 MARKS -4 marks per error	
Every keying-in error	
DISPLAY – 20 MARKS -2 marks per error	
1.	Margins (1,27 cm/0,5" left and right) incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2.	Paper size (A4 landscape) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3.	Font/font size (Arial 12 pt and Berlin Sans FB 16 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4.	Del – not deleted and/or incorrect and/or EXAMINATION NUMBER left-aligned and QUESTION 2 right-aligned not inserted as a header and/or incorrect
5.	Trs – not transposed and/or incorrect and/or Stet – not retained and/or incorrect and/or Sp – spelling incorrect
6.	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Double underline – not changed and/or incorrect
7.	Join – not joined and/or incorrect
8.	Months not in full and/or incorrect and/or Runs on – incorrect and/or Shading incorrect
9.	Main headings incorrect and/or Column headings incorrect and/or Columns incorrect and/or Column/Rows not merged and/or incorrect
10.	Vertical lines omitted and/or incorrect
11.	Horizontal lines omitted and/or incorrect
12.	Figures incorrect and/or Units, tens not underneath one another and/or Numbers wrapped
13.	Footnote incorrect

¼	5	5	10
½	10	10	15
¾	15	15	30
	20	**20**	**40**

QUESTION 2 (CONTINUED)

1 margins (0,5"/1,27 cm), alignment, line spacing 2 A4 landscape, tab stops/indent, hyphenation None 3 font/font size, uc/lc, letter spaces 4 EXAMINATION NUMBER (left) and QUESTION 2 (right) as header 9 main headings, column headings, columns, column/rows merged 10 vertical lines 11 horizontal lines 12 figures 13 footnote

6 double u/line

ESKOM'S FORTNIGHTLY SYTEM STATUS UPDATE **1 centre 3 uc, Berlin Sans FB 16 pt**

1 ╪

1 centre horizontally and vertically 6 bold 8 shading

INSTALLED CAPACITY **5 sp**

8 months in full

1 ╪ **8 runs on**

Week Start	Week	47 000 Megawatts at the beginning of the year 2020								
		South African Contracted Forecast	Residual Forecast	Available Dispatch-able Capacity	Available Capacity	Planned Maintenance	Unplanned Outage Assumption	Planned Risk Level	Likely Risk Scenario	¼
6 January	2	29374	27620	42972	31272	5261	9500	11707	13710	
20 January	4	30514	28833	43642	31942	4591	9500	11709	13730	½
3 February	6	30904	29661	43193	30908	5625	**5 trs** 9500	11711	13750	
17 February	8	30736	29493	42895	31455	5040	9500	11713	**5 stet** 13770	
2 March **4 del [4 March …]**	10	31096	29900	41555	31750	5338	9500	11715	13790	¾
16 March	12	30893	29555	44387	30976	5557	9500	11720	13720	
30 March	14	31678	30627	41395	29695	3646	9500	11725	13725	

1 ╪

Source: Eskom Fortnightly System Status 2020 (30/12/2019 to 30/03/2020) **6 bold, ital 7 join**

[40]

QUESTION 3: CIRCULAR LETTER **MARKS: 45**

ACCURACY – 36 marks -4 marks per error	
Every keying-in error	
DISPLAY – 9 marks -2 marks per error	
1.	Margins (2,54 cm/1" left and right) incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2.	Letterhead not retrieved and/or incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3.	Font/font size (Courier New 12 pt, Castellar 18 pt and 20 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4.	/ – not changed to [the] and/or incorrect and/or Del – not deleted and/or incorrect and/or Insert – incorrect and/or Date not inserted in full and/or incorrect and/or Second page not numbered and/or incorrect and/or Conclusion incorrect and/or EXAMINATION NUMBER left-aligned and QUESTION 3 right-aligned not inserted as a header and/or incorrect
5.	Trs – not transposed and/or incorrect and/or Stet – not retained and/or incorrect and/or Sp – spelling incorrect
6.	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline/double underline – not changed and/or incorrect
7.	Paragraphs not in numerical order and/or incorrect and/or Join – not joined and/or incorrect
8.	[& NP – new line and new paragraph incorrect and/or Runs on – incorrect and/or In full – not in full and/or incorrect
9.	Paragraph numbers not inserted and/or incorrect and/or Double border not inserted and/or incorrect

¼	9	2	11
½	18	5	23
¾	27	7	34
	36	**9**	**45**

QUESTION 3 (CONTINUED)

1 margins (1"/2,54 cm), alignment, line spacing 2 letterhead, tab stops/indent, hyphenation Automatic 3 font/font size, uc/lc, letter spaces 4 EXAMINATION NUMBER (left) and QUESTION 3 (right) as header

Eskom | Powering your world

Call Centre 086 003 7556
customerservices@eskom.co.za

2 letterhead

2 November 2022 **4 in full**

1

TO ALL RESIDENTS **3 uc**

1 **4 / 3 uc, Castellar 18 pt 6 bold 9 double border**

TIPS TO BEAT THE LOAD SHEDDING BLUES

1 **8 runs on**

Load shedding is back, and nobody is happy about it. Unless you have money for generators, solar installations, or other expensive alternatives, the reality is that you are at risk of **4 /** losing power for periods of time until the national grid is **4 /** stable again. **¼**

1 **5 stet**

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

1 **4 /** **6 bold, ital**

9 paragraph numbers 7 numerical order 3 two letter spaces 2 indent

1. **INVEST IN THE RIGHT EQUIPMENT** **3 uc 6 bold, double u/line 4 /**

1 **6 bold**

1.1 **Alternate power**: If you can afford it, buy a generator or UPS to give you emergency power when you need it most. **3 uc 4 sp**

1

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, **½** yet powerful cooking device such as a solar cooker or a two-plate gas stove. You could also take precautions before your power goes out, such as cooking in a Wonderbag or keeping a flask full of boiled water. **6 bold**

8 in full 4 insert -

6 u/line 7 join

2 **4 page number top left**

1.3 **Lighting:** Buy or make solar-powered emergency lights, use a torch or at the 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 the risk of accidental fires in case a candle falls over. **6 bold** **4 /** **4 /**

1

1.4 **Surge protectors:** When the power comes back on, your electrical circuits can experience power surges – which could damage your appliances. Surge protectors that plug right into your wall socket are relatively cheap and will minimise the risk of power surges damaging precious equipment. **6 bold** **4 /** **5 trs** **4 /**

1

2. **KNOW YOUR SCHEDULE AND THE LOAD SHEDDING STATUS** ¾ **3 uc 6 bold, double u/line** **4 /**

The 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. **4 del [or cell phone]** **8 NP**

Local and national load shedding status can change in an instant, keep yourself updated by connecting to the right information sources.

1

1 align right 3 Castellar 20 pt, uc

TWITTER: @ESKOM SA
WEBSITES: ESKOM

1

MANAGING DIRECTOR **3 uc**

[45]

QUESTION 4: ANNUAL REPORT MARKS: 40

ACCURACY – 32 marks -4 marks per error	
Every keying-in error	
DISPLAY – 8 marks -2 marks per error	
1.	Margins (equal) incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2.	Paper size (A4 portrait) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3.	Font/font size (Arial 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4.	/ – not changed to [the] and/or incorrect and/or Del – not deleted and/or incorrect and/or Insert – incorrect and/or EXAMINATION NUMBER left-aligned and QUESTION 4 right-aligned not inserted as a header and/or incorrect
5.	Trs – not transposed and/or incorrect and/or Stet – not retained and/or incorrect and/or Sp – spelling incorrect
6.	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not changed and/or incorrect
7.	Moved – not moved and/or incorrect and/or Spaced capital letters incorrect
8.	Runs on – incorrect and/or In full – not in full and/or incorrect
9.	Columns incorrect
10.	Vertical lines omitted and/or incorrect
11.	Horizontal lines omitted and/or incorrect
12.	Figures incorrect and/or Units, tens not underneath one another and/or Numbers wrapped

¼	8	2	10
½	16	4	20
¾	24	6	30
	32	**8**	**40**

QUESTION 4 (CONTINUED)

1 margins (equal), alignment, line spacing 2 A4 portrait, tab stops/indent, hyphenation None 3 font/font size, uc/lc, letter spaces 4 EXAMINATION NUMBER (left) and QUESTION 4 (right) as header 9 columns 10 vertical lines 11 horizontal lines 12 figures

1 centre 3 16 pt 6 bold 7 sp caps

E L E C T R I C I T Y R E S U L T S

╪ 1

Revenue flat, costs up, massive loss – how will the lights stay on? **6 ital, u/line**

╪ 1

Eskom's recently released annual financial results reveal that this state-owned power utility is losing money hand-over-fist. **6 u/line**

╪ 1 4 del [Its published ... billion.] 4 /

One year ago, the utility posted a loss of 870 million; and one year before that it posted a profit of R5 billion. This means that the organisation has lost billions between 2016 and 2018. **8 runs on ¼**

╪ 1

CONDENSED INCOME STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018 **1 centre 3 uc 6 bold 8 in full**

╪ 1 **6 bold column**

9 columns 10 vertical lines 11 horizontal lines

	2018	2017	
	Rm	Rm	
CONTINUING OPERATIONS **3 uc**			
╪ 1			
Revenue	**177424**	177136	
Other income	**1372**	1573	
Primary energy	**(85202)**	(82760)	
Employee benefit expense	**(29454)**	(33178)	
Net impairment loss	**(553)**	(1669)	
Other expenses	**(18228)**	(23570)	½
Profit before depreciation and amortisation expenses **5 trs**	**45359**	37532	
Depreciation and amortisation expenses	**23132**	(20300)	
Net fair value loss on financial instruments **5 stet**	**1898**	(3342)	
Net fair value gain on embedded derivatives **5 sp**	**123**	1611	
╪ 1			
Profit before net finance cost **4 insert**	**20452**	15501	
Net finance cost	**(23089)**	(14377)	
╪ 1			
Finance income	**2872**	5212	
Finance cost	**(25961)**	(19589)	¾
╪ 1			
Share of profit of equity accounted investees after tax **3 letter space**	**34**	35	
╪ 1			
(Loss)profit before tax	**(2603)**	1159	
Income tax	**266**	(271)	
╪ 1			
(LOSS)PROFIT FOR THE YEAR **3 uc 6 bold**	**(2337)**	**888**	
		[40]	

QUESTION 5: INVITATION **MARKS: 35**

ACCURACY – 28 marks -4 marks per error	
Every keying-in error	
DISPLAY – 7 marks -2 marks per error	
1.	Margins (2,54 cm/1") incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2.	Paper size (A4 portrait) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3.	Font/font size (Arial 12 pt and Berlin Sans FB 18 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4.	/ – not changed to [the] and/or incorrect and/or Del – not deleted and/or incorrect and/or Insert – incorrect and/or EXAMINATION NUMBER left-aligned and QUESTION 5 right-aligned not inserted as a header and/or incorrect
5.	Trs – not transposed and/or incorrect and/or Stet – not retained and/or incorrect and/or Sp – spelling incorrect
6.	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline/double underline – not changed and/or incorrect
7.	Spaced capital letters incorrect
8.	[& NP – new line and new paragraph incorrect and/or Runs on – incorrect and/or In full – not in full and/or incorrect
9.	Bullets not inserted and/or incorrect and/or Page border not inserted and/or incorrect and/or Shading not inserted and/or incorrect

¼	7	2	9
½	14	4	18
¾	21	5	26
	28	**7**	**35**

Copyright reserved

QUESTION 5 (CONTINUED)

1 margins (1"/2,54 cm), alignment, line spacing 2 A4 portrait, tab stops/indent, hyphenation None
3 font/font size, uc/lc, letter spaces 4 EXAMINATION NUMBER (left) and QUESTION 5 (right) as header

1 centre vertically

You are invited
to the
3 ╪
Launch of
8 NP
Electro24's
3 ╪

8 new line 4 /

1 centre 3 Berlin Sans MS 18 pt

7 sp caps 9 shading

ONLINE ELECTRICITY VENDOR! ¼
3 ╪

Where you can: **1 centre 6 bold, ital**

Buy Prepaid Electricity and E-vouchers online! **4 insert 8 NP**

6 bold **5 sp** **4 /** **8 in full**

Electro24 has specialised in the sale of prepaid electricity for all major South African Municipalities since 2009. Purchasing electricity is also as easy as ever! **8 runs on**
Municipalities that **Electro24** represent include: **6 bold** ½
1 ╪ **9 bullets 2 indent**

- City of Cape Town
- City Power
- Tshwane **1 1,5 line spacing** **9 page border**
- George
- Mossel Bay
- Steve Tshwete (Middelburg Mpumalanga) **5 stet**
- Rustenburg
- Mbombela
- Mangaung
- Ekurhuleni and
- Govan Mbeki Municipality and many more. ¾ **4 del [many]**

1 ╪

For all future purchases, simply make an EFT from your bank account and you'll receive your electricity within minutes! You will pay exactly the same for your electricity as you would when you were buying from your local municipality, service provider or Eskom, not a cent more! **5 trs** **6 double underline**

[35]

Copyright reserved

QUESTION 6: AFRICAN LANGUAGE **MARKS: 20**

ACCURACY – 20 MARKS -4 marks per error
Every keying-in error
DISPLAY – 0 MARKS

NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS

Do not penalise for incorrect margins.

Do not penalise for incorrect line spacing.

Do not penalise for incorrect hyphenation.

Do not penalise for incorrect capital/small letters.

Do not penalise for incorrect letter spacing.

Do not penalise for incorrect alignment.

Do not penalise for any display errors.

Do not penalise if a whole line or paragraph is left out and keyed in at a different position.

When exactly the same word is repeatedly keyed in incorrectly, it is penalised ONCE only per question. Thereafter, it is encircled as a repetitive error.

Omission of words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the first few strokes at the end are 5 or more, count as another error. If the last few strokes at the end are fewer than 5, ignore.

¼	5	0	5
½	10	0	10
¾	15	0	15
	20	**0**	**20**

QUESTION 6 (CONTINUED)

Leha baahi ba se ba tseba hantle tsela ea ho sebetsana le meferefere, baeti ba ngata Afrika Boroa ba sala ba ferekane ke ¼ 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 ½ tsa motlakase tse tlang le lits'ebetso tsa ho lahla thepa – le ha tsena hangata li ferekanya ebile li sa latelehe. ¾

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

SECTION B – AUDIO TRANSCRIPTION

GUIDELINES FOR MARKING

1. The total of SECTION B is 100 marks. 80% is accuracy and 20% display (QUESTIONS 7–9).

2. ACCURACY ERRORS must be indicated with a RED /. REPETITIVE accuracy errors must be indicated with a RED CIRCLE.
-1 MARK PER ERROR

3. DISPLAY ERRORS must be indicated with a BLUE X. REPETITIVE display errors must be indicated with a BLUE CIRCLE.
-1 MARK PER ERROR

ACCURACY ERRORS = All keying-in errors
DISPLAY ERRORS = Dictation instruction errors

4. **METHOD OF MARKING**

16	4	20	POSSIBLE MARK
2e 2 (2 × 1 = 2) RED	4e 4 (4 × 1 = 4) BLUE	 14 TOTAL	NUMBER OF ERRORS TOTAL MARK FOR QUESTION Always place accuracy first

5. **INCOMPLETE QUESTIONS**

If only ¼ of a question is completed, only ¼ of the original mark will be used for the marking of the question. If only ½ of a question is completed, only ½ of the original mark will be used for the marking of the question. If only ¾ of a question is completed, only ¾ of the original mark will be used for the marking of the question.

EXAMPLE:

TOTAL MARK = 20 ACCURACY = 16 DISPLAY = 4

½ COMPLETE:

16	4	20	POSSIBLE MARK
8 2e 6 (2 x 1 = 2) RED	2 4e 0 (4 x 1 = 2 max) BLUE	10 6 TOTAL	½ COMPLETED NUMBER OF ERRORS Always place accuracy first

6. **PROCESSING OF MARKS**

Penalise and mark as for typing technique – only marks per error differ (ONE MARK PER ERROR).

The mark for typing technique (200) together with the mark for the audio transcription (100) is added to obtain a mark out of 300, which is processed to a mark out of 100 (percentage).

Copyright reserved

AUDIO TRANSCRIPTION

SCHEDULE – QUESTIONS 7-9						
-1 MARK DEDUCTED PER ERROR ACCURACY – RED DISPLAY - BLUE						
MARKS:	ACCURACY			DICTATION INSTRUCTIONS		
	28	20	32	7	5	8
QUESTION: ERRORS:	Q7	Q8	Q9	Q7	Q8	Q9
0	28	20	32	7	5	8
1	27	19	31	6	4	7
2	26	18	30	5	3	6
3	25	17	29	4	2	5
4	24	16	29	3	1	4
5	23	15	27	2	0	3
6	22	14	26	1		2
7	21	13	25	0		1
8	20	12	24			0
9	19	11	23			
10	18	10	22			
11	17	9	21			
12	16	8	20			
13	15	7	19			
14	14	6	18			
15	13	5	17			
16	12	4	16			
17	11	3	15			
18	10	2	14			
19	9	1	13			
20	8	0	12			
21	7		11			
22	6		10			
23	5		9			
24	4		8			
25	3		7			
26	2		6			
27	1		5			
28	0		4			
29			3			
30			2			
31			1			
32			0			

Copyright reserved

QUESTION 7: SPEECH **MARKS: 35**

ACCURACY – 28 marks -1 mark per error	
Every keying-in error	
DISPLAY – 7 marks -1 mark per error	
1.	Margins (2,54 cm/1" left and right) incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2.	Paper size (A5 landscape) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3.	Font/font size (Courier New 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4.	Conclusion – not inserted and/or incorrect and/or Page numbers not inserted at the top left and/or incorrect and/or Page break – not inserted and/or incorrect
5.	I spell incorrect – Glen Mabuda, unreservedly, sincerely, indulge, contextualise, conjunction
6.	Bold – not changed and/or incorrect
7.	EXAMINATION NUMBER left-aligned and QUESTION 7 right-aligned not inserted as a footer and/or incorrect
8.	Figures incorrect and/or Abbreviation incorrect

¼	7	2	9
½	14	4	18
¾	21	5	26
	28	**7**	**35**

QUESTION 7 (CONTINUED)

1 1"/2,54 cm, alignment, line spacing 2 A5 landscape, tab stops/indent, hyphen None 4 CN 12 pt, uc/lc, letter spaces

ADDRESS BY INTERIM EXECUTIVE CHAIRMAN AND ACTING GROUP CHIEF EXECUTIVE, MR GLEN MABUDA ON MEDIA BRIEFING: ELECTRICITY SUPPLY CHALLENGES AND RECOVERY PLANS ON 17 OCTOBER 2019.

3 uc 6 bold

8 abbreviation **8 in figures**

1

Members of the media, fellow South Africans

1 1 1,5 line spacing

The decision to implement load shedding is one we did not take lightly, and our objective is to avoid load shedding altogether; and if it is absolutely necessary, to do so as little as possible.

5 sp

That said, I want to take this time to unreservedly apologise to South Africans for the negative impact that our decision to

7 EXAM NUMBER left, QUESTION 7 right 4 conclusion 4 page break

implement load shedding/

Copyright reserved

QUESTION 7 (CONTINUED)

2 **4 page number, top left**

implement load shedding has had on them. ½

5 sp

I also sincerely apologise for the minimal warning we gave about the challenging situation we found ourselves in this week. Trust me, we were as disappointed as you when we found ourselves with no choice but to load shed irrespective of our efforts to avoid doing so.

If you could indulge me and allow me to contextualise the situation: **5 sp**

7 EXAM NUMBER left, QUESTION 7 right 4 conclusion 4 page break

As you may/

Copyright reserved

3 **4 page number, top left**

As you may recall, Eskom started implementing load shedding late
last year when we put together the General Recovery Programme (or 9-Point Plan). **8 in figures**

5 sp

This plan in conjunction with the Winter Plan, enabled us to go through winter without implementing load shedding.

[35]

Copyright reserved

QUESTION 8: PARAGRAPHS **MARKS: 25**

ACCURACY – 20 marks -1 mark per error	
Every keying-in error	
DISPLAY – 5 marks -1 mark per error	
1.	Margins (2,54 cm/1" left and right) incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2.	Paper size (A4 portrait) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3.	Font/font size (Arial 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4.	Paragraph numbers not inserted and/or incorrect
5.	I spell incorrect – electronics, regularly, unexpectedly, scheduled, surges, gear
6.	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not changed and/or incorrect
7.	EXAMINATION NUMBER left-aligned and QUESTION 8 right-aligned not inserted as a footer and/or incorrect
8.	Figures incorrect and/or Abbreviations incorrect

¼	5	1	6
½	10	3	13
¾	15	4	19
	20	**5**	**25**

QUESTION 8 (CONTINUED)

1 margins (1"/2,54 cm), alignment, line spacing 2 A4 portrait, tab stops/indent, hyphenation Automatic
3 Arial 12 pt, uc/lc, letter spaces 7 EXAMINATION NUMBER (left) and QUESTION 8 (right) as footer

1 align right 3 uc, 20 pt 6 bold, ital, u/line **5 sp**

BE SMART WITH YOUR ELECTRONICS

4 paragraph numbers 2 indent

1. **BEFORE LOAD SHEDDING** **3 uc 6 bold**
1 ╪

1.1 *Working on a computer:* **6 ital**
1 ╪ **5 sp**

1.1.1 Save your work regularly – either manually or by setting up auto-save options in your software. If the power goes out unexpectedly, you won't lose your work. **¼** **5 sp**
3 ╪

1.2 *Keep your batteries charged:* **6 ital**
1 ╪

1.2.1 Ensure that your phone, laptop and other electronic devices are always charged with enough power to last for the scheduled load shedding interval. **5 sp**
1 ╪

1.2.2 Turn off all electronic equipment that plug into wall sockets. Ensure that you flip the switch off at the wall. **½**
1 ╪

2. **DURING LOAD SHEDDING** **3 uc 6 bold**

3 uc 8 abbreviation

2.1 *You can still connect centrally-managed IT services (email, network drives, etc.) provided that:* **6 ital**
1 ╪

2.1.1 Your device has power.
1 ╪

2.1.2 Your device has a data connection.
1 ╪

3. **AFTER LOAD SHEDDING ¾** **3 uc 6 bold**
1 ╪

3.1 Equipment can be damaged by sudden power surges, so protect your gear by waiting until the power has been restored BEFORE you switch the plugs back on. **5 sp** **5 sp** **3 uc**
1 ╪

3.2 If you're at work premises and your equipment doesn't work after a power outage, seek assistance from the IT department.

3 uc 8 abbreviation

[25]

Copyright reserved

QUESTION 9: MEMORANDUM **MARKS: 40**

ACCURACY – 32 marks -1 mark per error	
Every keying-in error	
DISPLAY – 8 marks -1 mark per error	
1.	Margins (2,54 cm/1" left and right) incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2.	Paper size (A4 portrait) incorrect and/or Tab stops/indentation incorrect and/or Hyphenation not inserted and/or incorrect
3.	Font/font size (Arial 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4.	Horizontal lines not inserted and/or incorrect and/or Date inserted incorrectly
5.	I spell incorrect – disruption; peak; anticipate; mitigating; periodic
6.	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect
7.	Spaced capital letters incorrect and/or EXAMINATION NUMBER left-aligned and QUESTION 9 right-aligned not inserted as a footer and/or incorrect
8.	Figures incorrect and/or Abbreviation incorrect

¼	8	2	10
½	16	4	20
¾	24	6	30
	32	**8**	**40**

QUESTION 9 (CONTINUED)

1 margins (1"/2,54 cm), alignment, line spacing 2 A4 portrait, tab stops, indent, hyphenation None
3 font/font size, uc/lc, letter spaces 7 EXAMINATION NUMBER (left) and QUESTION 9 (right) as footer

6 bold 7 sp caps 1 centre

M E M O R A N D U M

4 horizontal line

1 ╪
TO: ALL STAFF
1 ╪
FROM: POWER STATION MANAGER **3 uc 6 bold**
1 ╪
DATE: 2 NOVEMBER 2022 **4 date any format**

4 horizontal line

NO LOAD SHEDDING EXPECTED TODAY **3 uc 6 ital**

1 1,5 line spacing

The power system is under pressure this morning following heavy storms and rains ¼
that have hit the province this week. This caused disruption to coal supply overnight, **5 sp**
but we have managed to recover in time for the morning peak. We therefore do not **5 sp**
5 sp anticipate load shedding during the day. Furthermore, we have adequate reserves
for our emergency generators are on standby and dam levels are high.

8 figures, abbreviation

Unplanned outages or breakdowns were at 11 000 MW at 06:30 this morning. We ½
are monitoring the power system closely while mitigating risks associated with **5 sp**
flooding and storms in and around our power stations and feeding mines.

Our engineers are working on system and design changes that are required to enable us to cope with an increased risk of flooding. Should we lose some generation units during the day, we will use emergency reserves. However, if we experience drastic changes in the system, load shedding may have to be ¾
implemented.

We request all staff members to work with us by reducing their demand as far as
5 sp possible in order to help avoid or reduce the level of load shedding. We will continue to give periodic updates on the status of the power system to keep staff members updated of changes as they occur.

[40]

TOTAL SECTION B: 100
GRAND TOTAL: 300

Copyright reserved