higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 3

13 November 2024

This marking guideline consists of 22 pages.

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INSTRUCTIONS TO MARKERS

To facilitate marking and moderation, the following must be adhered to:

TIMED ACCURACY TEST:

- The TIMED ACCURACY TEST is marked according to the schedule for QUESTION 1.
- A candidate that fails the TIMED ACCURACY TEST but obtains 50% or more for the entire examination paper, passes the examination.
- A candidate that passes the TIMED ACCURACY TEST but fails the examination paper, fails the examination papers as well as the TIMED ACCURACY TEST.

Manipulation:

- Use a **blue pen** for **all** manipulation commands carried out.
- Use a **tick/s** (✓) and the question number for every **correct** manipulation carried out as indicated in the marking guideline.
- Use an **X** (cross) to mark manipulation done incorrectly.
- The **question number** must be written next to every **tick** or **X** (e.g. 1.3✓✓)

Accuracy:

- Use a **red** ✓ to indicate all accuracy marks.
- Use a **red X** to indicate all accuracy errors.
- For each command, the **question number** must be written next to every tick or **X** (e.g. 1.4 ✓✓✓✓XX)

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QUESTION 1: TIMED ACCURACY TEST

MARK SCHEDULE

Margin of errors	**5%**	**5%**
WPM	**30**	**35**
Maximum errors permitted	**7**	**8**
Marks per error deducted	**1.2**	**1**
Possible marks	**20**	
Number of errors/marks deducted		
0	20	20
1	19	19
2	18	18
3	16	17
4	15	16
5	14	15
6	13	14
7	12	13
8 [Passed 30 wpm]	10	12
9	9	11
10 [Passed 35 wpm]	8	10
11	7	9
12	6	8
13	5	7
14	4	6
15	2	5
16	1	4
17	0	3
18		2
19		1
20		0
21		
22		
23		
24		
25		

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NOTE: The TIMED ACCURACY TEST must be marked carefully as it impacts on the results. Mark accuracy only.

1. Use the mark schedule attached to allocate marks.

2. When the same word is repeatedly keyed in incorrectly, it is penalised the first time only (once) per question and encircled thereafter.

3. Omission of words: Count the first FIVE strokes (spaces included); thereafter every 10 strokes constitute ONE error each.

4. Should a whole line or paragraph be left out and keyed in at the bottom of the answer, only ONE accuracy error is deducted, and it is not penalised as an omission of words.

5. Should a whole line or paragraph be repeated, only ONE accuracy error is deducted for the entire line or paragraph.

6. If 35 wpm is not reached , count back as indicated in the marking guideline.

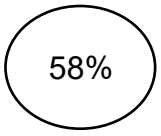
7. The highest marks obtained is indicated. The highest speed obtained (12/30 or more) is indicated.

8. Indicate the speed obtained with a P/S (pass speed) 30 wpm/35 wpm or F/S (fail speed) on the COVER PAGE next to the mark for the speed and indicate the speed obtained next to the percentage obtained.

9. Indicate at the end of the TIMED ACCURACY TEST:

Pass/Fail speed	**P/S**
No. of errors	**3**
Mark achieved	**16/20**
WPM achieved	**30**

10. The speed reached is endorsed on the COVER of the EXAMINATION FOLDER next to the percentage obtained (within a circle), for example:



30 wpm

11. No marks should be deducted for:

- Incorrect casing (upper/lower case)
- Incorrect letter spacing
- Incorrect hyphenation
- Incorrect line spacing
- Incorrect paragraphing
- Incorrect justification

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QUESTION 1 **EXAMINATION NUMBER**

NSFAS is a bursary scheme that is funded by the Department of 62
Higher Education and Training for people who lack finance and 124
cannot afford study loans or bursaries. 163
The main objective of NSFAS is to make sure that South African 226
citizens have a chance to afford higher education. It also provides 285
financial assistance to eligible students at public universities 346
and TVET colleges in South Africa. NSFAS administers these 400
bursaries and loans. Once a student works, they then pay back the 461
loan. 489
For one to qualify for an NSFAS bursary they have to be a South 553
African citizen. Most importantly, they must either be SASSA grant 613
recipients; their household income should not be more than R350 683
000 pa and a person with a disability stands a chance. In a case 747
where there's combined income it shouldn't be more than R600 000. 812
NSFAS provides not only the fees but also an allowance for 871
transportation, living, study materials needed, and others. 929
Students need more than just fees to be paid for, that is why the 997
allocation of funds would consider other aspects of students' 1059
needs. They need groceries, toiletries, accommodation as well. 1121
Once a student qualifies according to the means test, NSFAS 1181
supports them for at least 5 years. This is based on the 1238
availability of funds. When a student changes courses and takes 1302
more than 5 years to finish a qualification, they then have to 1365
pay for themselves until they graduate. It is vital that students 1431
choose courses they can handle so they can pass easily. It is 1493
evident that if students fail even just one of their subjects 1555
then funding is stopped. Creating a good record makes it easy for 1621
them as they would be funded until they are done. NSFAS advocates 1687
hard work and determination for students. Returning students must 1753
demonstrate proven and accepted academic performance in line with 1819
the College's progression policy. 1852

30 words

35 words

[20]

QUESTION 2 **EXAMINATION NUMBER**

2.1
- The internet is a decentralized global network of computers that enables people all over the globe to communicate electronically.
- It is an enormous network with millions of computers connected together across the world.
- Connecting computers to other computers anywhere in the world using routers, servers and modems.
- The Web is an information system that makes the retrieval and distribution of information from or via the internet possible. (4)

2.2
- Ananzi
- Google South Africa (2)

2.3
- Keep it simple
- Use web-friendly words that are most likely to appear on websites.
- Do not worry too much about spelling, capitalisation or punctuation.
- If you do not find what you are looking for, refine the search by being more specific. (4)

2.4
- Search the internet, or select parts of it, based on important words.
- Keep an index of the words they find and where they find them.
- Allow users to look for websites containing the words in that index. (3)

2.5
- Open the website and/or a specific web page
- Click the star icon at the top right of the screen
- Depending on the browser, the bookmark or add bookmark or favorites dialogue box will open, showing the web address.
- Click Save or Done. (4)

2.6 Ctrl Shift O (1)

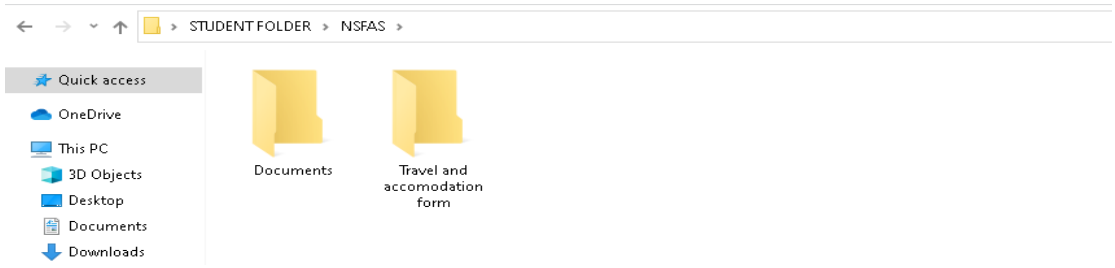
2.7
2.7.1 Wikipedia
2.7.2 Google Scholar
2.7.3 Dreamstime
2.7.4 Reddit
(4 × 1) (4)

2.8
- Previewing prevents wasting of paper.
- It allows one to adjust the margins and other printing options to ensure that the web page prints as required.
- It allows one to return to the document and delete unnecessary information. (3)

[25]

QUESTION 3

3.1

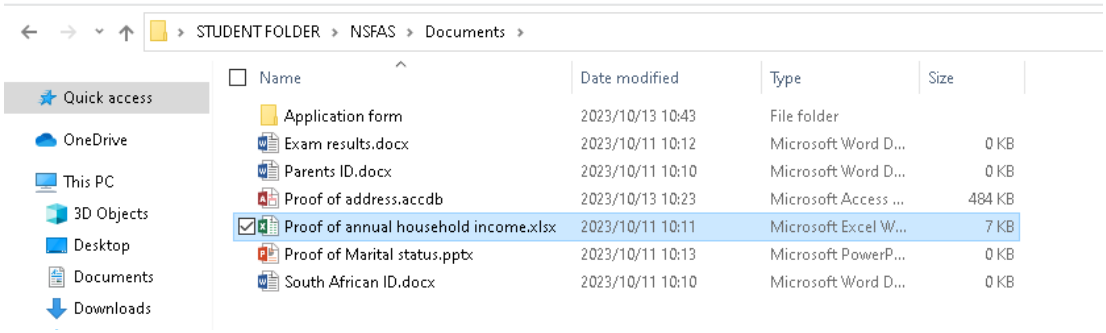


(1)

NSFAS folder✓
Large icons✓
Screen print✓

(2)

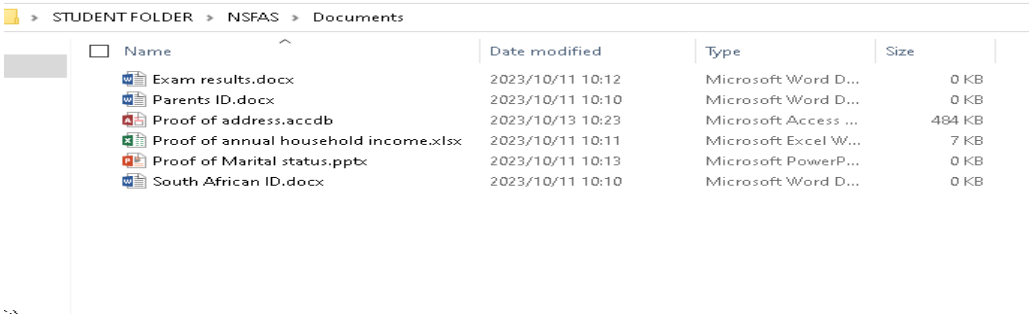
3.2

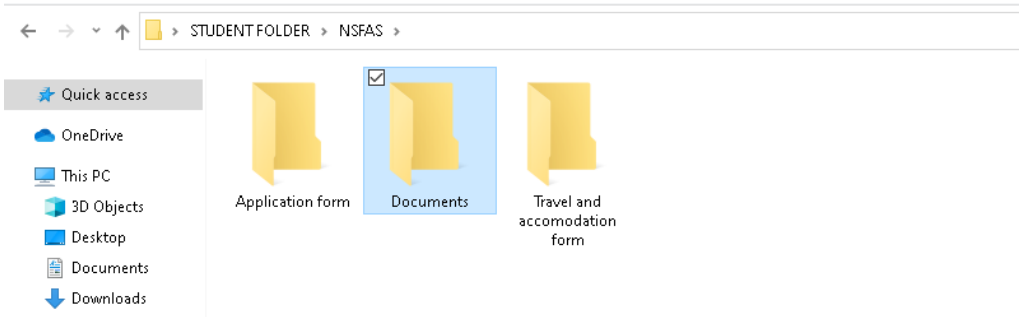


Proof of annual household income Excel file✓
Screen print✓

(2)

3.3



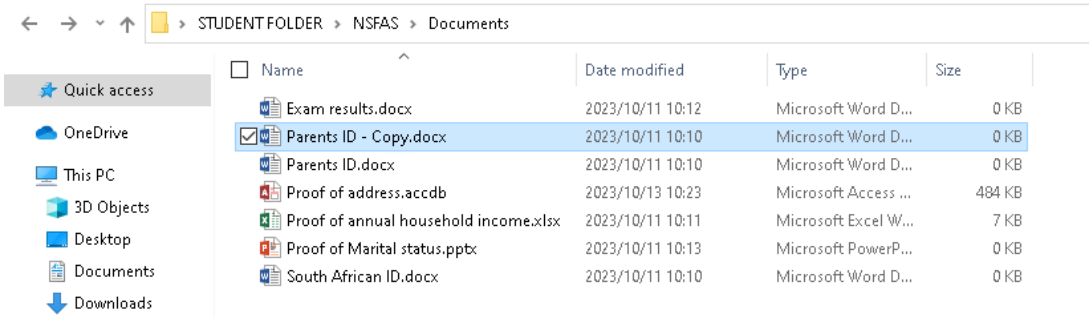


Folder moved from DOCUMENTS folder✓

Folder moved to NSFAS folder✓
Screen print✓

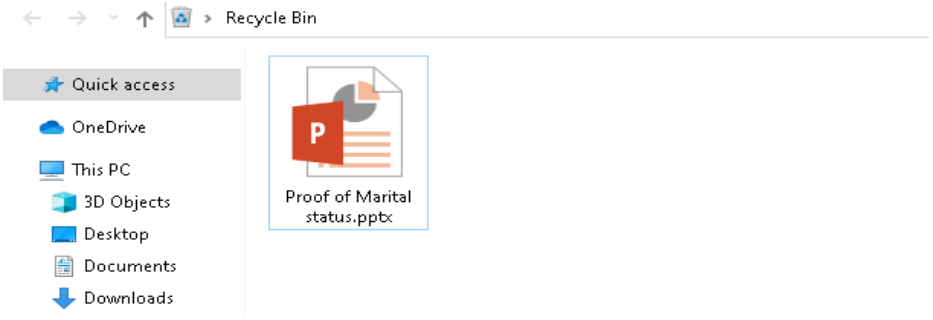
(3)

3.4



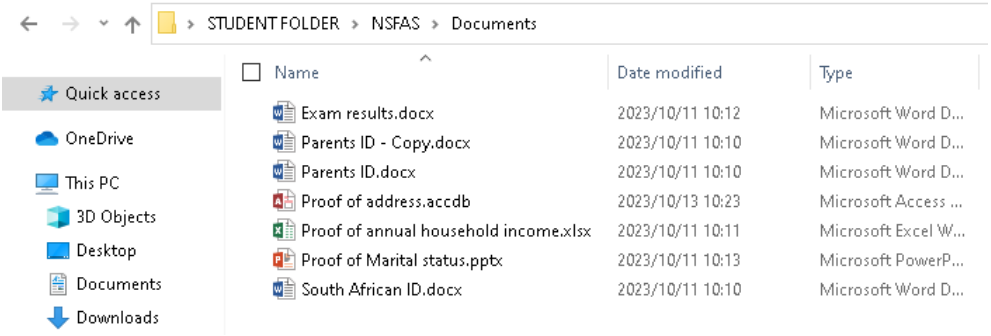
Parents ID duplicate✓
Screen print✓ (2)

3.5



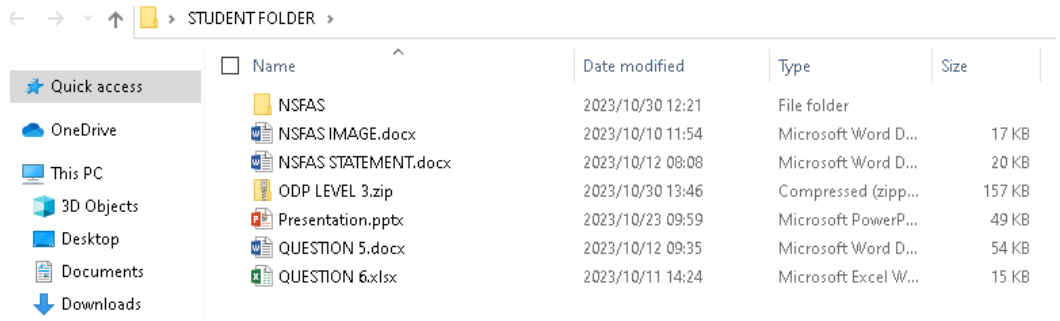
Deleted file✓
Recycle Bin screen print✓
(2)

3.6



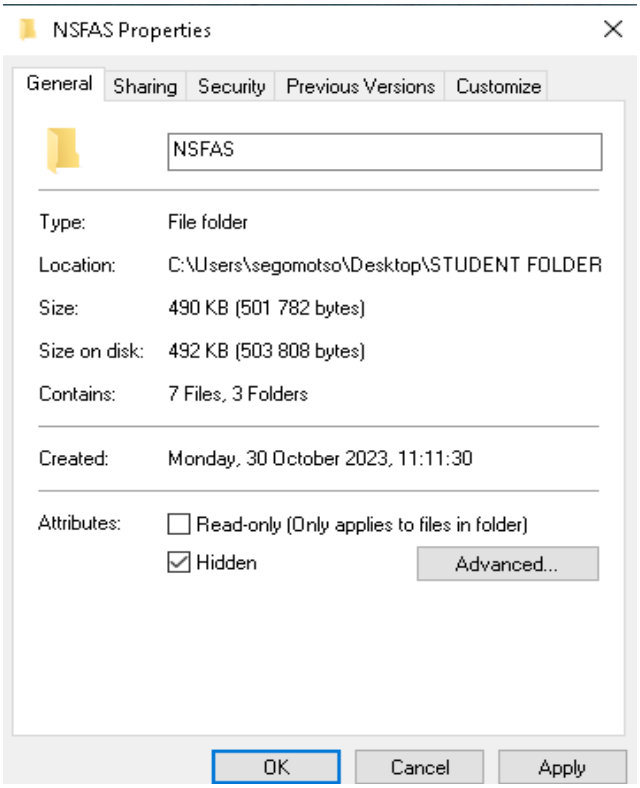
Restored files✓
Screen print✓ (2)

3.7-
3.9



Compressed STUDENT FILES folder✓
Zipped folder – ODP LEVEL 3✓
Screen print ✓ (3)

3.10



Right click NSFAS folder✓ properties and hidden selected✓
Screen print ✓

(3)
[20]

QUESTION 4A

4.1
4.2
4.3

MS WORD

4.2 Header✓ (EXAMINATION NUMBER and QUESTION 4A)

4.1 Columns (4) rows (5)✓
4.1 Letter spacing✓ upper case/lower case✓
4.1 Accuracy✓✓✓✓✓✓

EXAMINATION NUMBER QUESTION 4

STUDENT ID	STUDENT NAMES	COURSE	LEVEL
0204040590083	Mathe, KC	Office Administration	4
9204101810088	Motsamai, B	Transport and Logistics	3
0102300308083	Maseko, YM	Safety in Society	2
9004240349083	Shupinyane, MA	Finance, Economics and Accounting	3

(11)

EXAMINATION NUMBER QUESTION 4A

STUDENT ID	STUDENT NAMES	COURSE	LEVEL
0204040590083	Mathe KC	Office Administration	4
9204101810088	Motsamai B	Transport and Logistics	3
0102300308083	Maseko YM	Safety in Society	2
9004240349083	Shupinyane MA	Finance, Economics and Accounting	3

4.2 (Mark file name if using MS Access)

4.3 Print portrait page✓ (1)

QUESTION 4B

4.4

4.4 Retrieve ✓ **4.4.1 Header✓Exam No left✓ Q4B right✓** **4.4.8 Can shape✓ Position✓** **4.4.9 NSFAS image✓ and resized✓**

EXAMINATION NUMBER QUESTION 4B

4.4.2 Comic Sans MS✓ 12 pt✓

4.4.12 Student names✓
4.4.12 Student ID✓
4.4.12 Course✓
4.4.12 Level✓
4.4.13 Bold✓merge field italics✓

Student names: «STUDENT_NAMES»
Student ID: «STUDENT_ID»
Course: «COURSE»
Level: «LEVEL_»



4.4.3 Font size 14 pt✓

4.4.10 Image moved and adjusted✓
4.4.11 Picture effect to Subtle✓

4.4.4 u/c✓ und✓ left-aligned✓

NSFAS STATEMENT ON UNFUNDING OF STUDENT

NSFAS can confirm that above-mentioned students were funded for the 2023 academic year and she/he have been recently unfunded. A recent financial report obtained from **SOUTH AFRICAN REVENUE SERVICES** has revealed that this student declared total household family income, which is above the R350 000 threshold.

4.4.5 Find & Replace SARS✓ bold✓

Take note that you only have 14 days from the date of issue to petition this decision by submitting proof of family income or change of income to NSFAS for review.

NSFAS reserves the right to make the correct funding decisions based on its financial eligibility verification processes.

NSFAS Contact Centre is accessible on the below platforms from 08:30 to 17:00. Monday to Friday.

4.4.6 Insert text✓ Accuracy✓✓✓✓✓✓
4.4.7 Double border✓

Email: info@nsfas.org.za
Twitter: **myNSFAS**
Instagram: **myNSFAS**
NSFAS Connect: www.nsfas.org.za

4.4.14 Portrait page✓

(33)

QUESTION 4C

4.5
4.6
4.7

4.5 QUESTION 4C for both printouts✓

EXAMINATION NUMBER QUESTION 4C

Student names: ***Motsamai B***
Student ID: ***9204101810088***
Course: ***Transport and Logistics***
Level: ***3***

NSFAS STATEMENT ON UNFUNDING OF STUDENT

NSFAS can confirm that above-mentioned students were funded for the 2023 academic year and she/he have been recently unfunded. A recent financial report obtained from **SOUTH AFRICAN REVENUE SERVICES** has revealed that this student declared total household family income, which is above the R350 000 threshold.

Take note that you only have 14 days from the date of issue to petition this decision by submitting proof of family income or change of income to NSFAS for review.

NSFAS reserves the right to make the correct funding decisions based on its financial eligibility verification processes.

NSFAS Contact Centre is accessible on the below platforms from 08:30 to 17:00. Monday to Friday.

Email: info@nsfas.org.za
Twitter: **myNSFAS**
Instagram: **myNSFAS**
NSFAS Connect: www.nsfas.org.za

4.6 Letter merged for both printouts✓✓
4.7 Motsamai B printed✓

EXAMINATION NUMBER QUESTION 4C

Student names: ***Maseko YM***
Student ID: ***0102300308083***
Course: ***Safety in Society***
Level: ***2***

NSFAS STATEMENT ON UNFUNDING OF STUDENT

NSFAS can confirm that above-mentioned students were funded for the 2023 academic year and she/he have been recently unfunded. A recent financial report obtained from **SOUTH AFRICAN REVENUE SERVICES** has revealed that this student declared total household family income, which is above the R350 000 threshold.

Take note that you only have 14 days from the date of issue to petition this decision by submitting proof of family income or change of income to NSFAS for review.

NSFAS reserves the right to make the correct funding decisions based on its financial eligibility verification processes.

NSFAS Contact Centre is accessible on the below platforms from 08:30 to 17:00. Monday to Friday.

4.7 Maseko YM printed✓

Email: info@nsfas.org.za
Twitter: **myNSFAS**
Instagram: **myNSFAS**
NSFAS Connect: www.nsfas.org.za

A	M	T
14	36	50

(5)
[50]

EXAMINATION NUMBER
QUESTION 5

5.1 Retrieve File NSFAS✓

5.2 Header✓

5.3.1 Century Gothic, 11 pt✓

5.3.2 Move image✓position-centre✓

5.3.3 U/C✓ bold✓ double underline✓

5.3.4 Line spacing after the heading✓

5.3.5 Paragraph numbering✓ indentation✓

FEATURES AND FUNCTIONS OF THE NSFAS STUDENT PORTAL

Once you have successfully logged in, you will have access to a range of features and functions on the NSFAS student portal. Here are some key functionalities you should be aware of:

1. APPLICATION STATUS

You can be able to check your application status to see if it is been approved, rejected, or if further documentation is required. This feature provides valuable insights into the progress of your funding application.

2. ACADEMIC PROGRESS

It helps in monitoring your academic progress through the portal. It may include information on courses completed, grades obtained, and any academic support programs available.

3. FUNDING DETAILS

View your funding details, including the amount awarded, payment dates, and any outstanding balances. This allows you to manage your finances and plan accordingly.

Keep your personal and contact information up to date. You can make necessary changes through the portal, ensuring that NSFAS can reach you with important updates and notifications.

5.3.7 Page break✓
5.3.8 Page 1 changed to landscape✓
5.3.9 Three columns✓ line in between✓
5.3.10 Column break✓
5.3.11 Automatic hyphenation inserted to the entire document✓

5.3.6 Paragraph 2 spacing 1.5 ✓
Paragraph 3 double line spacing✓

1

(19)

5.3.12 Heading inserted✓ Correct WordArt style✓Accuracy✓

5.3.14 Merge and centre✓

5.3.13 Table✓ Accuracy ✓✓✓✓✓✓✓✓✓(9)

5.3.15 Rows height col.2 ✓
5.3.16 Bold text✓
5.3.17 Split table✓ NSFAS image✓ position✓
5.3.18 Table design✓

EXAMINATION NUMBER
QUESTION 5

APPLICATION EVALUATION

PROCESS STEPS	
Step 1	Application submitted
Step 2	Filtering
Step 3	Validation
Step 4	Evaluation
Step 5	Funding Eligibility
Step 6	Awaiting Academic Results
Step 7	Awaiting Registration
Step 8	Signing of Agreement
Step 9	Payments

2

5.3.19 Text centred horizontally and vertically ✓
5.3.20 3 pt border✓
5.3.21 Top and bottom margin✓
5.3.22 Page break✓

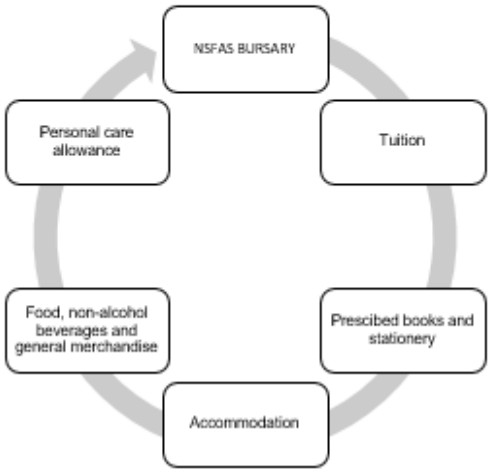
(24)

5.3.23 Heading inserted✓ Accuracy✓

5.3.24 Insert Correct SmartArt graphic✓ Accuracy✓✓✓✓✓✓ (6)
5.3.25 Colour effect✓

EXAMINATION NUMBER
QUESTION 5

[1] NSFAS BURSARY COVERS



5.3.26 Page number✓ bottom centre✓
5.3.27 Footnote✓ bold✓ italics✓ accuracy✓
5.3.28 Print✓

[1] *Unlock your future today!*

3

A	M	T
18	42	60

(17)
[60]

QUESTION 6: SPREADSHEET

6.1 Retrieve Q6✓

EXAMINATION NUMBER QUESTION 6A

	A	B	C	D
1	PAYMENT APPROVED			
2				
3				28 February 2023
4				
5	STUDENT ID	TUITION FEE	ACCOMMODATION PAID	LIVING ALLOWANCE PAID
6	9709632589689	3248	18400	500
7	4108956246186	3382	17500	950
8	3030412345088	2461	13000	800
9	2100301256087	4068	10000	1500
10	0440465829285	7433	11000	650
11	0406065490087	3345	17500	1500
12	0310274125889	3350	12300	700
13	0308895623083	8914	16400	850
14	0308178969081	3331	17500	750
15	0207323564086	3321	14000	900
16	0021104444086	3339	17500	1522

6.1.1 Header✓position✓

6.1.2 Century✓ 11 pt✓ (entire document)
6.1.3 Heading 16 pt✓ merge and centre✓
6.1.4 Date format✓ 14 pt✓ right aligned✓
6.1.5 Open row✓
6.1.6 Upper case✓ bold✓ centre column headings✓
6.1.7 15% shading✓

6.1.8 Column A left aligned✓
6.1.9 Worksheet centred both vertically✓ and horizontally✓

6.1.10 Single inside✓ & any thick border outside✓
6.1.11 Sort with corresponding figures✓
6.1.12 Student cell number column deleted✓
6.1.13 Column width✓
6.1.14 Printed in ONE page✓ landscape page✓

(25)

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6.2.1 Columns correctly inserted✓accuracy✓

6.2.12 Display all figures as currency✓ 2 decimals✓
6.2.13 Display %✓ with 0 decimals✓
6.2.14 Print without gridlines✓

EXAMINATION NUMBER

QUESTION 6B

	A	B	C	D	E	F
1	PAYMENT APPROVED					
2						
3					28 February 2023	
4						
5	**STUDENT ID**	**TUITION FEE**	**ACCOMMODATION PAID**	**LIVING ALLOWANCE PAID**	**TOTAL ALLOWANCES**	**% OF TOTAL ALLOWANCES**
6	9709632589689	R3 248,00	R18 400,00	R500,00	R22 148,00	7%
7	4108956246186	R3 382,00	R17 500,00	R950,00	R21 832,00	7%
8	3030412345088	R2 461,00	R13 000,00	R800,00	R16 261,00	5%
9	2100301256087	R4 068,00	R10 000,00	R1 500,00	R15 568,00	9%
10	0440465829285	R7 433,00	R11 000,00	R650,00	R19 083,00	16%
11	0406065490087	R3 345,00	R17 500,00	R1 500,00	R22 345,00	7%
12	0310274125889	R3 350,00	R12 300,00	R700,00	R16 350,00	7%
13	0308895623083	R8 914,00	R16 400,00	R850,00	R26 164,00	19%
14	0308178959081	R3 331,00	R17 500,00	R750,00	R21 581,00	7%
15	0207323564086	R3 321,00	R14 000,00	R900,00	R18 221,00	7%
16	0021104444086	R3 339,00	R17 500,00	R1 522,00	R22 361,00	7%
17	Grand total	R46 192,00	R165 100,00	R10 622,00	R221 914,00	100%
18	Average Accomodation Paid		R15 009,09			
19	Number of Students	11				
20	Highest Tuition Fee Paid	R8 914,00				
21	Lowest Accomodation Paid		R10 000,00			

6.2.3 Calculate TOTAL ✓
6.2.4 Autofill E6:E16✓
6.2.6 Calculate % OF TOTAL (F6) Absolute cell address✓
6.2.7 Autofill F6:F16✓

6.2.5 Calculate GRAND TOTAL✓
6.2.8 Calculate Average (C18)✓
6.2.9 Calculate COUNTA/COUNT (B19)✓
6.2.10 Calculate HIGHEST✓ (B20)
6.2.11 Calculate LOWEST✓(C21)

6.2.2 Rows correctly inserted✓ accuracy✓✓✓✓

(21)

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6.3 Header changed to Q6C✓

EXAMINATION NUMBER

QUESTION 6C

	A	B	C	D	E	F
1	PAYMENT APPROVED					
2						
3	44985					
4						
5	**STUDENT ID**	**TUITION FEE**	**ACCOMMODATION PAID**	**LIVING ALLOWANCE PAID**	**TOTAL ALLOWANCES**	
6	9709632589689	3248	18400	500	=SUM(B6:D6)	=B6/$B$17
7	4108956246186	3382	17500	950	=SUM(B7:D7)	=B7/$B$17
8	3030412345088	2461	13000	800	=SUM(B8:D8)	=B8/$B$17
9	2100301256087	4068	10000	1500	=SUM(B9:D9)	=B9/$B$17
10	440465829285	7433	11000	650	=SUM(B10:D10)	=B10/$B$17
11	406065490087	3345	17500	1500	=SUM(B11:D11)	=B11/$B$17
12	310274125889	3350	12300	700	=SUM(B12:D12)	=B12/$B$17
13	308895623083	8914	16400	850	=SUM(B13:D13)	=B13/$B$17
14	308178959081	3331	17500	750	=SUM(B14:D14)	=B14/$B$17
15	207323564086	3321	14000	900	=SUM(B15:D15)	=B15/$B$17
16	21104444086	3339	17500	1522	=SUM(B16:D16)	=B16/$B$17
17	Grand total	=SUM(B6:B16)	=SUM(C6:C16)	=SUM(D6:D16)	=SUM(E6:E16)	=SUM(F6:F16)
18	Average Accomodation		=AVERAGE(C6:C16)			
19	Number of Students	=COUNT(A6:A16)				
20	Highest Tuition Fee Pa	=MAX(B6:B16)				
21	Lowest Accomodation		=MIN(C6:C16)			

6.3.1 Correct formula in E6✓

6.3.1 Correct formula in B17✓
6.3.1 Correct formula in C18✓
6.3.1 Correct formula in B19✓
6.3.1 Correct formula in B20✓
6.3.1 Correct formula in C21✓

Only 4 marks for formulae

6.3.2 Columns adjusted✓
6.3.3 Landscape page✓ printed with row & column headings✓

(8)

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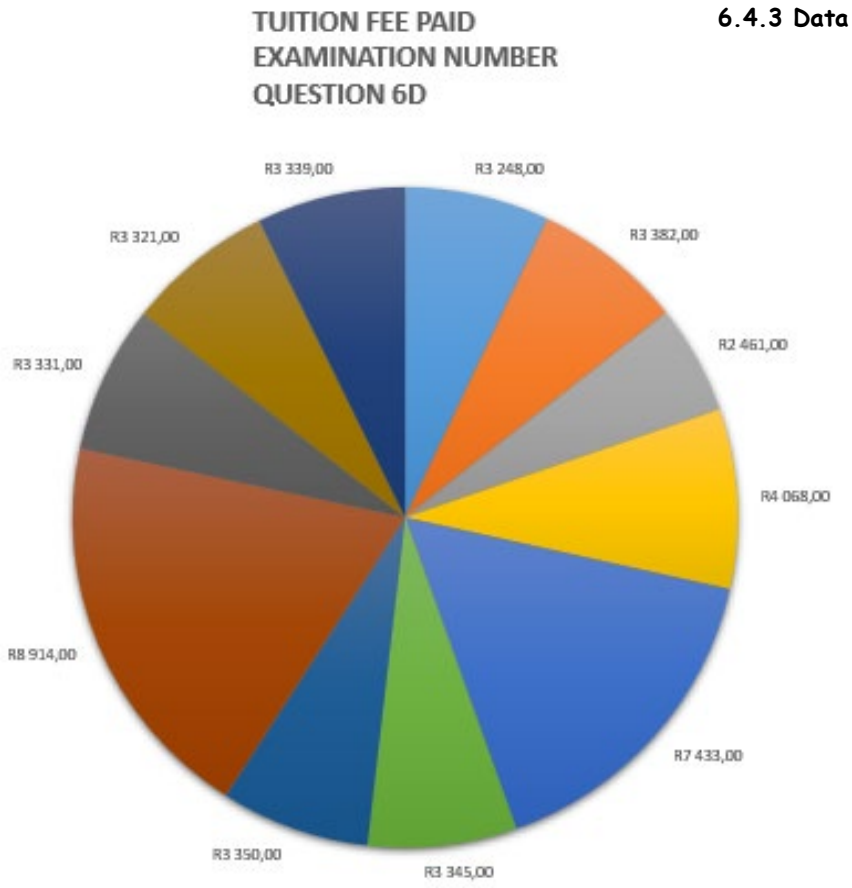
6.4 Header changed to Q6D✓

6.4.1 Pie chart✓ correct data range✓
6.4.2 Chart title✓ format✓right-aligned✓ accuracy✓
6.4.3 Data labels✓ outside end✓

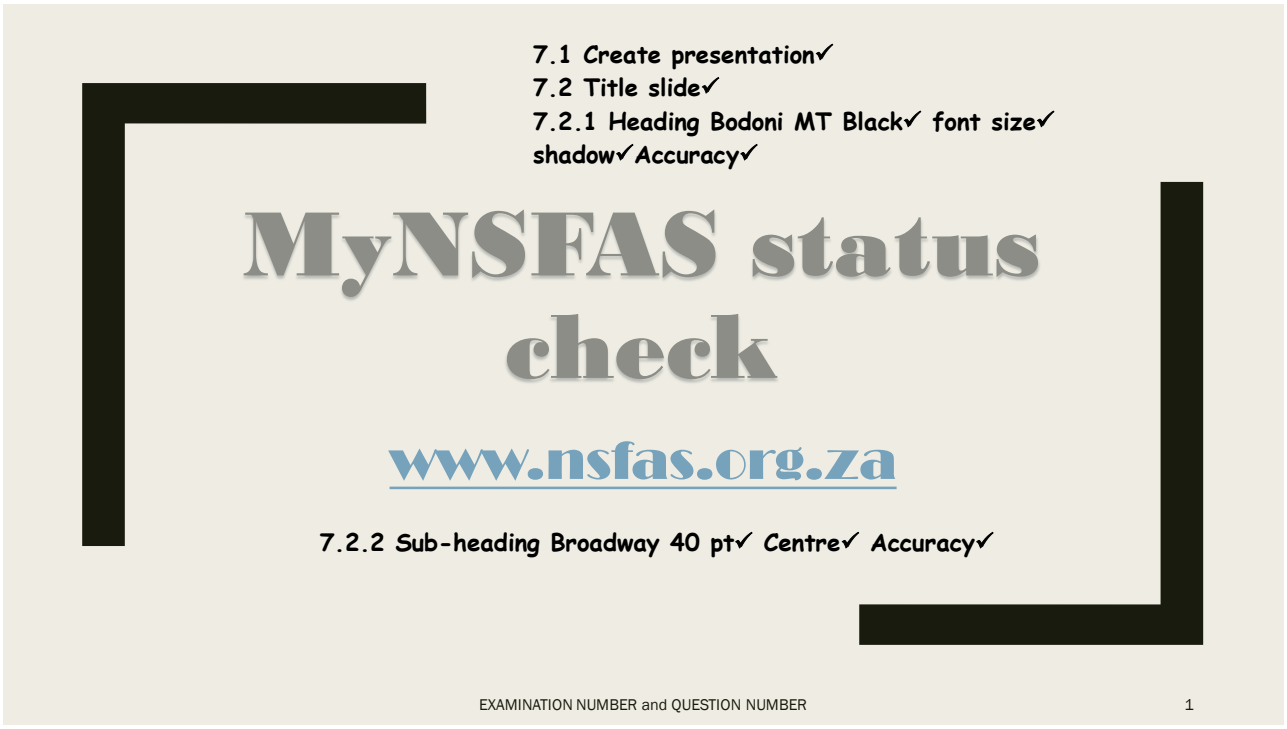


A	M	T
5	60	65

6.4.4 Legend removed✓
6.4.5 Printed as new sheet✓

(11)
[65]

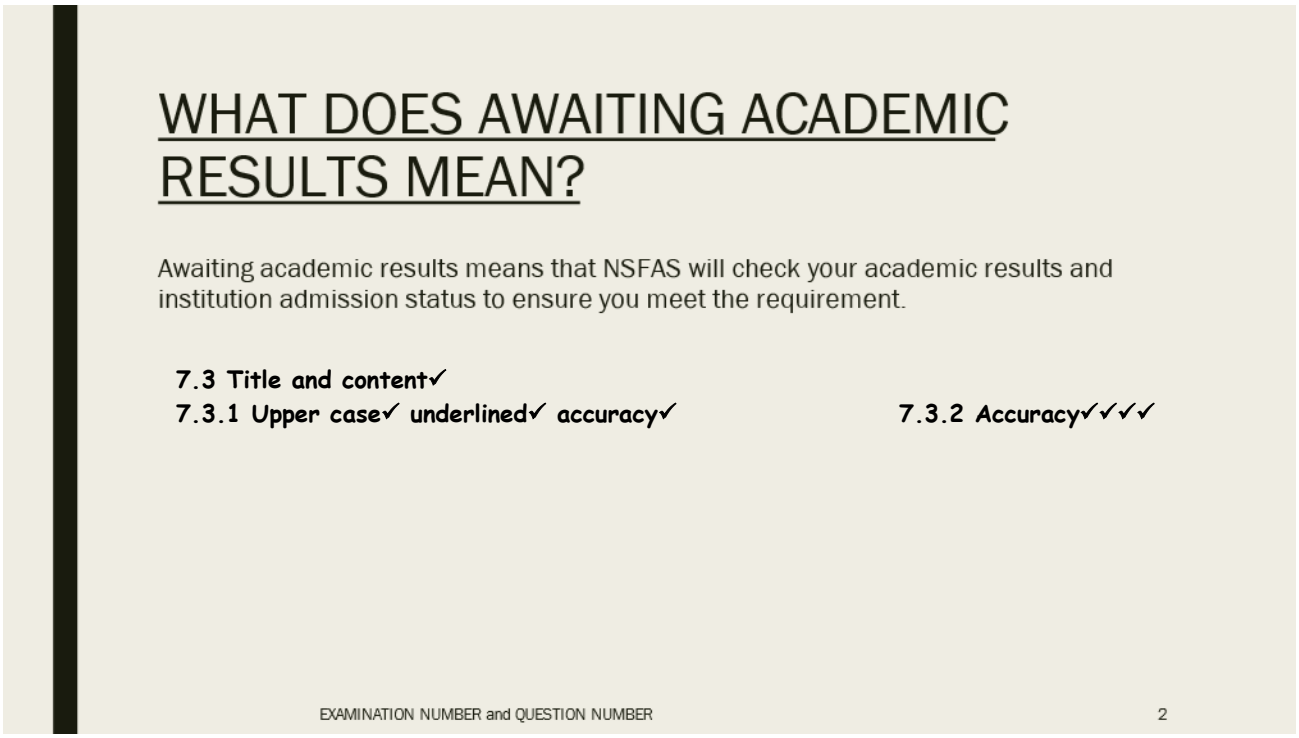
QUESTION 7



7.1 Create presentation✓
7.2 Title slide✓
7.2.1 Heading Bodoni MT Black✓ font size✓ shadow✓Accuracy✓

7.2.2 Sub-heading Broadway 40 pt✓ Centre✓ Accuracy✓

(9)



7.3 Title and content✓
7.3.1 Upper case✓ underlined✓ accuracy✓

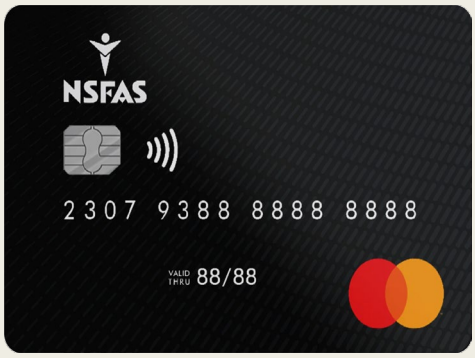
7.3.2 Accuracy✓✓✓✓

(8)

PROTECTING YOUR CREDENTIALS AND CRUCIAL INFORMATION

7.4 Two Content Slide✓
7.4.1 Heading italics✓ Accuracy✓

I. Applicants do not need to pay fee to apply.
II. Remember to not share your myNSFAS login details with anyone.
III. NSFAS employees will never ask for your login details.
IV. NSFAS urges all applicants to protect their personal information.
V. Keep your details up to date.



7.4.2 Left placeholder✓
Text accuracy✓✓✓✓✓✓✓✓
7.4.3 Capital Roman numbering✓

7.4.4 Image inserted✓ right placeholder✓
7.4.5 Image adjusted✓

EXAMINATION NUMBER and QUESTION NUMBER 3

7.5 Screen print✓ Paste in Word✓ Accuracy✓

(19)

STEPS TO ACTIVATE MYNSFAS DETAILS

- Click on the forgot password tab and enter your ID number.
- Choose whether you have forgotten your username and password and click submit.
- You will receive an OTP via email and SMS.
- Type in the OTP and click submit
- You will then be required to create a new password.

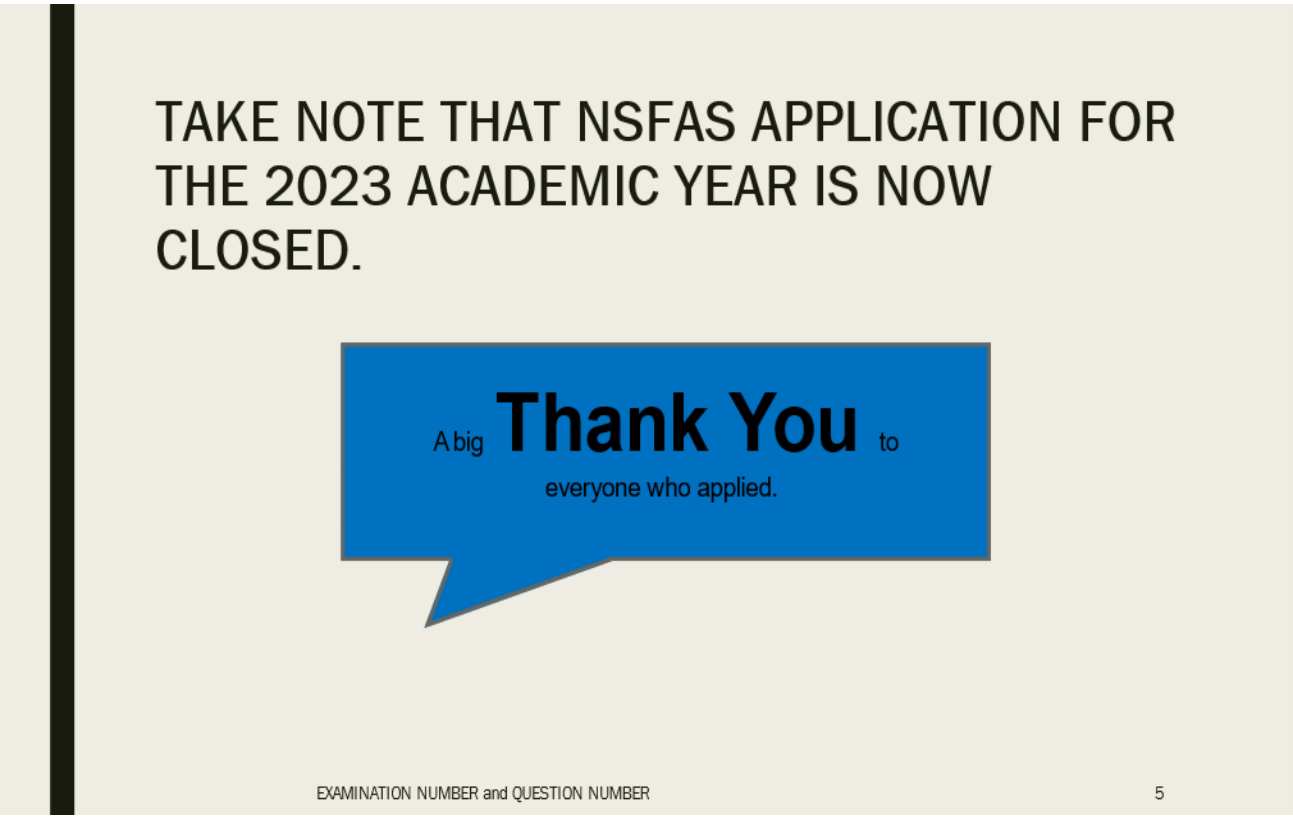
7.6 Imported as Slide 4✓✓
7.6.1 3 pt border✓ right-aligned✓

7.6.2 Replaced numbering
Filled square bullets✓✓

EXAMINATION NUMBER and QUESTION NUMBER 4

(6)

7.7 Title only✓
7.7.1 Accuracy✓✓



7.7.2 Rectangular callout shape✓ centre✓ fill colour blue✓
7.7.3 Text inserted✓ accuracy✓
7.7.4 Text Arial/bold✓ font size✓
7.7.5 Shape height/width✓✓
7.8 Crop design/theme✓✓
7.9 Slide numbers✓
7,10 Footer inserted✓
7.11 Handouts✓ TWO slides per page✓

(18)
[60]

TOTAL: 300

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