higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 3

8 November 2022

This marking guideline consists of 25 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 who fails speed but obtains 50% or more for the whole examination paper, passes the examination.
- A candidate who passes speed, but fails the examination paper, fails the examination papers as well as the speed.

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 incorrectly done.
- The **question number** must be written next to every ✓ 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 ✓ or **X** (e.g. 1.4 ✓✓✓✓XX)

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 affects the results. Mark accuracy only.

1. The mark schedule attached must be used to allocate marks.

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

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

4. Should a whole line or paragraph be left out and placed 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 deduction for the whole line or paragraph.

6. If 30 wpm is not reached, count back as indicated in the marking guideline.

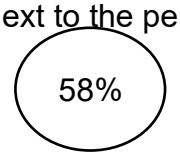
7. The highest marks obtained is indicated. The highest speed obtained (12/30 or more) is indicated.

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

9. At the end of the TIMED ACCURACY TEST, indicate as follows:

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 the circle), for example



30 wpm

11. DO NOT deduct marks for:

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

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SECTION A: SPEED TEST

EXAMINATION NUMBER
QUESTION 1

You may take your right to vote and all other rights in our constitution 60
for granted, but 25 years ago, most of the people in our country were 130
not allowed to vote. Many of them were arrested and jailed for demanding 195
this most basic human right. Others were tortured and killed. Because 266
of their sacrifice, today you can vote simply by presenting yourself at 335
a voting station with your ID during a registration event that puts you 397
on the voters' roll for life, and lets you vote in every future general 464
and by-election in your area. 530

You have the power to decide on the quality of life you want for yourself 596
and your community, and even future generations. Voting is your chance 664
to stand up for the issues you care about. This is your life: take the 732
time to help decide what's best. Voting - rather than just venting on 801
social media or protesting – is the best way to make your voice heard 870
and make a positive input on the issues that concern you. 940
944

The people who go out and vote decide elections. If you do not vote, 1013
someone else will make the decision for you. If you do not vote you are 1081
stuck with other people's choices – and you cannot even complain about 1150
it because you let it happen! By participating in the electoral process 1219
as a voter, you get a say in how things are done for the next five 1290
years. Your power is in your vote. 1329

Democracy only works if people participate. That sounds obvious, but 1398
unless people actively participate in the process, democracy does not 1468
work. It takes constant renewal among citizens to make democracy 1533
flourish. 1542

If you are thinking that right now you have better things to do with 1611
your time and you will vote next time, think again! Five years is a long 1679
time to be stuck with something that you do not want or does not work. 1749
Just imagine what it would be like to be stuck with the same cell phone 1816
for five years, especially one with limited features. 1880

35 wpm

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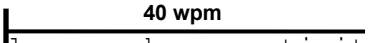
Just think how many cell phone upgrades you are going to get before you get the chance to upgrade your government! 1951
1993



Technology and connectivity mean that our generation is probably the best-informed and equipped to vote in South Africa's history. Social 2063
media and the internet are giving us access to information, which 2138
previous generations of voters did not have. You are becoming the experts 2504
ahead of your parents and grandparents. Use that expertise to make sure 2263
our country heads in the right direction! 2333
2384

[20]

QUESTION 2: INFORMATION AND COMMUNICATION USING INTERNET EXPLORER

2.1 Examination number in the header (1)

2.2 Internet is a decentralised global network of computers✓ that enables people all over the globe to communicate electronically.✓ (2)

2.3
- Search information
- Shopping
- Banking and investing
- Entertainment
- Download free software
- News (Any 5 × 1) (5)

2.4 Hardware✓
E.g., personal computer,
modem or router,
telephone line
ISDN or ADSL.

Software✓
E.g. Microsoft Windows XP
Windows Vista
Windows 7 and 8
Internet web browser software such as Netscape Navigator or internet Explorer. (Accept correct examples) (Any 2 × 1) (2)

2.5 Internet service provider (1)

2.6
- Browsing is scanning the worldwide web through links from one website to another or one web page to another
- Searching refers to looking for specific pieces of information in a search engine (2 × 2) (4)

2.7
- Click the Favorites icon
- Click Favorites tab to display the Favorites list
- Click the web page that you want to visit (3)

2.8
- A web browser is used to access and view websites or allows an internet connection
- A search engine is used to search information on the web.
- Online tools help people to work together, share files and communicate.
- A network allows sharing of files, data and other types of information. (4)

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2.9
- Facebook
- Twitter
- WhatsApp
- YouTube
- Blogs
- Twitter

(Any 3 × 1) (3)

2.10
2.10.1 C
2.10.2 A
2.10.3 B
2.10.4 E
2.10.5 F

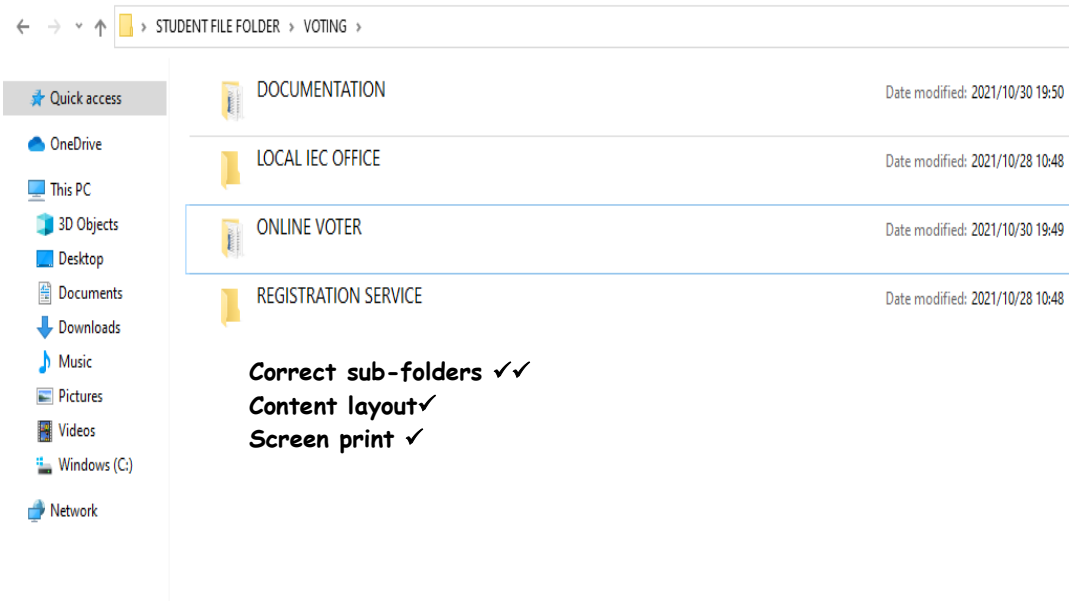
(5 × 1) (5)
[30]

QUESTION 3: BASIC CONCEPTS OF COMPUTER FILE MANAGEMENT

3.1 Opened documents and correctly inserted EXAMINATION NUMBER and QUESTION NUMBER in the header. (1)

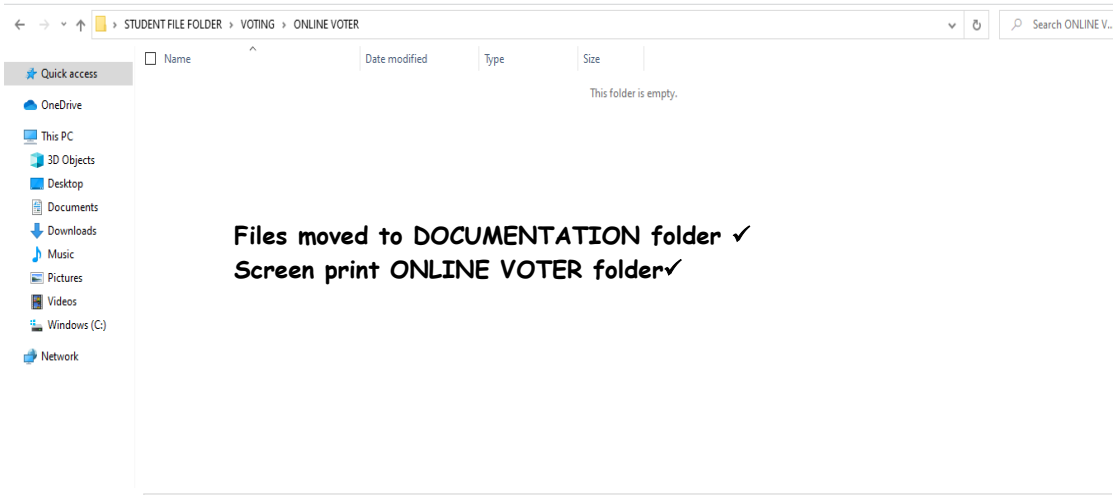
3.2 (2)

3.3

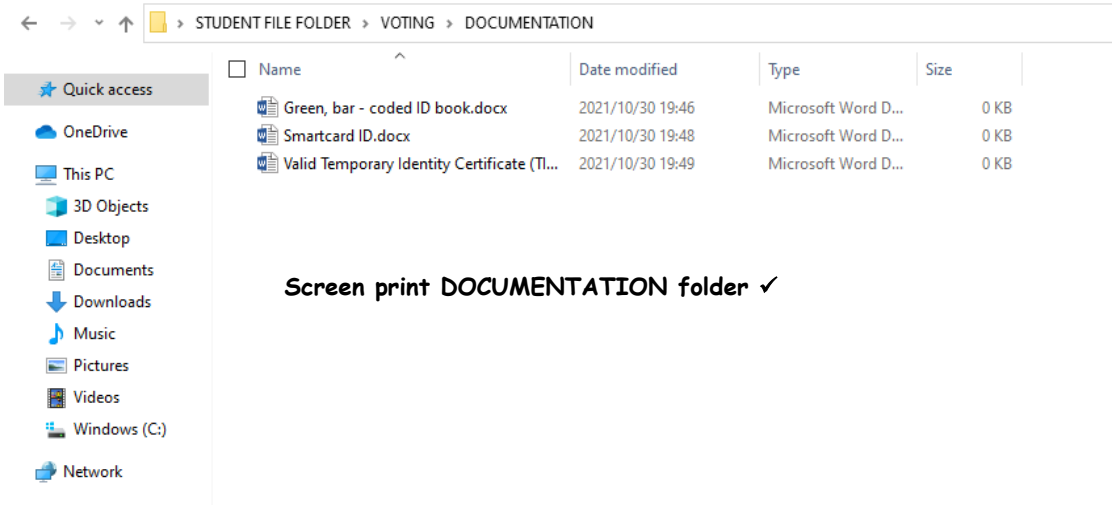


(2)

3.4 (1)
3.5

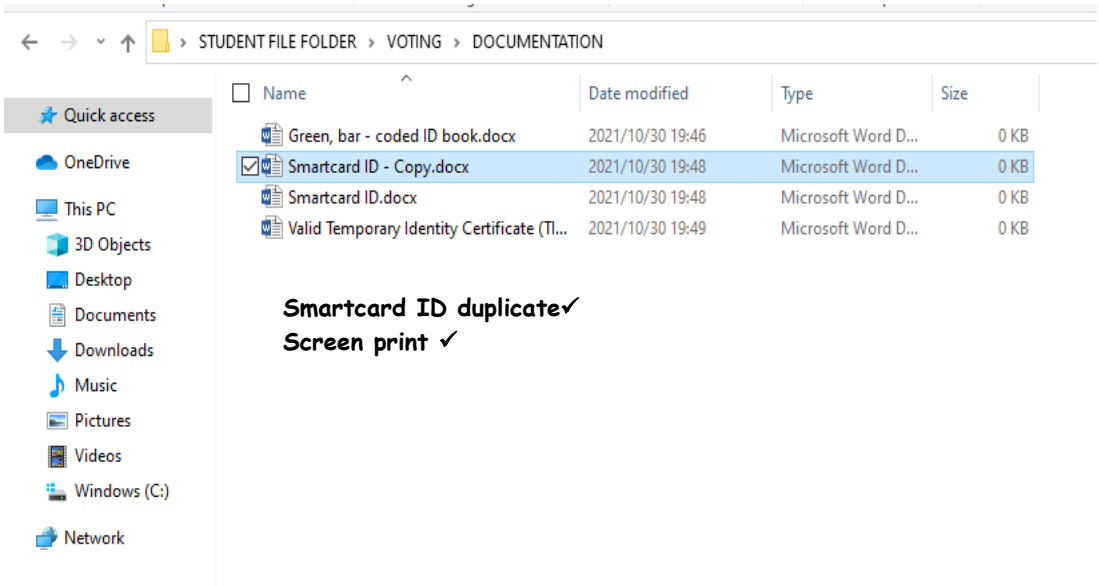


Files moved to DOCUMENTATION folder ✓
Screen print ONLINE VOTER folder✓



Screen print DOCUMENTATION folder ✓ (2)

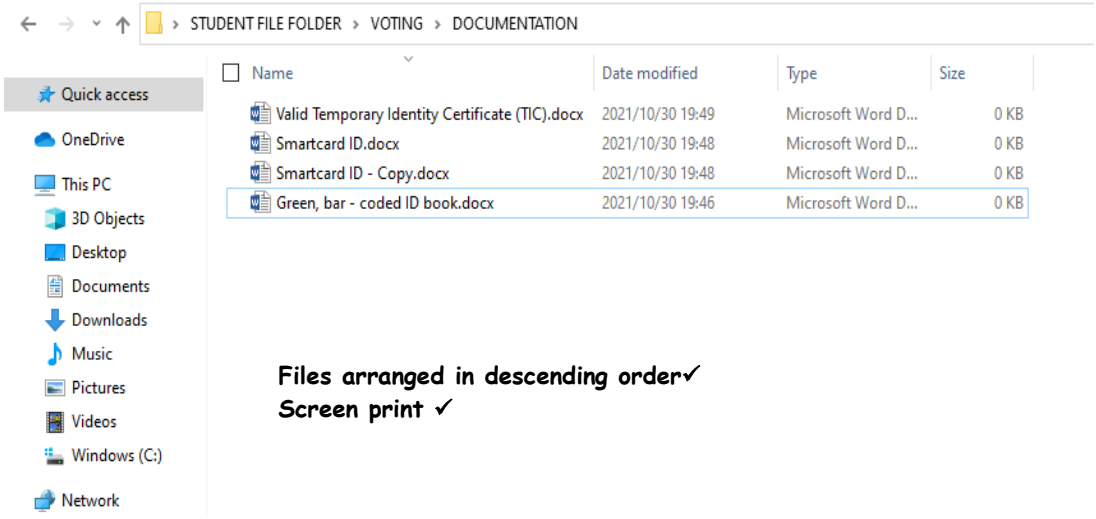
3.6



Smartcard ID duplicate✓
Screen print ✓

(2)

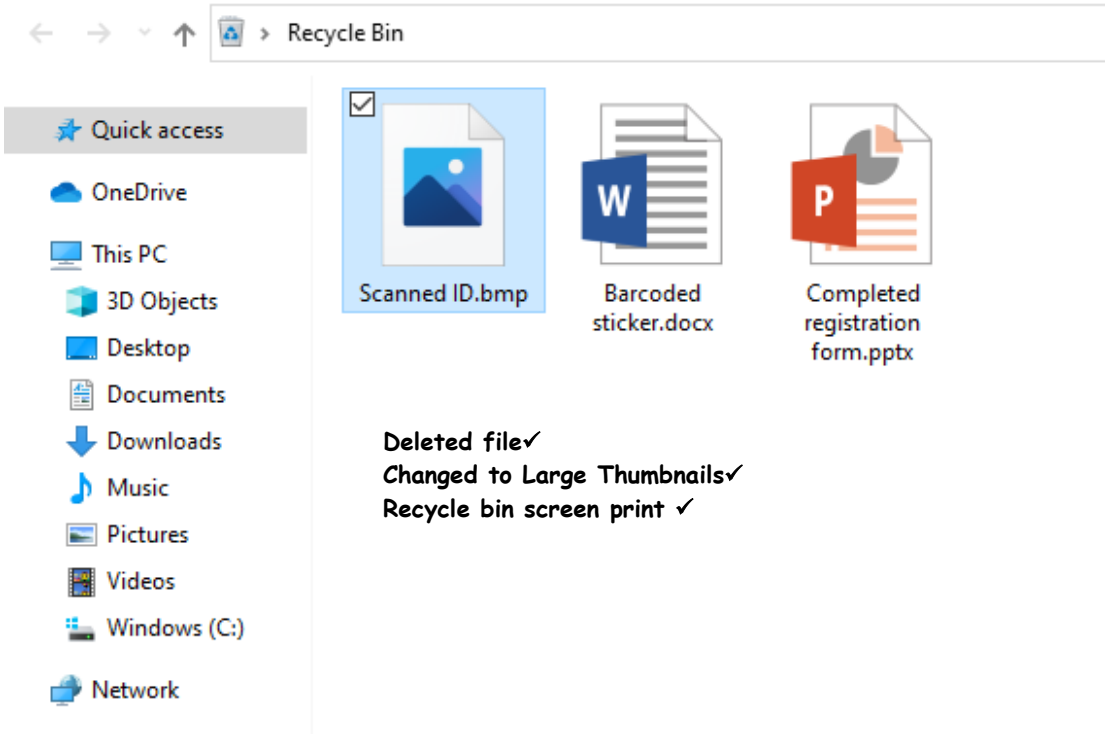
3.7



Files arranged in descending order✓
Screen print ✓

(2)

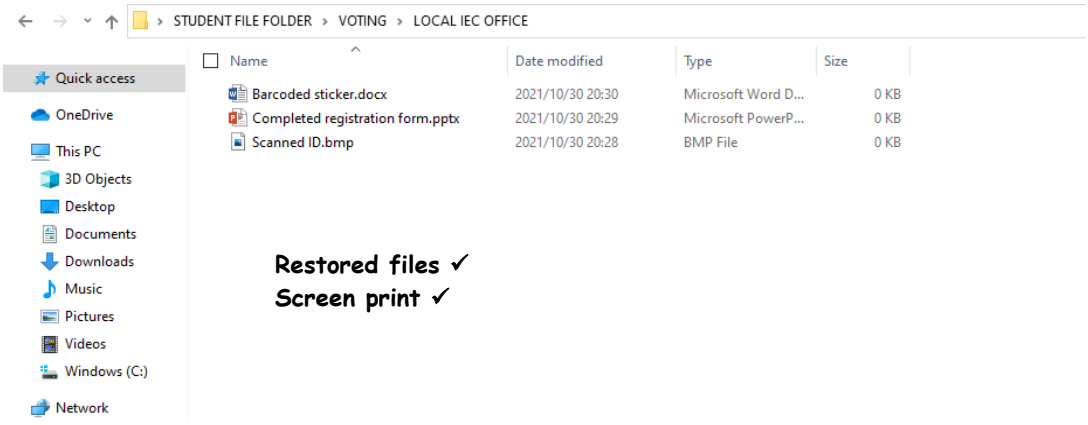
3.8
3.9



Deleted file✓
Changed to Large Thumbnails✓
Recycle bin screen print ✓

(1)
(2)

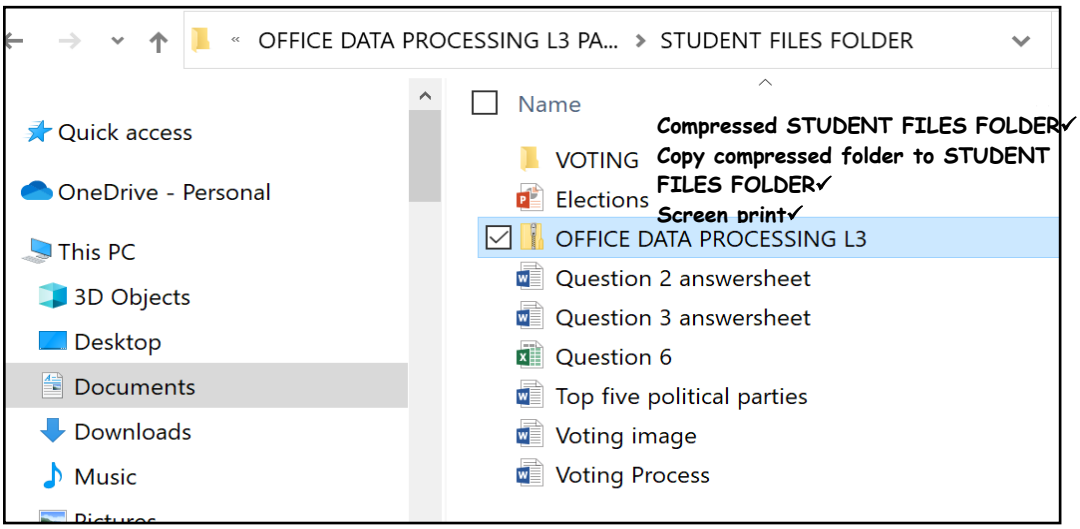
3.10



Restored files ✓
Screen print ✓

(2)

3.11
3.12
3.13



Compressed STUDENT FILES FOLDER✓ (1)
Copy compressed folder to STUDENT FILES FOLDER✓ (1)
Screen print✓ (1)

3.14 Print the document.

QUESTION 4A: MS WORD –MAIL MERGE FUNCTION

4.1
4.2 **4.2 Header (Examination number and Q4)✓** **4.1 Table✓ wrap text✓** (10)
4.3 **4.1 Upper/lower✓ letter space✓**
4.1 Accuracy✓✓✓✓✓✓ (6)

4.3 Print data source✓ (1)

(1)

EXAMINATION NUMBER and QUESTION 4A

VOTER	VOTING STATION	PROVINCE	DATE	TIME
Sindube G	Mangwedi Primary School	Limpopo	01 November 2021	07:00-21:00
Stellenburg P	Odirile Pre School	North West	01 November 2021	07:00-21:00
Troos K	Riet Vlei Farm School	Free State	01 November 2021	07:00-21:00
Kemp J	Alfons Primary School	Western Cape	01 November 2021	07:00-21:00

(12)

4.4

4.4.1 Header✓ exam no left✓ Q4 right✓ **4.4 Print data source**

EXAMINATION NUMBER QUESTION 4B

INVITATION TO VOTE

4.4.2 Century gothic✓ 12 pt✓
4.4.3 Letter✓ line spacing✓
4.4.3 Accuracy ✓✓✓✓✓✓✓✓(8)

4.4.6 Correct image✓ position✓
4.4.7 Image resized✓✓
4.4.8 Picture effect✓
Soft Edge 10 point✓



«VOTER» **4.4.4 Voter✓**

The Constitution of South Africa grant all citizens aged 18 years and above an opportunity to participate in the election. It is against these background that you are encouraged to come and cast your vote at your registered voting station.

Remember to bring along your identity document.

Voting will take place as follows:

4.4.9 Border✓

4.4.5 Bold✓ italic fields✓

«VOTING_STATION»
«PROVINCE»
«DATE»
«TIME»

4.4.4 Voting station✓
4.4.4 Province✓
4.4.4 Date✓
4.4.4 Time✓

#VOTE FOR CHANGE

4.4.10 Bottom✓ center✓ accuracy✓ **4.4.11 Portrait page✓✓** (34)

4.5
4.6
4.7

EXAMINATION NUMBER **4.5 QUESTION 4C✓** QUESTION 4C

INVITATION TO VOTE

Stellenburg P

The Constitution of South Africa grant all citizens aged 18 years and above an opportunity to participate in the election. It is against these background that you are encourage to come and cast your vote at your registered voting station.

Remember to bring along your identity document.

Voting will take place as follows:

4.6 Letter merged✓

Odirile Pre School
North West
01 November 2021
07:00-24:00

4.7 North West printed✓

#VOTE FOR CHANGE

EXAMINATION NUMBER **4.5 Question 4c✓** QUESTION 4C

INVITATION TO VOTE

Troos K

The Constitution of South Africa grant all citizens aged 18 years and above an opportunity to participate in the election. It is against these background that you are encourage to come and cast your vote at your registered voting station.

Remember to bring along your identity document.

Voting will take place as follows:

4.6 Letter merged✓

Riet Vlei Farm
Free State
01 November 2021
07:00-24:00

4.7 Free State printed✓

#VOTE FOR CHANGE

(4)

A	M	T
15	35	50

QUESTION 5: MS WORD – PROCESSING FUNCTION

5.1 Retrieve

VOTING PROCESS **5.2.1 Arial narrow✓ 12 pt✓**

5.2.2 Main heading center✓und✓

1. Present your valid identification document to the door controller at the entrance of the voting station

5.2.3 Paragraph spacing double✓center✓ **5.2.4 Dotted underline all sub headings✓**

At the entrance of the voting station is an election official who serves as a door controller. He or she will check that you have a valid identification document (green barcoded Identity Document book, smart-card ID or temporary ID certificate), will scan this document, and present you with a slip that confirms that you are a registered voter. The door controller will also tell you when it is your turn to enter the station and will advise where to go once inside the voting station

5.2.5 Find and replace ID book (x2)✓

5.2.7 First page margins✓✓
5.2.8 Page break✓

5.2.6 Exam no **5.2.6 Footer✓** **5.2.6 Q5 right✓**

EXAMINATION NUMBER QUESTION 5

2

5.2.9 Paragraph arranged in numerical order✓

2. Check that you are on the voters' roll

Once inside the voting station you will proceed to the voters' roll table where election officials will take your ID document and check for your name and identity number on the segment of the national common voters' roll for that voting district. Your name will then be crossed off – this is a manual mechanism for ensuring that voters only vote once. An election official will then ink your left thumb nail. This is a special ink that will not wash off your nail for several days. This ink mark will show everyone that you have participated in the election!

3. Get your ballot papers

An election official will then hand you your ballot papers – which they will tear off a pad. Each ballot paper has a unique number and you must make sure that there is a stamp at the back of your ballot papers to verify that they were issued to you on that Election Day. For national and provincial elections voters generally receive two ballot papers (one for the national and one for the provincial election), whereas for municipal elections voters in metros and local councils receive two ballot papers.

4. Get your identification documents stamped

Your green Identity Document book, if that was your identification document, will then be stamped by an election official to show that you participated in the election.

5.2.10 Deleted sentence✓ (one for a ward councilor)

5. Cast your vote

An election official stationed at the ballot box will check that there is a stamp at the back of each of your ballots. Having made your mark, drop your completed ballot paper through the slot in the top of the ballot box.

5.2.11 Page 2 changed to landscape page✓

5.2.12 Three columns✓ line in between✓

5.2.13 Column break✓

5.2.14 Automatic hyphenation inserted entire document✓

5.2.15 Paragraph 5 and heading right aligned✓

5.2.16 Page break✓

EXAMINATION NUMBER QUESTION 5

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5.2.17 Retrieve 3

5.2.18 Heading inserted✓ accuracy✓
5.2.19 Font arial black✓14 pt✓centre✓

TOP FIVE POLITICAL PARTIES IN SOUTH AFRICA[1]

LOGO	NAME OF THE PARTY	ABBR.	LEADER	FOUNDED
	African National Congress	ANC	Cyril Ramaphosa	1912
	Democratic Alliance	DA	John Steenhuisen	2000
	Economic Freedom Fighters	EFF	Julius Malema	2013
	Inkatha Freedom Party	IFP	Velenkosini Hlabisi	1975
	Freedom Front Plus	VF+	Pieter Groenewald	1994

[1] *National Assembly - 2019*

5.2.20 Footnote✓ italic✓ accuracy✓
5.2.21 Font Ink Free✓ 11pt✓
5.2.22 Border style 3pt✓✓

5.2.23 Text bold✓

EXAMINATION NUMBER QUESTION 5

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5.2.24 Line spacing✓
Correct WordArt✓ 4
Shading ✓
Accuracy ✓



5.2.25 Line spacing✓
Correct SmartArt graphic✓
Accuracy✓✓✓✓✓✓✓✓✓✓ (10)

5.2.26 Correct SmartArt style cartoon✓ bold text✓
5.2.27 Page numbers top✓centre✓
PAGE 1 number removed✓
5.2.28 Print✓

EXAMINATION NUMBER QUESTION 5

A	M	T
13	47	60

[60]

QUESTION 6: SPREADSHEET

6.1 Retrieve Q6✓

6.1.1 Correct header format✓ centre✓

EXAMINATION NUMBER
QUESTION 6A

6.1.2 Font Malgun Gothic✓
11 pt✓ Entire document

6.1.3 Heading font wide Latin✓ 14pt✓ bold✓

6.1.4 Open row✓
6.1.5 Merge and centre✓
6.1.6 Sub-heading in row three corrected
Columns used✓ accuracy✓

6.1.9 Bold✓ centre column headings✓
6.1.10 25% shading✓

6.1.11 Row height 11-14 (1, 06cm or 40 pixels)✓
6.1.12 Row 11-14 underline✓and italic✓
6.1.13 Find and replace (DA✓ & EFF✓)
6.1.14 Printed with gridlines, rows and column Headings✓ portrait page✓

ELECTIONS STATISTICS

REGISTERED POPULATION	16 535 289		

6.1.7 Seat column correctly inserted✓accuracy✓

PARTIES	VOTES	SEATS	% SUPPORT
AFRICAN NATIONAL CONGRESS	10 026 475	230	
DEMOCRATIC ALLIANCE	3 622 631	84	
ECONOMIC FREEDOM FIGHTER	1 882 480	44	
INKATHA FREEDOM PARTY	588 839	14	
FREEDOM FRONT PLUS	414 864	10	
AVERAGE VOTES			
NUMBER OF PARTIES			
PARTY WITH HIGHEST VOTES			
PARTY WITH LOWEST SEATS			

6.1.8 Figures right aligned✓

6.2 Header changed to Q6B✓

EXAMINATION NUMBER
QUESTION 6B

ELECTIONS STATISTICS

6.2.2 Sorting using Z-A✓

REGISTERED POPULATION **16 535 289**

PARTIES	VOTES	SEATS	% SUPPORT
INKATHA FREEDOM PARTY	588 839	14	**4%**
FREEDOM FRONT PLUS	414 864	10	**3%**
ECONOMIC FREEDOM FIGHTER	1 882 480	44	**11%**
DEMOCRATIC ALLIANCE	3 622 631	84	**22%**
AFRICAN NATIONAL CONGRESS	10 026 475	230	**61%**
AVERAGE VOTES	**3 307 058**		
NUMBER OF PARTIES	**5**		
PARTY WITH HIGHEST VOTES	**10 026 475**		
PARTY WITH LOWEST SEATS		**10**	

6.2.5 Calculation in B11✓

6.2.6 Calculation in B12✓

6.2.7 Calculation in B13✓

6.2.8 Calculation in C14✓

6.2.12 Printed without gridlines✓

6.2.3 Sub-heading bold✓
6.2.4 Calculations in D6✓AutoFill D6:D10
6.2.9 Calculation SEATS✓
6.2.10 Column D percentage✓ with Zero decimal✓
6.2.11 Columns adjusted✓

6.2.1 Footer✓ left align✓

National Assembly 2019

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6.3 Header changed to Q6C✓

EXAMINATION NUMBER
QUESTION 6C

6.3.1 Correct formula in D6✓

ELECTIONS STATISTICS

REGISTERED POPULATION 16535289

PARTIES	VOTES	SEATS	% SUPPORT
INKATHA FREEDOM PARTY	588839	14	**=B6/$B$3**
FREEDOM FRONT PLUS	414864	10	**=B7/$B$3**
ECONOMIC FREEDOM FIGHTER	1882480	44	**=B8/$B$3**
DEMOCRATIC ALLIANCE	3622631	84	**=B9/$B$3**
AFRICAN NATIONAL CONGRESS	10026475	230	**=B10/$B$3**
AVERAGE VOTES	**=AVERAGE(B6:B10)**		
NUMBER OF PARTIES	**=COUNTA(A6:A10)**		
PARTY WITH HIGHEST VOTES	**=MAX(B6:B10)**		
PARTY WITH LOWEST SEATS		**=MIN(C6:C10)**	

6.3.1 Correct formula in B11✓

6.3.1 Correct formula in B12✓

6.3.1 Correct formula in B13✓

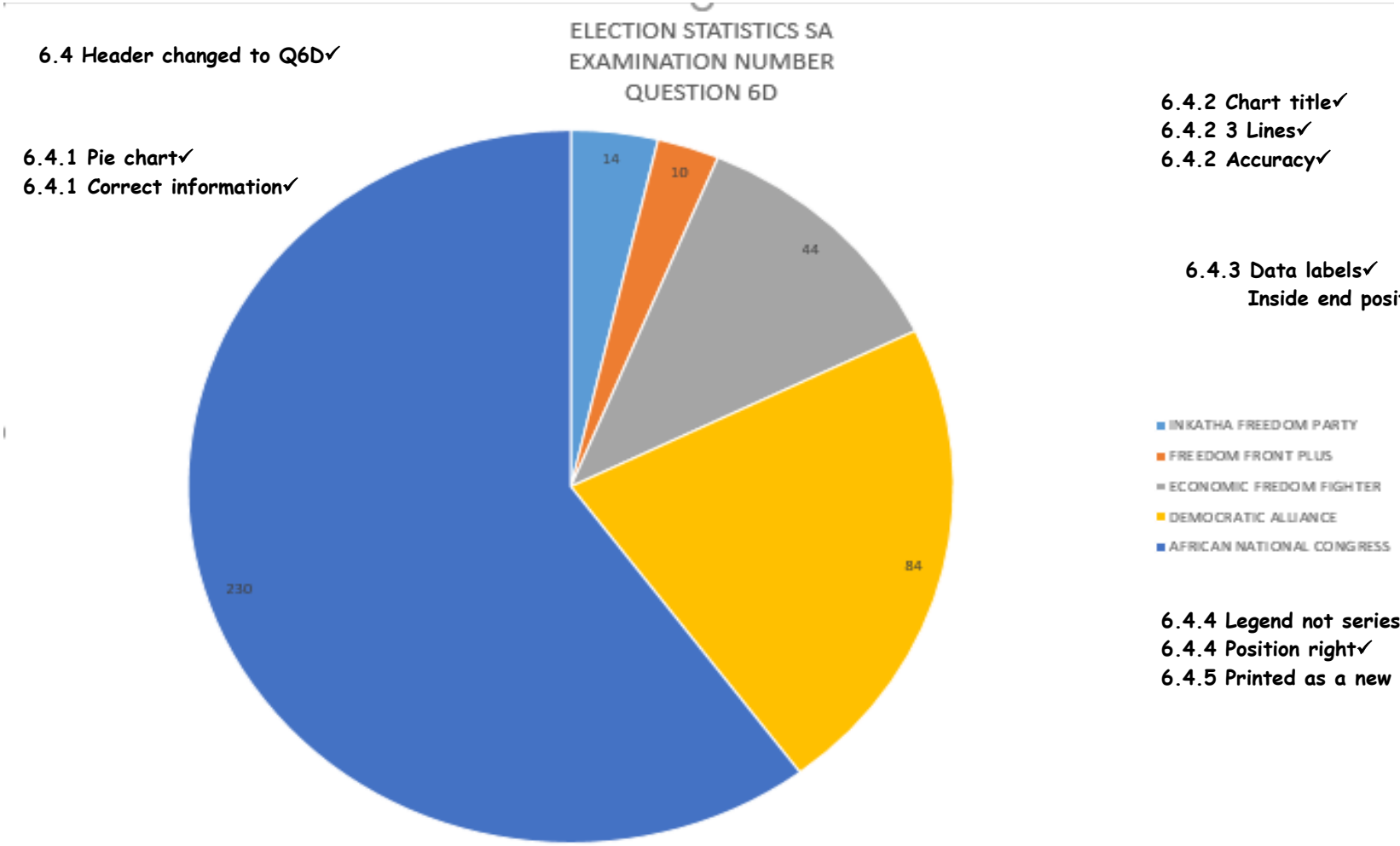
6.3.1 Correct formula in C14✓

6.3.2 Columns adjusted✓

6.3.3 Printed in landscape✓ row and column headings✓

National Assembly 2019

6.4 Header changed to Q6D✓



6.4.1 Pie chart✓
6.4.1 Correct information✓

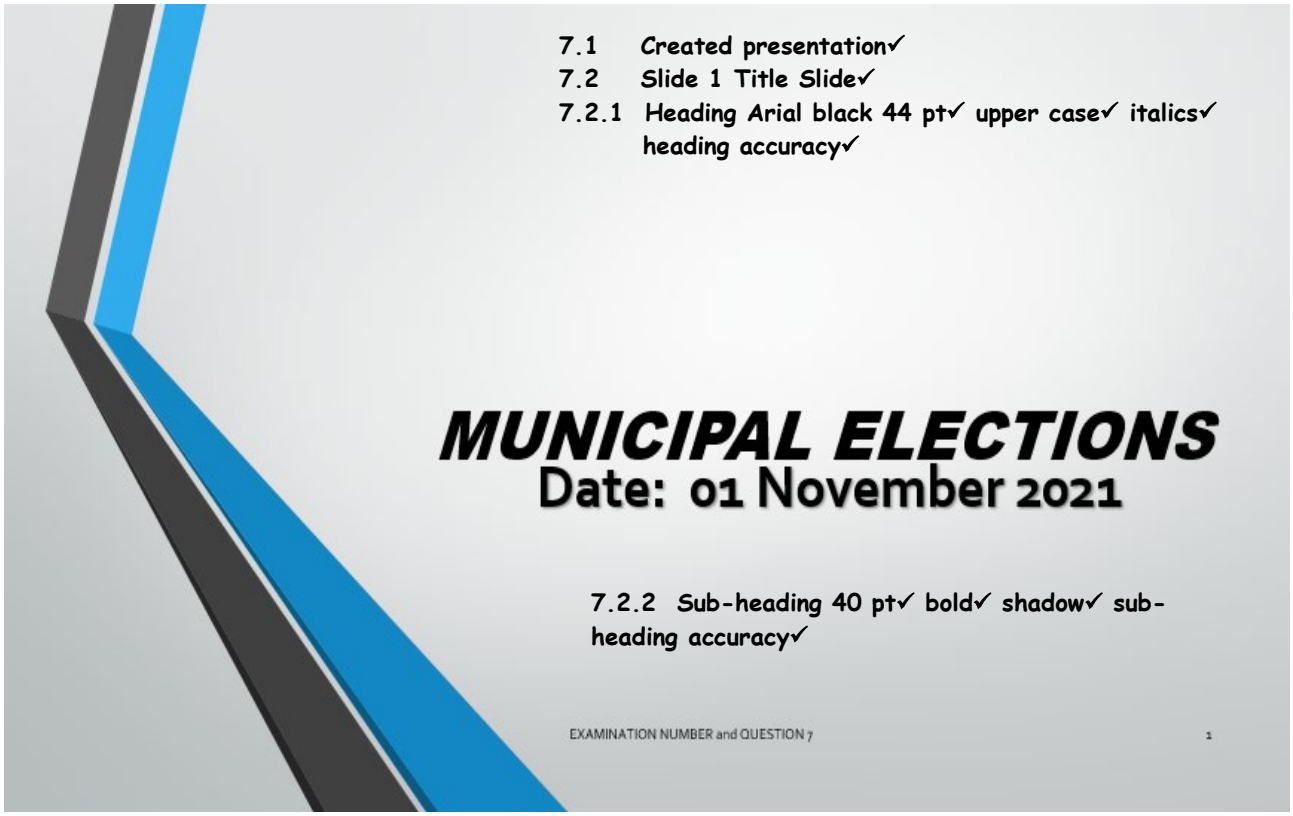
6.4.2 Chart title✓
6.4.2 3 Lines✓
6.4.2 Accuracy✓

6.4.3 Data labels✓
Inside end position✓

6.4.4 Legend not series✓
6.4.4 Position right✓
6.4.5 Printed as a new sheet✓

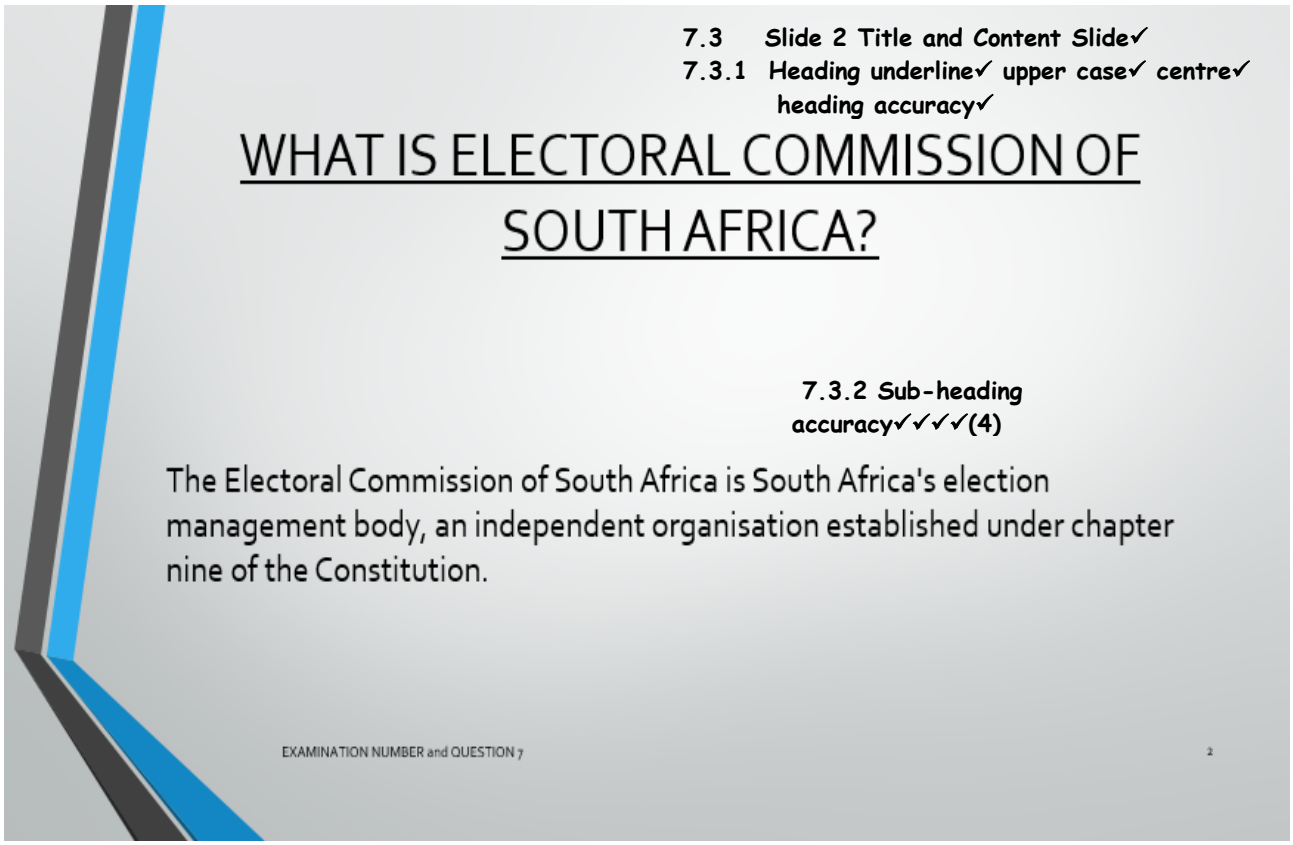
A	M	T
3	57	60

QUESTION 7: POWERPOINT



7.1 Created presentation✓
7.2 Slide 1 Title Slide✓
7.2.1 Heading Arial black 44 pt✓ upper case✓ italics✓ heading accuracy✓

7.2.2 Sub-heading 40 pt✓ bold✓ shadow✓ sub-heading accuracy✓

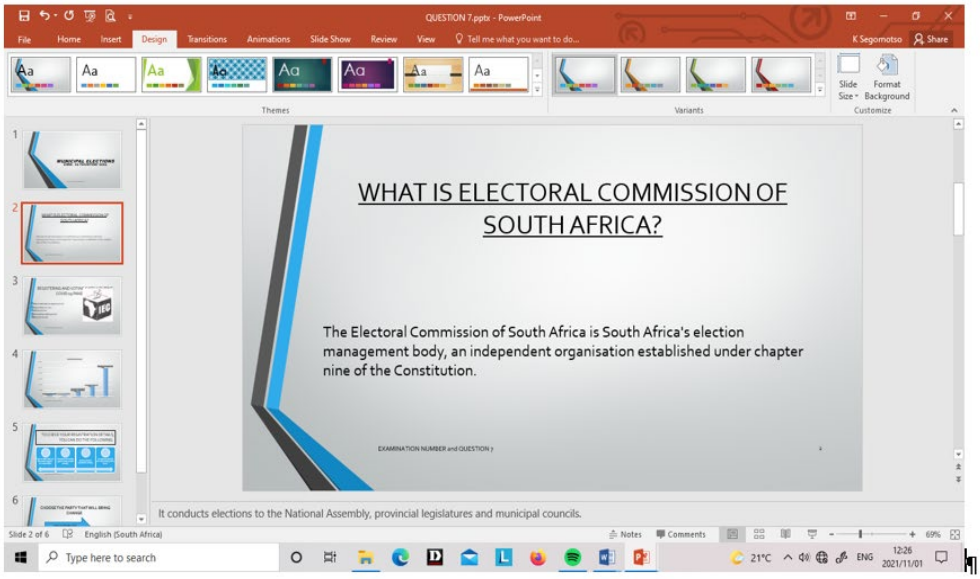


7.3 Slide 2 Title and Content Slide✓
7.3.1 Heading underline✓ upper case✓ centre✓ heading accuracy✓

7.3.2 Sub-heading accuracy✓✓✓✓(4)

7.4 Header✓ screen print✓

EXAMINATION·NUMBER· → → QUESTION·7.4¶



7.3.3 Note added to Slide 4✓
7.3.3 Note accuracy✓

7.5 Slide 3 Title and Two Content Slide✓
7.5.1 Heading upper case✓ heading accuracy✓

REGISTERING AND VOTING SAFELY DURING COVID-19 PANDEMIC.

7.5.2 Left placeholder✓
Heading accuracy✓✓✓✓✓(5)

- Wear a mask when you register and vote
- Keep a distance of 1.5 m
- Wait for your turn
- Liquid sanitizer will be provided
- Bring your own pen

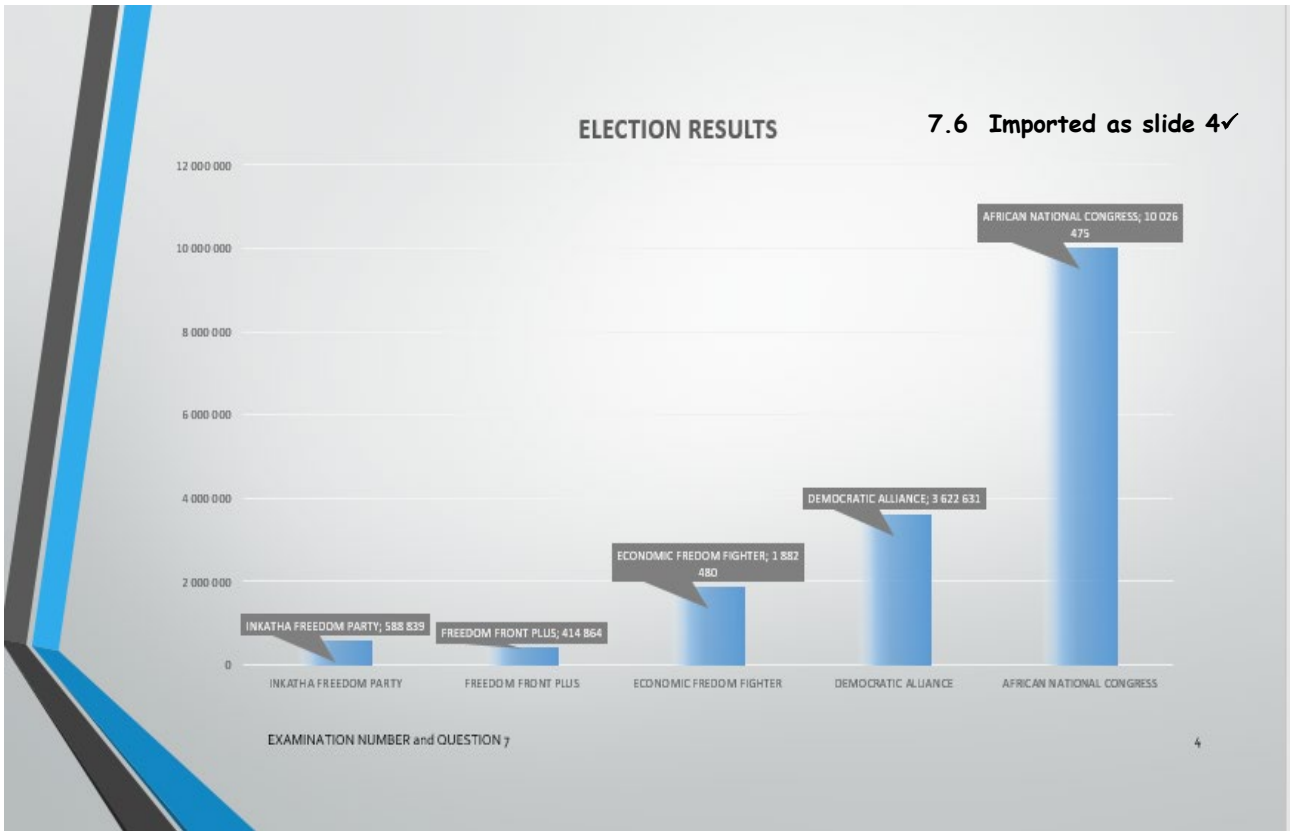
7.5.3 Hallow square bullets✓✓



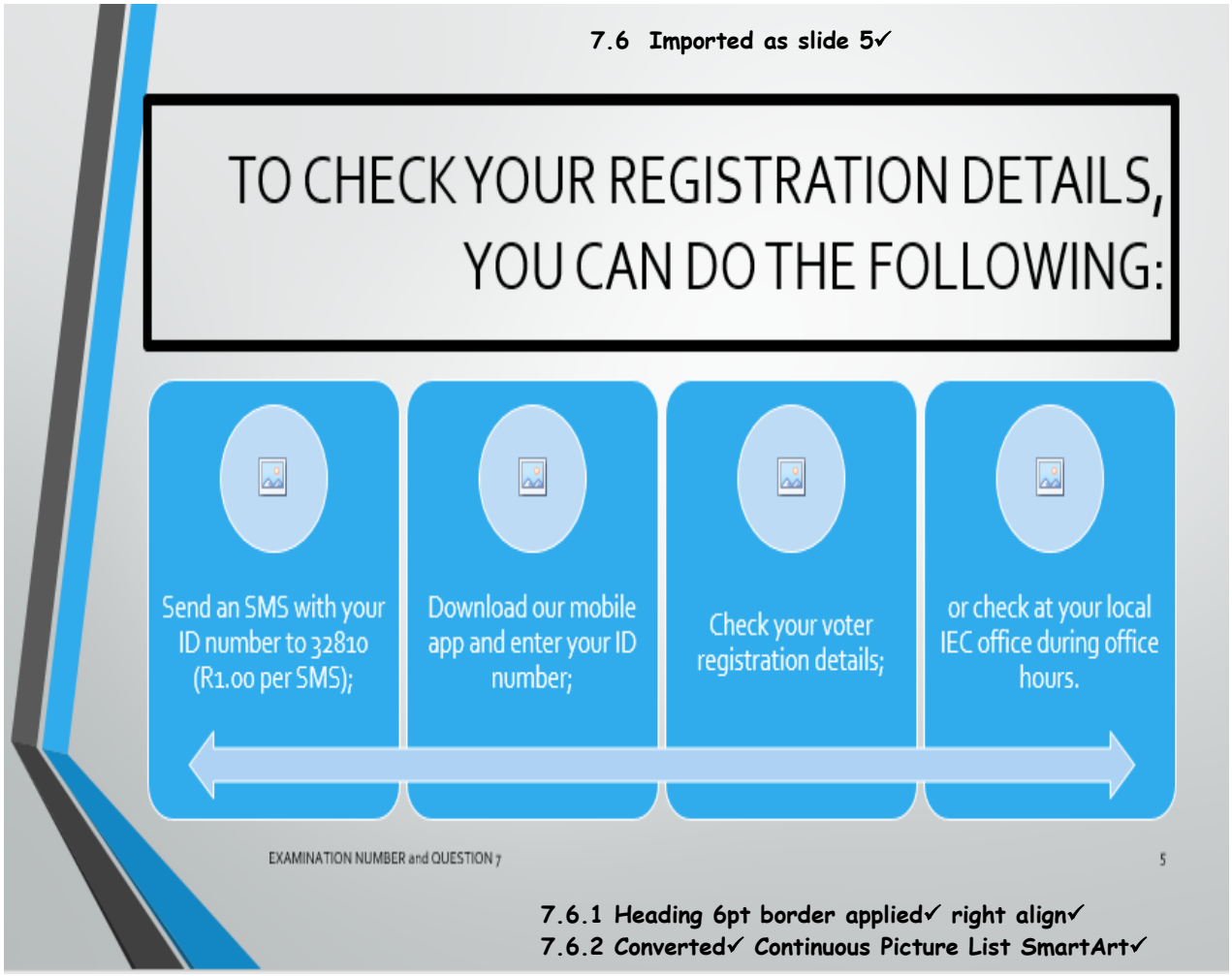
EXAMINATION NUMBER and QUESTION 7

3

7.5.4 Insert image✓ right placeholder✓
7.5.5 Picture effect✓ adjust image✓

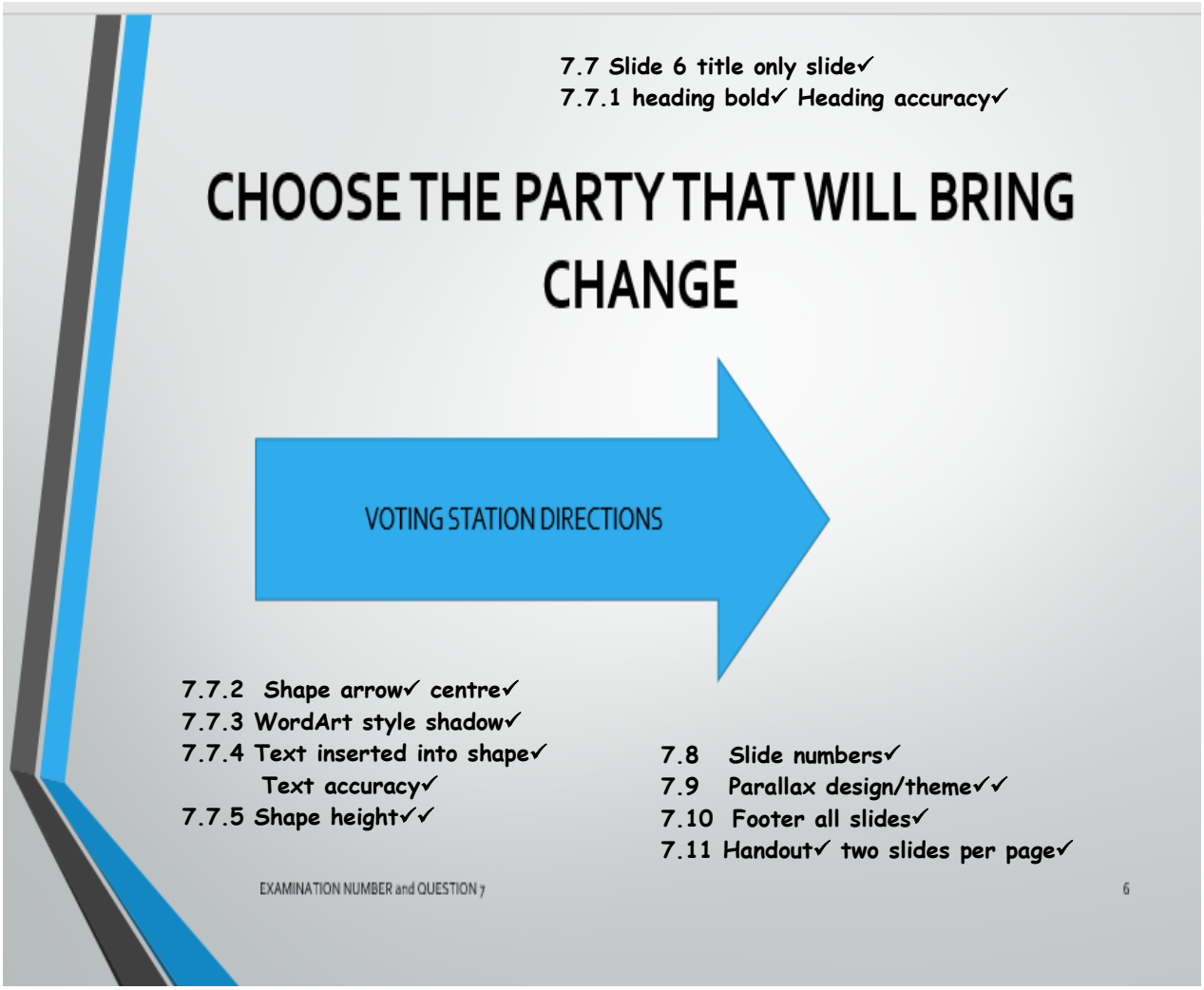


7.6 Imported as slide 4✓



7.6 Imported as slide 5✓

7.6.1 Heading 6pt border applied✓ right align✓
7.6.2 Converted✓ Continuous Picture List SmartArt✓



7.7 Slide 6 title only slide✓
7.7.1 heading bold✓ Heading accuracy✓

7.7.2 Shape arrow✓ centre✓
7.7.3 WordArt style shadow✓
7.7.4 Text inserted into shape✓
Text accuracy✓
7.7.5 Shape height✓✓

7.8 Slide numbers✓
7.9 Parallax design/theme✓✓
7.10 Footer all slides✓
7.11 Handout✓ two slides per page✓

A	M	T
16	44	60

TOTAL: 300

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