higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 2

(3061022)

16 November 2023 (Y-paper)
13:00–16:00

This question paper consists of 17 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
OFFICE DATA PROCESSING
NQF LEVEL 2
TIME: 3 HOURS
30 MINUTES EXTRA FOR PRINTING
MARKS: 300

INSTRUCTIONS AND INFORMATION

1. The question paper must be completed on computer with the aid of a word processing program. Write the version of the MS Office Suite used for the examination on your EXAMINATION FOLDER with the printouts.

2. Answer all the questions.

3. Read all the questions carefully.

4. Number the answers according to the numbering system used in this question paper.

5. Adhere to the time allocation provided for each question.

6. Place all printouts to be marked in the folder provided by the invigilators. Only ONE printout (the top one) per question/subsection, printed on ONE side of the page only, will be marked.

7. Place printouts in the EXAMINATION FOLDER in the same numerical order as the questions in the QUESTION PAPER.

8. Ensure that your EXAMINATION NUMBER and QUESTION NUMBER are printed on each page, irrespective of the number of pages, according to the instructions given for each question (header/footer).

9. Printouts with handwritten EXAMINATION NUMBERS will only be considered for marking if it is endorsed with the invigilator's signature.

10. Take note of the following regarding the QUESTION PAPER:

    10.1 Use left alignment throughout the EXAMINATION PAPER unless indicated differently.

    10.2 Use margins (top, bottom, left and right) of 1”/2.5 cm unless indicated differently.

    10.3 Use single line spacing if no other line spacing is indicated.

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10.4 Use font and font size Courier New 12 for the word processing section and Arial/Calibri 12 for the spreadsheet section of the QUESTION PAPER unless indicated differently.

11. During the additional printing time, candidates may only affect printing commands. No further keying in or editing may be done. It is recommended that additional invigilators who are knowledgeable about computers invigilate during the additional 30 minutes printing time to provide extra assistance and control.

12. In the event of a power failure, or a computer or printer breakdown, the invigilator must make the necessary arrangements for the candidate to continue and the actual time lost must be added for the candidate once he/she resumes working.

13. If there is a problem with certain printers, for example, they do no print ê, a report must be sent with the centre's printouts.

14. A candidate may have a typing ruler/printed template, a dictionary, postal code book and a list of ASCII codes in his/her possession. Word processing templates may be used, as well as the spell check function.

15. At the end of the examination, place all printouts in the EXAMINATION FOLDER and hand it to the invigilator. This includes all printouts on which errors occur and which should not be marked. No printouts whatsoever may be removed from the examination room or placed in the waste-paper bins.

16. Save all work done on the computer at regular intervals to prevent loss of work in the event of a power failure. No additional time may be allowed to redo such lost work. It is your responsibility to protect your answers through regular saving in order to prevent loss of work.

17. At the end of the examination session, each candidate must hand in the printouts as well as the floppy disk (or other storage device which may be used) with the saved answers (properly marked with the candidate’s examination number on the cover). If a network is used, the network manager must make a backup copy of all the candidates' work under supervision of the invigilator. (These diskettes and/or backup copies, for example CDs, must be handed to the examination section of the college for safekeeping for one year in case enquiries are made by the examiner/moderator/superintendents of education and Umalusi).

18. The hard drive of the computer (drive C) may not be used for the saving of documents in the event of other groups using the same venue during more than one sitting. If the same venue is used for different groups, then the hard drive of the computers must be checked and cleared before the next group start with the examination session.

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19. No candidate may print his/her work for another candidate or make his/her diskette available to another or access another candidates' work on the network. Any attempt to access information from or transfer information to another candidate in whatever manner is a contravention of the examination rules and regulations and will be viewed in an extremely serious light.

20. HOW TO MAKE A SCREEN PRINT OF A DIALOG BOX:

Follow these instructions to copy the necessary dialog box when answering a question which requires the use of the print-screen function:

- Press the Print-screen button found in the top row of the keyboard (on the right-hand side of the F12 function key).
- Minimise that screen, open the answer sheet or blank page required for the answers.
- Place the cursor at the position where the answer must be inserted.
- Press CTRL+V on the keyboard or click the Paste icon on the standard toolbar.

The screen print or picture will appear in the cursor position.

21. **SPECIFIC INSTRUCTION REGARDING THE TIMED ACCURACY TEST: (QUESTION 1)**

21.1 Candidates must be allowed to read through the time accuracy test at least THREE minutes before the start of the examination.

21.2 All candidates must start with the TIMED ACCURACY TEST. No candidate must be permitted to start with any other question during the first 10 minutes.

21.3 The invigilator must use a stopwatch to keep the exact time for the TIMED ACCURACY TEST (QUESTION 1).

21.4 QUESTION 1 (TIMED ACCURACY TEST) must be done ONCE only and printed immediately after the first ten minutes have expired. Each TIMED ACCURACY TEST printout must be signed off by the invigilator immediately after the last typed word. The printout is kept by the invigilator and inserted into the candidate's EXAMINATION FOLDER in his/her presence at the end of the examination.

21.5 A candidate who arrives late (i.e. during or after the first 10 minutes) will not be allowed any additional time for the TIMED ACCURACY TEST. The candidate will have to start immediately and stop at the same time as the other candidates or if the time has lapsed, he/she will have forfeited the TIMED ACCURACY TEST.

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QUESTION PAPER

OFFICE DATA PROCESSING
LEVEL 2

TIME:	**3 hours (keying-in time)**
ADDITIONAL:	**½ hour (30 minutes extra for printing)**
MARKS:	**300**

DATA PROCESSING		**ALLOCATED TIME**	**MARKS**
QUESTION 1	TIMED ACCURACY TEST	**10 minutes**	**20**
QUESTION 2	COMPUTER CONCEPTS AND FILE MANAGEMENT	**20 minutes**	**40**
QUESTION 3	PARAGRAPHS	**20 minutes**	**40**
QUESTION 4A	BUSINESS LETTER	**30 minutes**	**60**
QUESTION 4B	ENVELOPE	**10 minutes**	**10**
QUESTION 5	WORD PROCESSING	**40 minutes**	**60**
QUESTION 6A	SPREADSHEET	**20 minutes**	**25**
QUESTION 6B	SPREADSHEET	**30 minutes**	**45**
	TOTAL	**3 HOURS** (30 minutes extra for printing)	**300**

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You are doing voluntary activist work as an office administrator at a non-profit organization called OPOFA (Our Planet Our Future Association). Part of your duties is to take charge of all administrative matters. You are expected to prepare documentation that will be used.

QUESTION 1: TIMED ACCURACY TEST

DOCUMENT:	TIMED ACCURACY TEST (Key in ONCE ONLY)	**FONT:**	Courier New 12
LINE SPACING:	1.5 or 2 (Double)	**MARGINS:**	
		Left:	1”/2.54cm
PAPER:	A4 Portrait	Right:	1”/2.54 cm
TIME ALLOCATION:	10 minutes	**ALIGNMENT:**	Left/Off
MARKS:	20	**HYPHENATION:**	Off

INSTRUCTIONS:

1. All students must perform the TIMED ACCURACY TEST.

2. Insert your EXAMINATION NUMBER and QUESTION NUMBER as a header against the left margin as follows:

   EXAMINATION NUMBER
   QUESTION 1

3. The minimum speed requirement is 25 words per minute.

4. The duration of the accuracy test is 10 minutes. Wait for the instruction of the invigilator to start and stop immediately on his/her command.

5. Print QUESTION 1 immediately on the instruction of the invigilator. The invigilator will only accept the first printout of QUESTION 1 – no other copies will be accepted for marking.

6. Save the document as QUESTION 1.

7. Print the document and place it into your EXAMINATION FOLDER.

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Earth is the third planet from the Sun and the only astronomical object known to harbour life. While large volumes of water can be found throughout the Solar System, only Earth sustains liquid surface water. About 71% of Earth's surface is made up of the ocean, dwarfing Earth's polar ice, lakes, and rivers. The remaining 29% of Earth's surface is land, consisting of continents and islands. Earth's surface layer is formed of several slowly moving tectonic plates, interacting to produce mountain ranges, volcanoes, and earthquakes. Earth's liquid outer core generates the magnetic field that shapes Earth's magnetosphere, deflecting destructive solar winds.

Earth's atmosphere consists mostly of nitrogen and oxygen. More solar energy is received by tropical regions than polar regions and is redistributed by atmospheric and ocean circulation. Water vapor is widely present in the atmosphere and forms clouds that cover most of the planet. Greenhouse gases in the atmosphere like carbon dioxide (CO^2) trap a part of the energy from the Sun close to the surface. A region's climate is governed by latitude, but also by elevation and proximity to moderating oceans. Severe weather, such as tropical cyclones, thunderstorms, and heatwaves, occurs in most areas and greatly impacts life.

25wpm

Earth is an ellipsoid with a circumference of about 40 000 km. It is the densest planet in the Solar System. Of the four rocky planets, it is the largest and most massive. Earth is about eight light minutes away from the Sun and orbits it, taking a year (about 365,25 days) to complete one revolution. Earth rotates around its own axis in slightly less than a day (in about 23 hours and 56 minutes). Earth's axis of rotation is tilted with respect to the perpendicular to its orbital...

30wpm

35wpm

[20]

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QUESTION 2: COMPUTER CONCEPTS AND FILE MANAGEMENT

INSTRUCTIONS:

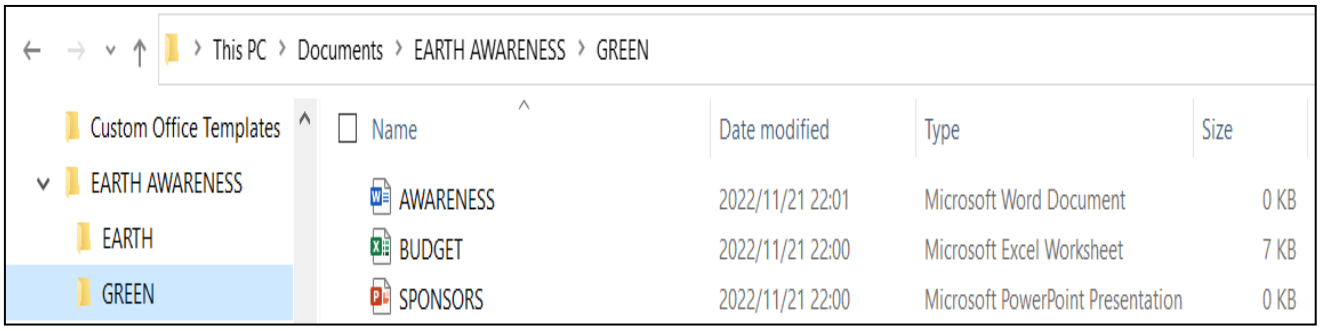
1. Open or retrieve the document saved as QUESTION 2 in the STUDENT FILES folder.
2. The answers and the print screens to this question must be typed, printed, and added to your EXAMINATION FOLDER.
3. Key in your EXAMINATION NUMBER and QUESTION NUMBER left in the header, save and print QUESTION 2. (2)

2.1 Choose a description from COLUMN B that matches a term in COLUMN A. Type only the letter (A–J) next to the question number (2.1.1–2.1.10).

COLUMN A		COLUMN B	
2.1.1	Central Processing Unit	A	both feet should rest on the floor
2.1.2	Printer	B	a tip that can be used to reduce eye strain
2.1.3	Occupational Health and Safety Act 85 of 1993	C	it is important to align the desk, chair, keyboard, and mouse
2.1.4	Scanner	D	it can be found in devices such as a smartwatch, a computer and thermostat
2.1.5	Get enough sleep	E	sets the minimum standards that the employer must provide and maintain to protect the well-being of workers
2.1.6	Bursitis	F	an input device that regenerates an image into an identical image for display or processing
2.1.7	Sitting posture	G	example of injury in an ill-equipped office environment
2.1.8	Computer position	H	an external hardware output device that processes the softcopy and produces its hardcopy
2.1.9	Blind typing	I	when saving a file that cannot be modified but can still be easily shared and printed
2.1.10	PDF	J	typing without using the sense of sight to find the keys

(10 × 1) (10)

2.2 Study the image below and answer the questions:



2.2.1 Name the main folder created in Documents. (1)

2.2.2 List the file extensions of the three files. (3)

2.2.3 Name the TWO sub-folders created in Documents. (2)

2.2.4 Which display view is used in the GREEN folder? (1)

2.3 Open the folder ACTIVITIES created in the STUDENT FILES folder and carry out the following instructions. Make a print screen image as indicated, print, and add it to your EXAMINATION FOLDER.

2.3.1 Rename the subfolder GROUP to WINTER ACTIVITIES. (2)

2.3.2 Open the subfolder WINTER ACTIVITIES and delete the file UNFUNDED TASKS. (2)

2.3.3 Create a spreadsheet file UNALLOCATED in the WINTER ACTIVITIES folder. (2)

2.3.4 Make a print screen of the content of the WINTER ACTIVITIES folder. (1)

2.3.5 Open the subfolder INDIVIDUAL and move the file SOUTHERN AFRICA to the WINTER ACTIVITIES folder. (2)

2.3.6 Create a PDF file named TASKS in the WINTER ACTIVITIES folder. (2)

2.3.7 Change the view to TILES view. (1)

2.3.8 Make a print screen image of the content of the WINTER ACTIVITIES folder. (1)

2.4 Printers are made in their own special way and differ in many ways, such as the printer trays.

List THREE things that you can do to prevent paper jams when printing. (3)

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2.5 Explain the steps you would apply to change the ruler measurements from inches to centimetres. (5)

[40]

QUESTION 3

INFORMATION

As the voluntary Office Data Administrator, Mr Magagula would like you to create the following document.

DOCUMENT:	Paragraphs	**FONT:**	Courier New 12
LINE SPACING:	Single	**MARGINS:**	
		Left:	1"/2.54cm
PAPER:	A4 Portrait	Right:	1"/2.54 cm
TIME ALLOCATION:	20 minutes	**ALIGNMENT:**	Left/Off
MARKS:	**40**	**HYPHENATION:**	Off

1. Insert your EXAMINATION NUMBER and QUESTION NUMBER in the footer against the left margin.

2. Save the document as **QUESTION 3A**.

3. Print the document and place it into your EXAMINATION FOLDER.

Earth Day *uc/bold/centre/14pt*
/uc
earth day is an annual celebration that honours the achievements of the environmental movement & raises awareness of *I* need to protect Earth's natural resources for future *in full* generations. *r.o*

italics *italics*
Earth Day is celebrated on April 22 in the United States and on either April 22 or the day the spring equinox occurs throughout the rest of the world. *NP* [*I* Earth Day Network pursues a set of core goals: *uc/bold/italics*

1.╫Broaden *I* meaning of environment [1.1╫to include issues such as [1.1.1╫climate *und/NL* change,[1.1.2╫green schools and environmental curricula, [1.1.3╫green jobs, [1.1.4╫and reneawable energy. */sp*

engagement
2.╫Diversify the movement ╪2.1╫by providing civic ~~arrangement~~ opportunities at *und/stet* the local, state, national and global levels around the world. Recognizing that climate change impacts our most vulnerable citizens first. ~~and most severely, EDN often works with low-income communities to bring their voices and issues into the movement.~~ */del*

3.╫Mobilize communities ╪3.1╫by working with partner organizations to provide *und* opportunities for all citizens to become active in the movement environmental. *Trs*

[40]

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QUESTION 4A

INFORMATION

Mr Magagula would like you to type and format the following letter.

DOCUMENT:	Business letter	**FONT:**	Courier New 12
LINE SPACING:	Single	**MARGINS:**	
PAPER:	A4 Portrait	Left: Right:	1”/2.54 cm 1”/2.54 cm
TIME ALLOCATION:	30 minutes	**ALIGNMENT:**	Left/Off
MARKS:	60	**HYPHENATION:**	Off

1. Retrieve the document saved as QUESTION 4 from the STUDENT FILE folder.
2. Insert your EXAMINATION NUMBER and QUESTION NUMBER in the footer against the left margin.
3. Save the document as QUESTION 4A.
4. Print the document and place it into your EXAMINATION FOLDER.

Insert today's date in full

Dear Members

Why Humanity Must Save Nature To Save Itself *uc/centre/bold/14pt*

Replace numbers with bullets

1. Our planet, the only home we have is at breaking point. [Two thirds of our earth’s oceans and 3 quarters of its land have been damaged by humans. One million speces could vanish by 2050 accelerating the ~~main~~ global extinction rate potentially hundreds of times faster than over the last years 10 million. *uc/bold/NP in full /sp /trs/in full*

2. Our earth can only continue to sustain us if we protect its biodiversity: [Every life form, however tiny, is essential to the whole. As Sir David Attenborough put it: “Every breath of air we take, every mouthful of food that we take, comes from the natural world. And if we damage the natural world, we damage ourselves." *uc/bold/NP bold/ital*

To make matters worse, damage to our ecosystems also ~~endangers~~ ~~threatens~~ ⅄, by diminishing our sources of food, medicine, water and even oxygen. *stet/ ⅄human health*

Humankind can therefore only survive, let alone prosper, if our world remains biodiverse. */bold/centre/uppercase*

Thank you for your support.

Makaziwe J Magagula [Director *display correctly*

[60]

QUESTION 4B

INFORMATION

Create the following envelope which will be used to forward the letter.

DOCUMENT:	DL Envelope	**FONT:**	Courier New 12
LINE SPACING:	Single	**MARGINS:**	Use Default
PAPER:	Use Default	**ALIGNMENT:**	Left/Off
TIME ALLOCATION:	10 minutes		
MARKS:	10		

INSTRUCTIONS:

1. You may use the Letters & Mailings function in MS Word to address the envelope, print and place in your EXAMINATION FOLDER.

2. Your EXAMINATION NUMBER and QUESTION NUMBER must be typed in the Return address section of the envelope.

3. Save the document as QUESTION 4B.

4. Print the document.

Address the DL Envelope to: [Display the address correctly]

Mr Aviwe Nathi
74 Nkanyamba Drive
Pretoria /uc
2001

[10]

QUESTION 5

INFORMATION

Mr Magagula would like you to assist in the editing of the following document.

INSTRUCTIONS

1. Retrieve the document saved as QUESTION 5.
2. Insert your EXAMINATION NUMBER and QUESTION NUMBER as footer against the right margin.
3. Edit the content of the document as indicated in the following text.
4. Change the line spacing of the entire document to single-line spacing and fully justified.
5. Change the spacing before and after to 0pt.
6. Apply automatic hyphenation to the entire document.
7. Change the font and font size of the document to Arial Nova 12 pt.
8. Insert the page number top centre.
9. Insert a header left in bold and in the same font as the rest of document as follows: Get involved in community work!!!
10. Save the document as QUESTION 5.
11. Print the document.

EARTH DAY ***Use any Outline effect, 40pt, centre, uppercase***

In honour of Earth Day – celebrated this year on April 22 there are easy ways each of us can celebrate Earth Day every day. ***italics, centre***

How to celebrate Earth Day every day: ***any border, bold,uppercase, centre,16pt***

Insert new paragraphs as indicated .
Apply Intense Quote Style to all double underlined headings

Follow the 3 R's. [Look for ways you can Reduce, Reuse and Recycle throughout your home.

Conserve energy at home. [From turning off lights and electronics when not in use.

ǂ

Reduce paper waste and junk mail. [Think twice before printing things at work and home.

Insert page break

Recycle your electronics. [Your old, unused electronics can often be recycled for free by stores, manufacturers, and local governments, which saves natural resources while also reducing pollution. ***Right align***

ǂ

Turn off the tap. [Whether you're brushing your teeth, washing dishes, or taking a shower, turn off the water when it's not needed.

~~Hope you will consider this as important.~~ ***/del***

ǂ

ⱾNow, the fight for a clean environment continues with increasing urgency, as the ravages of climate change become more and more apparent every day. ***indent left and right margin at 1.18"/3cm, Arial Nova 14pt, 1.5 line spacing, bold, italics***

ǂ

Ⱦ EARTH DAY THEMES 2018-2022 ***uppercase, bold***

ǂ

tab stop 1.57"/4cm

2018	End Plastic pollution
2019	Protect our species
2020	Climate Action
2021	Restore our earth
2022	Invest in our planet

s/s

[60]

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QUESTION 6: SPREADSHEETS MARKS: 70

Prepare the spreadsheet as indicated below in MS Excel using the font Arial or Calibri 12 pt.

QUESTION 6A 25 MARKS

6.1 Insert a header left as set out below:

EXAMINATION NUMBER
QUESTION 6A

6.2 Key in the spreadsheet exactly as set out below. Do not type the row and column headings.

6.3 Display currency in column D with 2 decimals.

6.4 Adjust the column widths to allow for the contents of each column to fit. Columns that are too large will be penalised.

6.5 Print the spreadsheet using A4 portrait orientation and save as QUESTION 6A.

(25)

	A	B	C	D
1	**OUR PLANET OUR FUTURE ASSOCIATION**			
2	Budget and Activities 2022			
3				
4	Activity Name	Name of the leader	Number of activities	Cost per Activity
5				
6	Community clean up	Lion Mdaba	120	14060
7	Go on a hike	Anele Motaba	16	12000
8	Make a bird feeder	Zenande Gambushe	79	800
9	Build an insect hotel	Noleen Strydom	82	4000
10	Avoid factory farming	Thobani Malanda	1075	700
11	Plant an indoor herb garden	Daven Padayachee	64	8002

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QUESTION 6B **MARKS: 45**

6.6 Retrieve the spreadsheet QUESTION 6A. Change the QUESTION number (in the header) to QUESTION 6B. (1)

6.7 Edit the spreadsheet as indicated below and in the illustration on the next page.

6.7.1 Change the main heading in row 1 to font Britannic Bold 26pt. (2)

6.7.2 Merge and centre the heading in row 1 across columns A–F. (2)

6.7.3 Insert open rows as follow:
Between row 1 and 2
Between row 6 and 7. (2)

6.7.4 Merge and centre the heading in row 3 across columns A−F. (2)

6.7.5 Change the heading in row 3 to bold italics and 20 pt. (3)

6.7.6 Insert the following column headings across rows 5 and 6 as follows:

5	Total Cost	Less R2000
6	Per Activity	State Grant

(6)

6.7.7 Change the column headings to bold, 14 pt and centre. (3)

6.7.8 Change the text in row 12 as follows:

Educate people about the plant-based lifestyle (4)

6.7.9 Use the following formula in E8 to calculate Total Cost Per Activity:

Number of activities multiply by Cost per activity (2)

6.7.10 Use the following formula in F8 to calculate Less R2000 State Grant:

Total cost per activity – R2000 (2)

6.7.11 Copy the formulas from E9:E13 to F9:F13. (2)

6.7.12 Insert the text in uppercase, bold and right aligned, TOTAL BUDGETED in row 15. (4)

6.7.13 Calculate the TOTAL BUDGETED in cell F15 using the total sum of Less R2000 State Grant. (2)

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6.7.14 Insert borders as follow: (3)

A5:F6 – Outside border
A8:F13 – Outside border
F15 – double bottom border

6.7.15 Display all numbers as currency with 2 decimals except for Number of activities. (1)

6.7.16 Centre align column C. (1)

6.7.17 Adjust the column widths to allow for the contents of each column to fit. Columns that are too large will be penalised. (1)

6.7.18 Print and save the spreadsheet using landscape orientation and in the same font as QUESTION 6A. (2)

[70]

TOTAL: 300

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