higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 4

(3061024)

7 November 2022 (X-paper)
09:00–12:00

The question paper must be handed to the candidates 30 minutes before the start of the examination session

A student folder with files loaded on a memory stick/flash disk/network drive for the candidate's use is also provided.

This question paper consists of 17 pages.

109Q1N2207

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TIME: 3 HOURS
ADDITIONAL 30 MINUTES FOR PRINTING ONLY
MARKS: 300

INSTRUCTIONS AND INFORMATION

1. Candidates are allowed 30 minutes to read the instructions before starting with the actual examination.

2. Read all the questions carefully and answer all the questions.

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

4. All questions must be done on computer with the aid of the Microsoft Office Suite. All PRINTOUTS must be correctly numbered and both the EXAMINATION NUMBER and the QUESTION NUMBER must be printed on each PRINTOUT as instructed. The PRINTOUTS must be placed in the correct sequence in the EXAMINATION FOLDER provided.

5. Scripts with handwritten EXAMINATION NUMBERS will not be accepted or marked. Scripts with different WATERMARKS for the same candidate will be regarded as an irregularity.

6. The following fonts will be accepted: Arial, Courier New, or Times New Roman, 12 pt. However, one font type must be used throughout the answering of the entire question paper, except where instructed differently.

7. Candidates are to retrieve and use the various files loaded on their memory stick/flash disk/network drive (whichever one is used) to effect various commands according to the instructions for the applicable questions.

8. The time allocated for the question paper is THREE hours. An additional THIRTY minutes may be allowed for the printing of answers where a central printer is used in a venue. Printing may also be done during the THREE hours allocated for the processing of answers to prevent a queue of printing at the end of the examination.

9. During the additional printing time, candidates may only effect 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.

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10. 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 given to the candidate once he/she resumes working.

11. Each answer should be printed on ONE side of a SEPARATE sheet of A4 paper only. Invigilators will instruct candidates and control PRINTOUTS, which must be placed in the EXAMINATION FOLDERS immediately after printing.

12. PRINTOUTS to be marked must be arranged in the same order as the questions in the question paper (only ONE PRINTOUT per question or subsection of a question may be handed in). At the end of the examination, all PRINTOUTS must be placed in the student's EXAMINATION FOLDER and handed to the invigilator. This includes all PRINTOUTS on which errors occur and should not be marked. No PRINTOUTS whatsoever may be removed from the EXAMINATION ROOM or placed in the waste-paper bins.

13. All work on the computer should be saved 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 the candidates' responsibility to protect their answers through regular saving in order to prevent loss of work.

14. At the end of the examination session, each candidate must hand in the PRINTOUTS as well as the memory sticks/flash disk (or other storage device which may have been 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 memory sticks/flash disks and/or backup copies, for example a CD, must be handed to the examination section of that campus for safekeeping for ONE year in case enquiries are made by the examiner/moderator/superintendents of education and/or Umalusi.)

15. The hard drive of the computer, i.e. drive C, including *My Documents*, 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 being used for different groups, then the hard drives of the computers must be checked and cleared before the next group starts with the examination session.

16. No candidate may print his/her work for another candidate, or make his/her memory stick/flash disk available to another or access other 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.

17. Candidates are reminded to save work regularly, to prevent loss of work.

18. Candidates are encouraged to spell check each completed question before printing. Marks will be deducted for work that was not keyed in accurately.

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19. Screen print images must be large enough for the markers to read and allocate marks.

HOW TO USE THE PRINT SCREEN FUNCTION:

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

- Press the *Print Screen* button in the top row of the keyboard on the right-hand side of the F12 function key.
- Minimize that screen, open the ANSWER SHEET 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 Snipping tool may also be used

QUESTIONS		ALLOCATED TIME	MARKS
QUESTION 1	Timed accuracy test	10 minutes	20
QUESTION 2	Agenda of a meeting	20 minutes	40
QUESTION 3	Database	40 minutes	60
QUESTION 4	Presentations	40 minutes	60
QUESTION 5	Spreadsheets	40 minutes	60
QUESTION 6	Communication	15 minutes	30
QUESTION 7	Audio typing	15 minutes	30
TOTAL		3 hours	**300**

SCENARIO

You are the personal administrator to the President of the National Health Council who deals with information around the outbreak of terminal diseases in South Africa. You have to complete the following administrative tasks:

- Type all meeting documents
- Use appropriate software to type the recorded documents
- Keep records using a database program and spreadsheets
- Edit the presentations that the company uses
- Manage the chairperson's emails

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QUESTION 1: TIMED ACCURACY TEST **Time: 10 minutes**

SPECIFIC INSTRUCTIONS REGARDING THE TIMED ACCURACY TEST

- The candidate must be allowed to read through the TIMED ACCURACY TEST at least FIVE minutes before the start of the test.
- All candidates will perform the TIMED ACCURACY TEST (QUESTION 1) together at the invigilator's instruction.
- The TIMED ACCURACY TEST must be performed at the beginning of the examination ONCE only.
- At the end of the 10 minutes allowed for the TIMED ACCURACY TEST, the invigilator will collect all tests and initial after the last keyed-in word on each page. The invigilator will retain the tests until the examination has been completed and will, in the presence of the candidates, place these tests into each candidate's folder.
- If a candidate arrives late (i.e. after the first 10 minutes) he/she will not be allowed to do QUESTION 1. The candidate(s) must be informed to start from QUESTION 2 onwards after all candidates have handed in QUESTION 1. No PRINTOUT for QUESTION 1 will be accepted for this candidate.

DO NOT TURN THE PAGE.
WAIT FOR THE INVIGILATOR'S INSTRUCTION TO DO SO.

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QUESTION 1: Timed Accuracy Test **TIME: 10 minutes**

Your touch typing skills will be tested in this question. Read and apply all instructions given. The timed accuracy test must be keyed in ONCE only.

MARGINS:	Left Right	1"/2.54cm 1"/2.54cm	**FONT:**	Courier New 12pt
			ALIGNMENT:	Left
PAPER:		A4 portrait		
LINE SPACING:		1.5 or 2 (double)	**HYPHENATION:**	Off

INSTRUCTIONS

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

   EXAMINATION NUMBER
   QUESTION 1

2. The minimum speed requirement is 40 words per minute. You will need to achieve the required speed with a maximum of 11 errors in order to pass the timed accuracy test.

3. This is a timed test for 10 minutes, which means candidates must start and stop on the invigilator's instruction.

4. Save the document as QUESTION 1, make a printout and hand it to the invigilator.

The world is in the midst of a COVID-19 pandemic. As WHO and partners work together on the response - tracking the pandemic, advising on critical interventions, distributing vital medical supplies to those in need - they are racing to develop and deploy safe and effective vaccines. Vaccines save millions of lives each year. Vaccines work by training and preparing the body's natural defences – the immune system – to recognise and fight off the viruses and bacteria they target. After vaccination, if the body is later exposed to those disease-causing germs, the body is immediately ready to destroy them, preventing illness. There are several safe and effective vaccines that prevent people from getting seriously ill or dying from COVID-19.

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This is one part of managing COVID-19, in addition to the main preventive measures of staying at least 1 metre away from others, covering a cough or sneeze in your elbow, frequently cleaning your hands, wearing a mask and avoiding poorly ventilated rooms or opening a window.

Some national regulators have also assessed other COVID-19 vaccine products for use in their countries. Take whatever vaccine is made available to you first, even if you have already had COVID-19. It is important to be vaccinated as soon as possible once it's your turn and not wait. Approved COVID-19 vaccines provide a high degree of protection against getting seriously ill and dying from the disease, although no vaccine is 100% protective.

Who should get vaccinated? The COVID-19 vaccines are safe for most people 18 years and older, including those with pre-existing conditions of any kind, including auto-immune disorders. These conditions include: hypertension, diabetes, asthma, pulmonary, liver and kidney disease, as well as chronic infections that are stable and controlled. If supplies are limited in your area, discuss your situation with your care provider.

Inform them if you have a compromised immune system, are pregnant (if you are already breastfeeding, you should continue after vaccination), have a history of severe allergies, particularly to a vaccine or any of the ingredients in the vaccine.

40 wpm

Children and adolescents tend to have milder disease compared to adults, so unless they are part of a group at higher risk of severe COVID-19, it is less urgent to vaccinate them than older people, those with chronic health conditions, and health workers. More evidence is needed on the use of the different COVID-19 vaccines in children to be able to make general recommendations on vaccinating children against COVID-19.

45 wpm

60 wpm

[20]

QUESTION 2: AGENDA FOR MEETING

MARGINS: Left 1"/2.54cm Right 1"/2.54cm **PAPER**: A4 portrait **LINE SPACING**: As indicated	**FONT:** Courier New 12pt **ALIGNMENT:** Left **HYPHENATION:** Off **TIME ALLOCATION:** 20 minutes

1. Insert your EXAMINATION NUMBER and QUESTION NUMBER as a footer against the right margin.

2. Key in the agenda of the meeting taking all proofreading signs into consideration.

3. Proofread and spell check before printing.

4. Save the document as QUESTION 2 and print.

south african health organisation (saho) /uc/bold/centre/font size 18pt

Notice is hereby given that a comitee meeting will be held /sp

at / saho conference centre on Thursday, 22 November 20Λ, /uc/Λ22

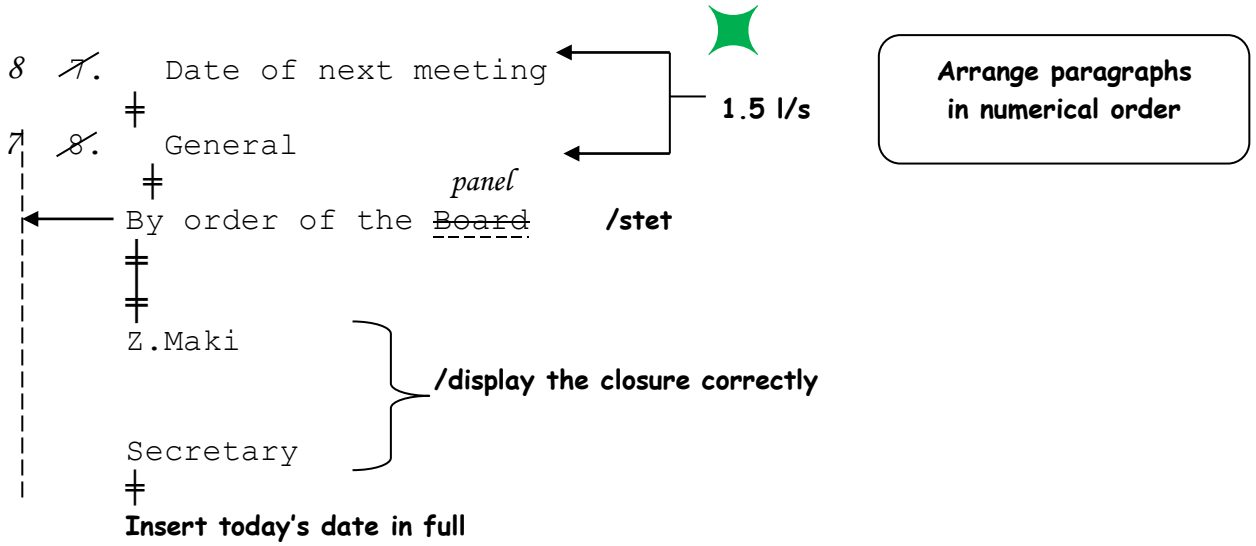
at 15:00.

agenda /spaced caps

1. Welcome
2. Attendance
3. meeting Minutes of previous /trs
4. Corespondense /sp
5. Matters arising from previous ~~minutes~~ agenda /stet
6. Points of discussion
   - personal protective equipment /uc
   - ~~Vaccination~~ del
   - purchase pharmaceutical material /uc

1.5 line spacing

Candidate: use bullets of choice



[40]

QUESTION 3: DATABASES TIME: 40 minutes

QUESTION 3A

Create a database to keep record of the vaccines to be procured by SAHO to combat the (SARS-CoV-2) Coronavirus.

Open QUESTION 3 from the STUDENT FILES folder in which all print screen images must be placed with the corresponding question number and insert your EXAMINATION NUMBER in the header.

3.1 Create a database and table using appropriate data types, distinguishing between text, numbers and currency, et cetera, as indicated below.

3.1.1 Use a database program to create the database VACCINATE. Create the table below and save as VACCINE and your EXAMINATION NUMBER: (2)

FIELD NAME	DATA TYPE	FIELD SIZE/FORMAT
CODE	Text/short text	5
DOSE	Text/short text	25
QUANTITY	Number	Long integer
PRICE PER DOSAGE	Currency	2 decimals
DATE ORDERED	Date	Medium date
VACCINE DELIVERED	Yes/No	Default

(6)

3.1.2 Do not set a primary key. (1)

3.1.3 Save the table and print the structure of the database. (1)

3.1.4 Enter the following records in the database table:

CODE	DOSE	QUANTITY	PRICE PER DOSAGE	DATE ORDERED	VACCINE DELIVERED
BPF01	BionTech	2 000	R100,00	16-May-22	Yes
CVA02	CoronaVac	5 000	R150,00	24-May-22	No
JOJ03	Johnson & Johnson	3 000	R155,00	15-Apr-22	Yes
OAZ04	AstraZeneca	1 500	R135,00	25-June-22	Yes
JAD05	Janssen Ad26	1 200	R145,00	20-June-22	No
MOD06	Moderna	2 500	R165,50	24-May-22	No
SBB07	Sinopharm-BBIBP	1 250	R150,50	18-May-22	Yes
SPV08	Sputnik V	1 000	R200,00	24-May-22	No

(12)

3.1.5 Save and print the table in landscape orientation ensuring that all data is displayed on ONE page. (2)

3.1.6 Copy and paste the database structure with data and save as VACCINE1 and your EXAMINATION NUMBER. (1)

3.1.7 Make a screen print of the *Paste Table As* dialog box as well as the navigation pane and paste in the space provided in the answer sheet. (2)

3.1.8 Edit the VACCINE table by deleting the VACCINE DELIVERED field. (2)

3.1.9 Change the code BPF01 to PFZ01 in the VACCINE table. (1)

3.1.10 Change the Vaccine dose Moderna to Medigen. (1)

3.1.11 Sort the VACCINE table in descending order according to the DATE ORDERED. (2)

3.1.12 Save and print the table in landscape orientation ensuring that all the data are displayed on one page. (2)

QUESTION 3B

3.2 In this question you are required to create and edit a QUERY.

3.2.1 Use the VACCINE1 to create a query using the following fields: CODE, DOSE, QUANTITY and DATE ORDERED. (5)

3.2.2 Use the default settings to create the query and save as DOSE and your EXAMINATION NUMBER. (1)

3.2.3 Add a criterion to filter only the DOSES that were ordered on 24 May 2022. (2)

3.2.4 Save and print the query. (1)

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QUESTION 3C

3.3 In this question you are required to create and edit a REPORT.

3.3.1 Use the table VACCINE table to create a report with the following fields: DOSE, QUANTITY, PRICE PER DOSAGE and DATE ORDERED. (5)

3.3.2 Create the report using the default settings to create the report and change the title to VACCINE DOSES and your EXAMINATION NUMBER. (3)

3.3.3 Change the font type and colour of the report header to Berlin Sans FB 20pt in black. (2)

3.3.4 Change the font type of the field names in the page header to Berlin Sans. (1)

3.3.5 Insert the logo named UNICEF from the STUDENT FILES folder to appear on the left of the report footer. (3)

3.3.6 Save and print the report in portrait orientation. (1)

3.4 Save and print QUESTION 3. (1)

[60]

QUESTION 4: PRESENTATIONS **TIME: 40 minutes**

Create slides, edit and format a presentation, using a presentation application to apply basic actions. Save at regular intervals and print instructed to do so.

4.1 Open the presentation named VACCINE from the STUDENT FILES folder.

Open QUESTION 4 from the STUDENT FILES folder in which all print screen images must be placed with the corresponding question number and insert your EXAMINATION NUMBER in the header. (1)

4.2 Use the Slide Master to edit the presentation:

4.2.1 Change the font of the *Master title style* to Berlin Sans FB 36pt and font colour black. (2)

4.2.2 Change the font of the *Master Text style* to Arial 16pt. (1)

4.2.3 Insert a slide number on all slides against the right margin. (2)

4.2.4 Insert the text, GIFT OF THE JAB, as a footer against the left margin in bold. (4)

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4.2.5 Select the title placeholder and apply the following animation to start on mouse click. Show the animation pane.

- Entrance - Random Bars
- Effect options - Vertical
- Duration – 1,00
- Delay – 00,50 (2)

4.2.6 Keep the Animation ribbon active in Slide Master View, create a print screen image of the Slide Master view showing all the functions performed above and paste in the space provided in the answer file. Close the Slide Master View. (2)

4.2.7 Insert the text below in the title placeholder of Slide 1.

VACCINE MYTHS AND FACTS (3)

4.2.8 Add the following text in the subtitle placeholder:

Vaccination is a simple, safe and effective way of protecting people against harmful diseases (4)

4.2.9 Insert the image named COVID from the STUDENT FILES folder to appear above the title placeholder. If necessary, resize the image to fit above the title placeholder. (3)

4.2.10 Insert Slide 2 as a *Two Content Slide*. (1)

4.2.11 Insert text below as title for Slide 2:

Vaccines trains the immune system to create antibodies (3)

4.2.12 Insert the text below in the placeholder on the left and use bullets as indicated below.

Symptoms of vaccination can be sudden and include:
- Tiredness
- Chills and fever
- Muscle pain
- Headache and nausea (7)

4.2.13 Insert the picture named EFFECTS from the STUDENT FILES folder in the placeholder on the right. (3)

4.2.14 Insert a Comparison slide as Slide 3 and insert the graphs from the spreadsheets named SOUTH AFRICA and WORLDWIDE in the STUDENT FILES folder in the left and right content placeholders respectively. (3)

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4.2.15 Re-use the two slides from the presentation named REGISTRATION in the STUDENT FILES folder to become Slides 4 and 5. (2)

4.2.16 Create a print screen image of the navigation pane in Normal View to show the function performed in 4.2.15 and paste in the space provided in the answer file. (2)

4.2.17 Add a Title and Content slide to become Slide 6 and insert a SmartArt Graphic named *Continuous Picture List*. Add one more shape after the third shape. (4)

4.2.18 Add the text in the shapes as indicated below:

First shape:	Virus
Second shape:	Protocols
Third shape:	Registration
Fourth shape:	Passport

(3)

4.2.19 Insert the corresponding pictures with the same names as the text inserted from the STUDENT FILES folder in the picture placeholders. (2)

4.2.20 Delete Slide 5. (1)

4.2.21 Insert QUESTION 4 and your EXAMINATION NUMBER as a footer in the presentation. (1)

4.2.22 Print the presentation as handouts, four slides vertical in landscape orientation. (3)

4.2.23 Save and print QUESTION 4. (1)

[60]

QUESTION 5: SPREADSHEET Time: 40 minutes

In this questions you will work with spreadsheets in this question, multiple worksheets, comments, protecting worksheets and refine sorting using filtering.

5.1 Retrieve the workbook saved as STATS from the STUDENT FILES folder.

Open QUESTION 5 from the STUDENT FILES folder in which all print screen images must be placed with the corresponding question number and insert your EXAMINATION NUMBER in the header. (1)

5.1.1 (a) Copy the range A1:D1 from the SITES worksheet and paste in the same cell range in the STATS worksheet. (2)

(b) Copy the range A13:F24 from the SITES worksheet and paste it A2 in the STATS worksheet. Increase the height of Row 2 to show all the words in the headings. (3)

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(c) Create a screen print of the STATS worksheet window and paste in the space provided in the answer sheet. (1)

5.1.2 Format the STATS worksheet as indicated below:

(a) Copy range A2:F13 and paste it in A15: F26. (2)

(b) Insert a filter in Row 15. (1)

(c) Filter the PARTIAL VACCINATION column to show the number of vaccinations less than 2 370 000. (2)

(d) Filter the BOOSTER VACCINE REQUIRED column to show the number of boosters required equal to 2. (2)

(e) Create a print screen of the STATS worksheet and paste it in the space provided in the answer sheet. (1)

(f) Clear the filter and print the worksheet with Row and Column headings on one portrait page. (3)

5.1.3 (a) Sort the range A2:F13 according to the FULLY VACCINATED column to arrange data from highest to lowest. (3)

(b) Add another level and arrange data from smallest to largest according to the BOOSTER VACCINE REQUIRED column. Click *OK* to complete the sort function. (3)

5.1.4 Open the Sort dialog box and create a print screen image of the data range as well as the dialog box showing the actions performed and paste in the space provided in the answer file. (2)

5.2 Format the SITES worksheet as indicated below:

5.2.1 (a) Edit the comment in F23 to read as follows:

High roll-out of vaccination leads to greater population immunity. (5)

(b) Insert the following comment in cell F18.

Vaccination in country needs to be amplified. (4)

5.2.2 (a) Activate the Freeze Top Row function in A1. (1)

(b) Hide Rows 13 to 24. (1)

(c) Display only Rows 1 and 8 to11. (2)

5.2.3 Create a screen print of the SITES worksheet to show the actions above and paste the image in the space provided in the answer sheet. (1)

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5.2.4 Unfreeze and Unhide the rows and print the SITES worksheet with Row and Column headings showing the comments as displayed in the worksheet on one page. (5)

5.3 Copy the chart on the ROLL-OUT worksheet in the space provided in the answer sheet. (2)

5.4 Retrieve and format the ROLLOUT workbook as indicated below:

5.4.1 Protect the Chart worksheet with the password ODP021 and confirm the password. (2)

5.4.2 Create a print screen image to show the Protect Sheet and Confirm Password dialog boxes including the worksheet window and paste in the space provided in the answer file. (2)

5.4.3 Encrypt the ROLLOUT workbook with the password ODPL4 and confirm the password. (3)

5.4.4 Create a print screen image to show the Protect Sheet and Confirm Password dialog boxes including the worksheet window and paste in the space provided in the answer file. (1)

5.4.5 Insert a new worksheet before the CHART sheet and rename it BOOSTER. (2)

5.4.6 Delete the TRACKER worksheet. (1)

5.4.7 Create a print screen of the ROLLOUT workbook window showing the available worksheets and paste in the space provided in the answer file. (1)

5.5 Save and print QUESTION 5. (1)

[60]

QUESTION 6: COMMUNICATION **Time: 15 minutes**

The following email has to be created by applying the instructions below:

6.1 Open Microsoft Outlook.

Open QUESTION 6 from the STUDENT FILES folder in which all print screen images must be placed with the corresponding question number and insert your EXAMINATION NUMBER in the header.

Create the following contact in the Address Book to receive delivery of information:

(a) Name/s: Margie Halls
(b) Company: DOH

(c)	Job Title:	Council Chairperson
(d)	Business Address:	123 Main Road, CAPE TOWN, 2000
(e)	Email:	mhalls@doh.co.za
(f)	Web page:	www.doh.co.za
(g)	Business:	021 321 4567
(h)	Home:	021 321 7890
(i)	Fax:	021 321 0123
(j)	Mobile:	061 000 0000 (10)

6.1.2 Insert as contact picture using the image named CHAIRPERSON in the STUDENT FILES folder. (2)

6.1.3 Create a screen print to display the contact in the Address Book and paste the image in the space provided in the answer file. Save and close the contact box. (1)

6.2 Create the email message as indicated below:

6.2.1 (i) Create the signature named HALLS as indicated below which will be automatically inserted in all emails. Use a font of your choice not larger than 12pt.

MARGIE HALLS
CHAIRPERSON
DEPARTMENT OF HEALTH
mhalls@doh.co.za
Tel: (021) 321 4567
Fax: (021) 321 0123 (5)

(ii) Create a screen print of the *Signature* dialog box and paste it in the space provided in the answer file. (1)

6.2.2 Create the email message below:

TO: managers@doh.co.za

CC: chairperson@doh.co.za (2)

6.2.3 SUBJECT: Meeting: Vaccination Registration (1)

6.2.4 Dear Managers

Please find attached the NOTICE for distribution to your relevant departments regarding the abovementioned meeting which will take place at the Regional Health Centre on Tuesday, 17 November 2022 at 10:00.

Kind regards (3)

6.2.5 Enter twice and insert the signature created in QUESTION 6.2.1. (1)

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6.2.6 The file named NOTICE in the STUDENT FILES folder is too large. Zip this file and attached it to the email message. (2)

6.2.7 Create a screen print of this email message and paste in the space provided in the answer file. (1)

6.3 Save and print QUESTION 6. (1)

[30]

QUESTION 7: AUDIO TYPING: NOTICE OF MEETING **Time: 15 minutes**

QUESTION 7 should be typed in MS Word using the audio typing method that you are familiar with.

MARGINS: Left 1"/2.5 cm Right 1"/2.5 cm **PAPER**: A4 portrait **LINE SPACING**: Single	**FONT:** Courier New 12pt or as indicated **ALIGNMENT:** Left **HYPHENATION:** Off

INSTRUCTIONS

1. Retrieve the audio file named QUESTION 7 from the STUDENT FILES folder.

2. Type the document on the letterhead named LETTERHEAD in the STUDENT FILES folder.

3. Insert as a footer your EXAMINATION NUMBER against the left margin and QUESTION 7 against the right margin.

4. Save the file as QUESTION 7 and print ONE copy of the document.

Words given: department; vaccination; vaccines; allocated; campuses; utilising; gazebo; Mkhizwana **[30]**

TOTAL: 300

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