higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 3

17 November 2023

This marking guideline consists of 24 pages.

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INSTRUCTIONS TO MARKERS

To facilitate marking and moderation, adhere to the following:

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 entire examination paper, passes the examination.
- A candidate who passed speed but does not obtain 50% or more for the entire examination paper, fails the examination 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 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 [Pass 30 wpm]	10	12
9	9	11
10 [Pass 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 test must be marked carefully as it impacts on 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); 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 entire line or paragraph.

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

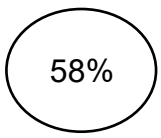
7. The highest marks obtained is indicated. The highest speed obtained (12/30 or more) is indicated.

8. Indicate the speed obtained with a P/S (pass speed) 30 wpm/35 wpm of 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: TIMED ACCURACY TEST

Fellow South Africans, the 1st Quarter of the 2020/21 financial year coincided with level 5 lockdown that kept almost everyone indoors and most businesses closed including taverns, liquor outlets, night clubs, sporting activities and places of entertainment which are generally attributors to causative factors of crime. 89 171 263 319

The never seen before pleasant picture of last year was compared to a normal period of 2019 and hence the comparison was distorted and much skewed. While more lives were saved during the 'Crime Holiday', the Police did not claim easy victories. 403 484 562

Today Ladies and Gentlemen, are in the same space of comparing the incomparable. The very same shock of last year is repeating itself with an exaggerated extreme opposite to say the least. The double figure eye-popping increase in most crime categories is informed by the same reasons stated above of adjusted lockdown levels and distorted crime trends. 644 725 805 889 916

It is important for us to give this particular context and adequate explanation upfront, to mitigate the shock and fears that may arise now. Equally, the lockdown crime trends and figures should not be thrown into the political battlefield for poor political point scoring but instead; this should begin to properly define the impact of the pandemic in many areas of our existence, going forward including the subject of Crime and its remnants. 1008 1093 1182 1270 1352

Ladies and Gentlemen, in the first quarter, the Sub-categories of crimes such as Contact crimes, Sexual offences, Aggravated robberies, Contact-related and Property-related crimes have recorded a never seen before double digit increases. 1361 1443 1527

30 wpm

Ordinarily, this would have been catastrophic but I assure the nation, this is not the case. I repeat, we cannot compare the same period of this year and last year, due to the skewed and abnormal crime trends, caused by the different levels of Lockdown, if we are to understand the crime picture that we are presenting to you today. 1599 1686 1772 1857

35wpm

While we will not sweep the high and unnatural figures under the carpet, we will instead bring to the fore a holistic picture of comparing the 2021/22 Quarter one crime figures to a 'normal period' two years ago where there was no Lockdown. 1932 2013 2101 2172

[20]

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QUESTION 2

2.1 A password is a string of characters a user enters to verify his/her identity. (1)

2.2 2.2.1 Information security means that computers, along with the data stored in them need to be protected from natural disasters, acts of sabotage, theft, viruses and unlawful access.

2.2.2 Software piracy means illegal copying of copyright software.
(2 × 2) (4)

2.3
- Use a mixture of letters and at least one number, and make it an adequate password length.
- Avoid writing your password down anywhere or share it with anybody.
- Ensure that the password cannot be guessed.
- Ensure that no one is standing close to you when entering your password.
- Change your password frequently. (Any 2 × 1) (2)

2.4
- Open the Word file
- Click File tab and choose info on the drop-down menu.
- Click the Protect Document icon and choose Encrypt with Password
- In the password box, type a password.
- Click OK. (5)

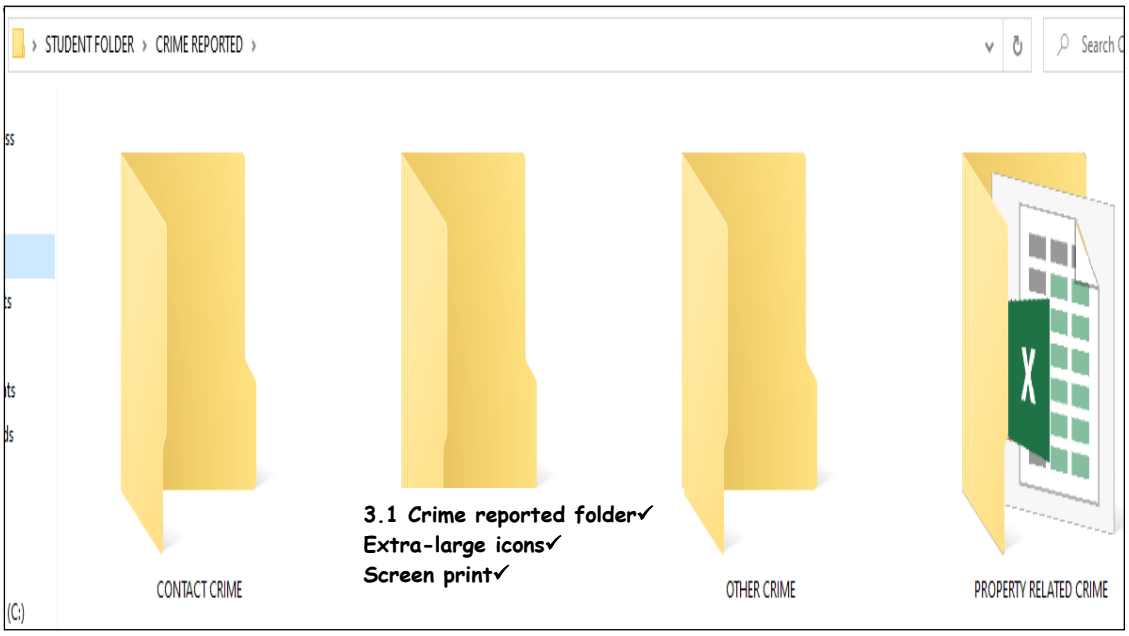
2.5
- Avoid downloading software from bulletin board system or computer games.
- Avoid sharing disks or memory sticks on computers and networks, for example a disk that has been used at home and then at work.
- Check all disks and download files by scanning with antivirus software
- Scan the hard disk for viruses once a week.
- Install an antivirus program on the hard disk to identify and clear viruses.
(Any 4 × 1) (4)

2.6
- CD-Rs can be written once only, after which they can only be read.✓ This type of disc is used for permanent storage.✓
- CD-RW discs can be written to in multiple sessions, read and modified.✓ They are used for temporary data storage.✓ (2 × 2) (4)

[20]

QUESTION 3

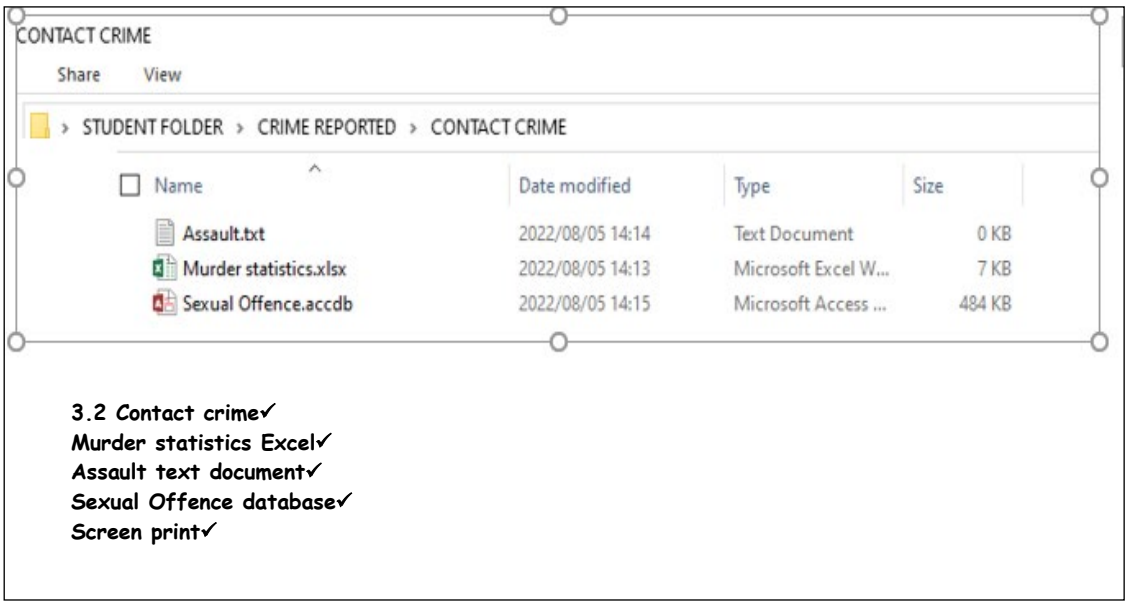
3.1



3.1 Crime reported folder✓
Extra-large icons✓
Screen print✓

(3)

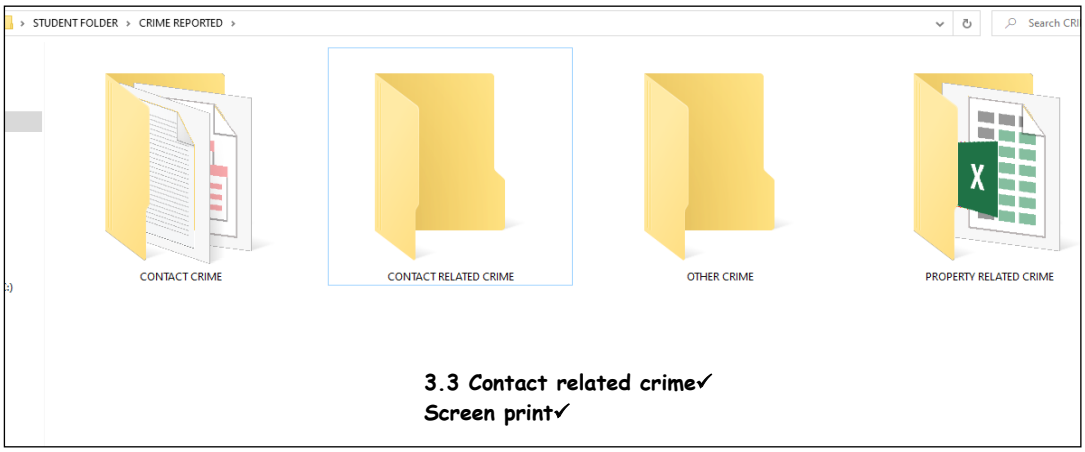
3.2



3.2 Contact crime✓
Murder statistics Excel✓
Assault text document✓
Sexual Offence database✓
Screen print✓

(5)

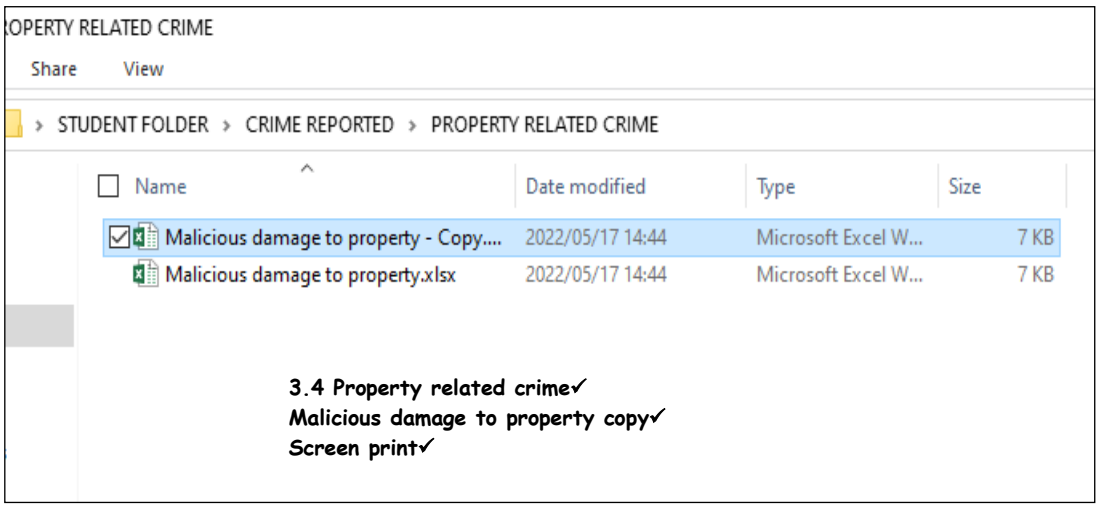
3.3



3.3 Contact related crime✓
Screen print✓

(2)

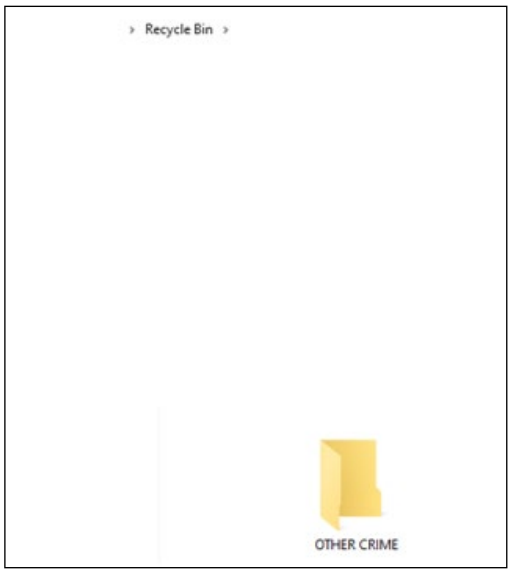
3.4



3.4 Property related crime✓
Malicious damage to property copy✓
Screen print✓

(3)

3.5



3.5 Open STUDENT FILES folder✓
Delete OTHER CRIME folder✓
Open Recycle bin✓
Display deleted folder✓
Screen print✓

(5)

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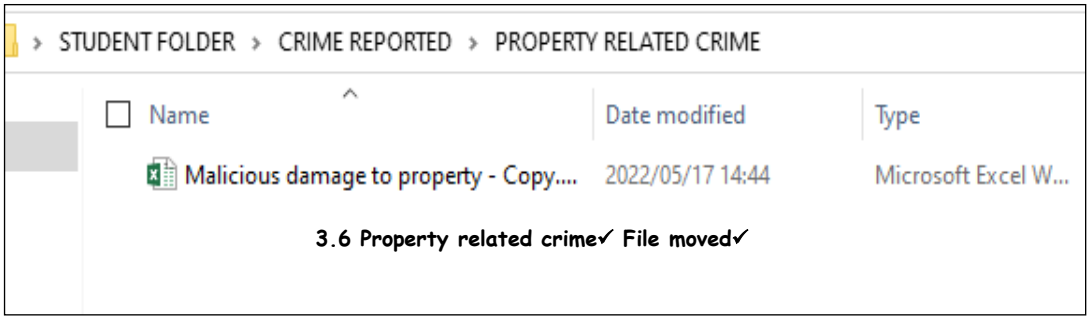
3.6



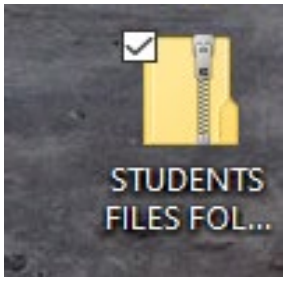
3.6 Property related crime✓ File moved✓



3.6 Contact related crime✓
File pasted✓

(4)

3.7 &



3.7 Compressed STUDENT FILES folder✓
Zipped folder – ODP L3✓

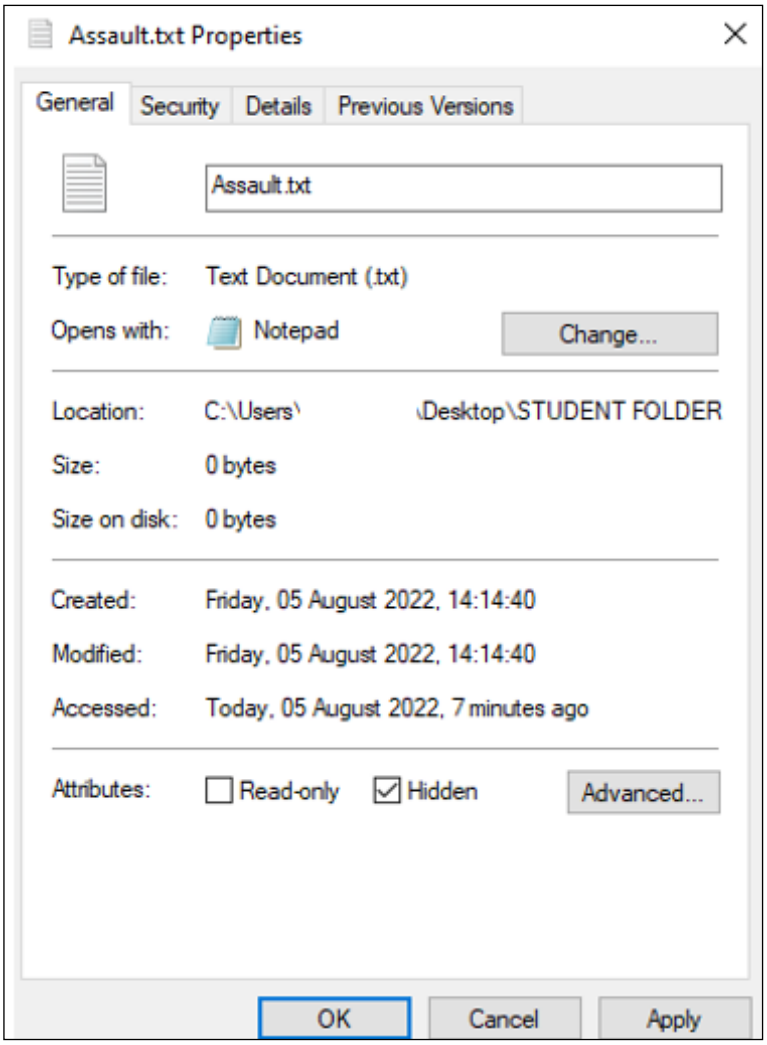
(2)

3.8

3.8 Screen print✓

(1)

3.9



3.9 Assault file✓
Right click✓
Properties✓
Select Hidden✓
Screen print ✓

(5)
[30]

QUESTION 4A:

MS WORD

4.2 Header✓ (EXAMINATION NUMBER and QUESTION 4A)

4.1 Letter spacing✓ Upper case/lower case✓ 4.1 Accuracy✓✓✓✓✓✓✓

EXAMINATION NUMBER QUESTION 4A

BLOCK NAME	MEETING DATE	TIME	LOCATION	LIAISON NAME
Block A	15 October 2022	13:00-17:00	City Hall	Constable P Mokati
Block F	22 October 2022	13:00-17:00	NG Church Hall	Sergeant D Babeile
Block H	29 October 2022	13:00-17:00	Sedibeng Hall	Inspector B Lerumo

4.1 Columns (5) rows (4)✓ (11)

4.2 (Mark file name if using MS Access)

EXAMINATION NUMBER QUESTION 4A 20

BLOCK NAME	MEETING DATE	TIME	LOCATION	LIAISON NAME
Block A	15 October 2022	13:00-17:00	City Hall	Constable P Mokati
Block F	22 October 2022	13:00-17:00	NG Church Hall	Sergeant D Babeile
Block H	29 October 2022	13:00-17:00	Sedibeng Hall	Inspector B Lerumo

4.3 Print portrait page✓ (1)

4.4.2 Header Q4B✓ Position left-hand side✓ **4.4 Retrieve INVITATION✓**

EXAMINATION NUMBER
QUESTION 4B

4.4.1 Font: Centaur✓ size 12✓

4.4.3 Subject heading - centre✓ bold✓ underline✓

NEIGHBORHOOD WATCH INFORMATIONAL MEETING FOR
«BLOCK_NAME» RESIDENTS

Your Neighbourhood Watch Liaison and the Mangaung City Police Department invite you to a Neighbourhood Watch meeting.

Get the latest information about crime in our neighbourhood, meet our Community Police Officer, and learn about crime prevention.

SAPS: Sharing crime statistics and feedback

WHEN: *«MEETING_DATE»*
TIME: *«TIME»*
WHERE: *«LOCATION»*
HOST: *«LIAISON_NAME»*

4.4.4 Italics✓ 14 pt✓

4.4.10 Link Q4A✓and Q4B all fields✓

What is Neighbourhood Watch?

Neighbourhood Watch is a crime prevention program, which recruits the active participation of residents in cooperation with local police to prevent and reduce crime in Mangaung City neighbourhoods.

Neighbourhood Watch is about crime prevention education and the implementation of important home and personal security strategies.

4.4.5 Accuracy✓✓✓✓✓✓✓✓

5 EASY STEPS TO START A NEIGHBOURHOOD WATCH GROUP

4.4.6 Bullets of choice✓✓ **4.4.7 3 pt border✓**

- Recruit and Organise as many neighbour as possible.
- Contact your local law enforcement agency and schedule a meeting.
- Discuss community concerns and develop an action plan.
- Create a communication plan.
- Take Action: Hold Meetings and Events.

SAFER NEIGHBOURHOODS MEAN HAPPIER RESIDENTS AND A BETTER PLACE TO LIVE.

4.4.8 Crime image✓ bottom✓ right✓
4.4.9 Correct height and width✓
4.4.11 Rectangle shape✓grey fill✓
Left side✓upper case✓bold✓underline✓
4.4.12 Print/A4 portrait✓



(34)

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EXAMINATION NUMBER
QUESTION 4C

4.6 Change QUESTION 4B to QUESTION 4C✓

NEIGHBORHOOD WATCH INFORMATIONAL MEETING FOR *Block A* RESIDENTS

Your Neighbourhood Watch Liaison and the Mangaung City Police Department invite you to a Neighbourhood Watch meeting.

Get the latest information about crime in our neighbourhood, meet our Community Police Officer, and learn about crime prevention.

SAPS: Sharing crime statistics and feedback

WHEN: *15 October 2022*
TIME: *13:00-17:00*
WHERE: *City Hall*
HOST: *Constable P Mokati*

4.5 Merge✓ all fields✓ (check both letters)

4.7 Print pages 1 and 2 only✓

What is Neighbourhood Watch?

Neighbourhood Watch is a crime prevention program, which recruits the active participation of residents in cooperation with local police to prevent and reduce crime in Mangaung City neighbourhoods.

Neighbourhood Watch is about crime prevention education and the implementation of important home and personal security strategies.

5 EASY STEPS TO START A NEIGHBOURHOOD WATCH GROUP

1. Recruit and Organise as many neighbour as possible
2. Contact your local law enforcement agency and schedule a meeting.
3. Discuss community concerns and develop an action plan.
4. Create a communication plan.
5. Take Action: Hold Meetings and Events.

SAFER NEIGHBOURHOODS MEAN HAPPIER RESIDENTS AND A BETTER PLACE TO



(4)

EXAMINATION NUMBER
QUESTION 4C

NEIGHBORHOOD WATCH INFORMATIONAL MEETING FOR *Block F* RESIDENTS

Your Neighbourhood Watch Liaison and the Mangaung City Police Department invite you to a Neighbourhood Watch meeting.

Get the latest information about crime in our neighbourhood, meet our Community Police Officer, and learn about crime prevention.

SAPS: Sharing crime statistics and feedback

WHEN: *22 October 2022*
TIME: *13:00-17:00*
WHERE: *NG Church Hall*
HOST: *Sergeant D Babeile*

What is Neighbourhood Watch?

Neighbourhood Watch is a crime prevention program, which recruits the active participation of residents in cooperation with local police to prevent and reduce crime in Mangaung City neighbourhoods.

Neighbourhood Watch is about crime prevention education and the implementation of important home and personal security strategies.

5 EASY STEPS TO START A NEIGHBOURHOOD WATCH GROUP

1. Recruit and Organise as many neighbour as possible
2. Contact your local law enforcement agency and schedule a meeting.
3. Discuss community concerns and develop an action plan.
4. Create a communication plan.
5. Take Action: Hold Meetings and Events.

SAFER NEIGHBOURHOODS MEAN HAPPIER RESIDENTS AND A BETTER PLACE TO



[50]

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QUESTION 5

1

5.1 Retrieve QUESTION 5✓

EXAMINATION NUMBER
QUESTION 5

5.2 Header✓ centre aligned✓

SOUTH AFRICAN POLICE SERVICE

5.3.4 Line spacing✓

SAPS Emergency Number	SAPS Emergency No 10111
Service Complaint Centre Number	Service Complaints Centre 0800 333 177
Crime Stop Tip-Off Number	CRIME STOP TIP-OFF 08600 10111

5.3.1 Font Verdana 11 pt✓
5.3.2 Heading top✓ right align✓
5.3.3 Main heading upper case✓bold✓

5.3.7 Copied table✓left aligned✓
5.3.8 4½ pt. border inserted✓
5.3.9 Text centred✓ both horizontal and vertically✓

The *SOUTH AFRICAN POLICE SERVICE* does not just investigate cases and do crime prevention; they also provide a range of services and resources to our many partners and to the public. They also have call centre that one can call if you want to report any crime.

5.3.6 Find & replace✓ dot dash underlined✓✓

(17)

2 EXAMINATION NUMBER

QUESTION 5

5.3.5 Paragraph 1 changed to 1.5 line spacing✓

1. Reporting a crime

   This service is provided to any person who is a victim of crime. To report a crime is free of charge and all the necessary documentation will be completed by a police official.
   A case docket will be opened and the crime will be investigated, effect the arrest of suspects and present the case to the courts for prosecution.
   When you have been a victim of crime, you can contact the police by dialling 10111 in case of an emergency or going to your nearest police station to report the crime. To find the physical address of your nearest police station

2. Service Complaints Centre

   These process is there to redress and investigate a dissatisfaction or disappointment experienced by any person or an organisation, locally, regionally, continentally, or internationally, in relation to an action or inaction regarding the service that was rendered or supposed to be rendered by the *SOUTH AFRICAN POLICE SERVICE* represented by its employee(s).

   Besides for complaints to be dealt with on an individual basis, an aggregation of all complaints is also done with a view to identify trends through analysis, of which the findings are then utilised to inform management to effect corrective action.

3. Reporting of Sexual Offences

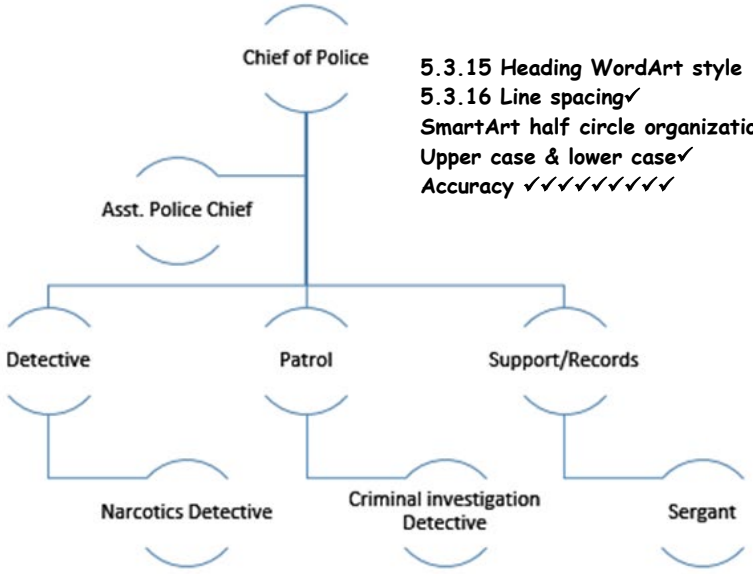
   A sexual offence not only affects the victim alone, but also his or her family and personal life. Therefore, police members will assist victims in any way possible to lessen the trauma. The *SOUTH AFRICAN POLICE SERVICE* renders a professional service to victims in the investigation of offences of this nature, and will assist victims in this regard.

5.3.10 Deleted text below paragraph 3✓
5.3.11 Page break✓
5.3.12 Landscape orientation page 2✓
5.3.13 Columns x3✓ vertical line in between✓
5.3.14 Column break✓

(7)

3 EXAMINATION NUMBER
QUESTION 5

POLICE DEPARTMENT ORGANISATIONAL CHART TEMPLATE



[i] Your safety, Our Priority

5.3.15 Heading WordArt style 1✓ accuracy✓✓✓✓
5.3.16 Line spacing✓
SmartArt half circle organizational chart✓
Upper case & lower case✓
Accuracy ✓✓✓✓✓✓✓✓✓

5.3.17 Adjust height✓ & width✓8.2 cm/3.22"/14.2cm/5.66"
5.3.18 Page 3 portrait✓ page numbering✓ (Accept any position)
5.3.19 Endnote inserted✓ accuracy✓✓✓
5.3.20 Print✓

(26)
[50]

QUESTION 6

EXAMINATION NUMBER
QUESTION 6A

6.1.1 Header✓ left✓

6.1.2 Cambria✓ 10 pt✓ (entire document)

6.1.3 Heading size 16 pt✓ centre✓

6.1 Retrieve QUESTION 6✓

CRIME STATISTICS IN SOUTH AFRICA

6.1.8 Replace SA with South Africa✓

2022 January to March

6.1.4 Date format✓ italics✓

6.1.5 Bold✓ centre column headings✓90 degrees✓

CRIME CATEGORY	January to March 2018	January to March 2019	January to March 2020	January to March 2021	January to March 2022	2021-2022 CRIME	% OF TOTAL CRIME 2022
CONTACT CRIMES (CRIMES AGAINST THE PERSON)							
Assault with the intent to inflict grievous bodily harm	26	25	37	27	30		
Attempted murder	6	5	5	6	12		
Common assault	53	68	91	71	78		
Common robbery	18	15	17	10	13		
Murder	5	10	6	4	13		
Robbery with aggravating circumstances	61	57	76	81	62		
Sexual Offences	20	34	13	18	17		
Total Contact Crimes							
Number of Crimes							
Highest Crime in 2022							
Lowest crime in 2022							

6.1.7 Merge & centre subheading✓

6.1.6 Row 5 188 pixels✓

6.1.14 Column width✓
6.1.15 Printed ONE page✓ landscape page✓

6.1.9 Add columns H&I✓ accuracy✓
6.1.10 Add rows 14,15,16✓✓✓ & accuracy✓✓
6.1.11 Border Single inside✓ & any thick border outside✓
6.1.12 Sort Col A alphabetically ✓
6.1.13 Column G deleted✓

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EXAMINATION NUMBER
QUESTION 6B

6.2 Header changed to QUESTION 6B✓

6.2.8 Calculate COUNTA/COUNT✓

6.2.14 Print with Row & Column headings✓

	A	B	C	D	E	F	G	H
1	CRIME STATISTICS IN SOUTH AFRICA							
2								
3	*2022 January to March*							
4								
5	CRIME CATEGORY	January to March 2018	January to March 2019	January to March 2020	January to March 2021	January to March 2022	2021-2022 CRIME	% OF TOTAL CRIME 2022
6	CONTACT CRIMES (CRIMES AGAINST THE PERSON)							
7	Assault with the intent to inflict grievous bodily harm	26	25	37	27	30	3	13,33%
8	Attempted murder	6	5	5	6	12	6	5,33%
9	Common assault	53	68	91	71	78	7	34,67%
10	Common robbery	18	15	17	10	13	3	5,78%
11	Murder	5	10	6	4	13	9	5,78%
12	Robbery with aggravating circumstances	61	57	76	81	62	-19	27,56%
13	Sexual Offences	20	34	13	18	17	-1	7,56%
14	Total Contact Crimes	189	214	245	217	225		100,00%
15	Number of Crime	7						
16	Highest Crime in 2022					78		
17	Lowest crime					12		

6.2.2 Calculate 2021-2022 CRIME✓
6.2.3 Autofill G7-G13✓

6.2.4 Calculate Total contact crime✓
6.2.5 Autofill B14-F14✓

6.2.6 Calculate % OF TOTAL CRIME✓
6.2.7 Absolute cell address✓

6.2.9 Calculate HIGHEST✓
6.2.10 Calculate LOWEST✓

6.2.11 Display column B to G as integer✓
6.2.12 Display %✓ with 2 decimals✓
6.2.13 Bold✓ and right align column A✓

(16)

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EXAMINATION NUMBER
QUESTION 6C

6.3 Header changed to QUESTION

	A	B	E	F	G	H
1	CRIME STATISTICS IN SOUTH AFRICA					
2						
3	*2022 January to March*					
4						
5	CRIME CATEGORY	January to March 2018	January to March 2021	January to March 2022	2021-2022 CRIME	% OF TOTAL CRIME 2022
6	CONTACT CRIMES (CRIMES AGAINST THE PERSON)					
7	Assault with the intent to inflict grievous bodily harm	26	27	30	=F7-E7	=F7/$F$14
8	Attempted murder	6	6	12	=F8-E8	=F8/$F$14
9	Common assault	53	71	78	=F9-E9	=F9/$F$14
10	Common robbery	18	10	13	=F10-E10	=F10/$F$14
11	Murder	5	4	13	=F11-E11	=F11/$F$14
12	Robbery with aggravating circumstances	61	81	62	=F12-E12	=F12/$F$14
13	Sexual Offences	20	18	17	=F13-E13	=F13/$F$14
14	Total Contact Crimes	=SUM(B7:B13)	=SUM(E7:E13)	=SUM(F7:F13)		=F14/$F$14
15	Number of Crime	=COUNTA(A7:A13)				
16	Highest Crime in 2022			=MAX(F7:F13)		
17	Lowest crime			=MIN(F7:F13)		

6.3.1 formulae✓

6.3.2 hide columns✓

6.3.1 Formulae✓

6.3.1 Formulae✓

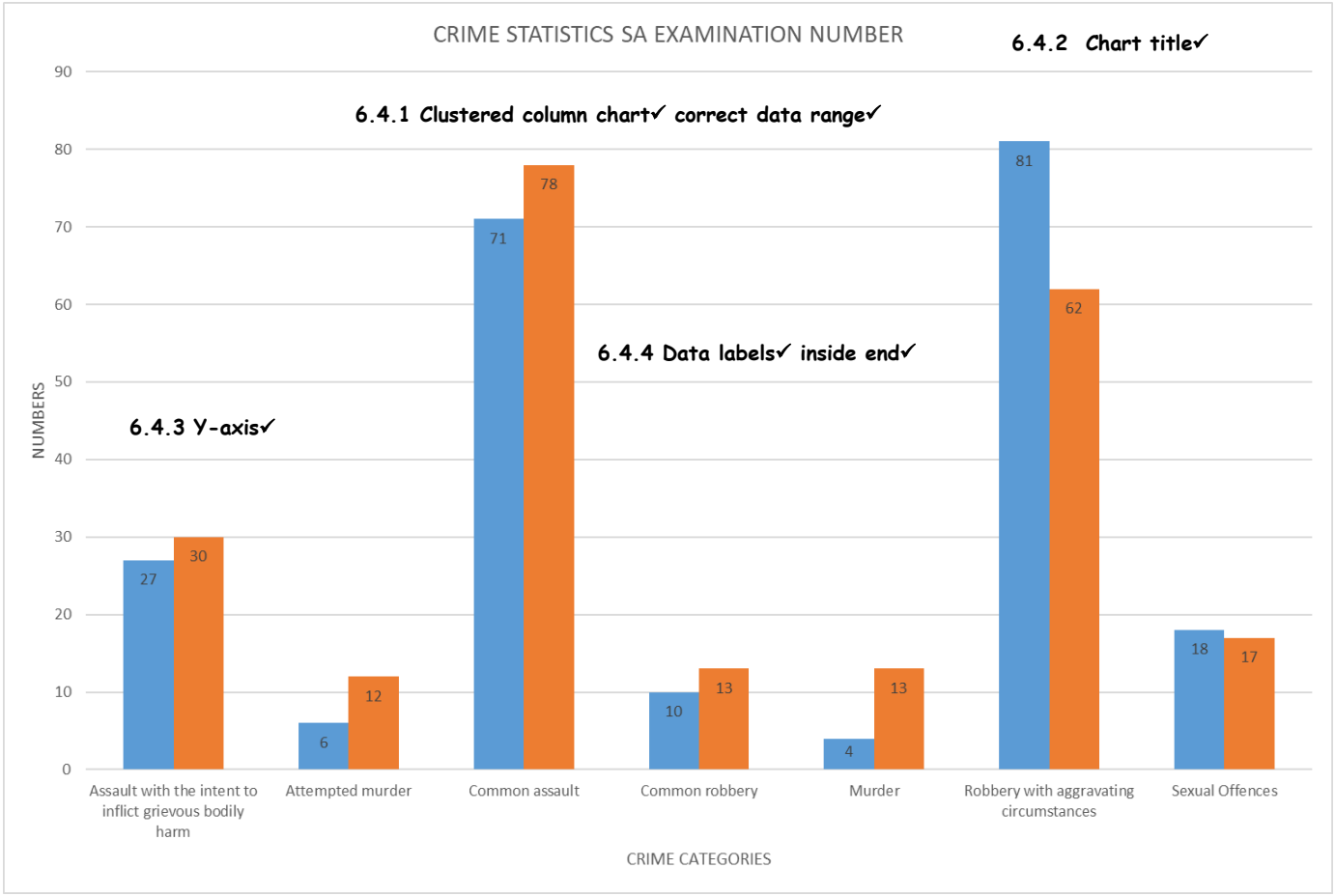
6.3.1 Formulae✓

6.3.1 Formulae✓

6.3.1 Formulae✓

6.3.3 Columns adjusted✓
6.3.4 Printed with row & column headings✓

(10)



6.4 Header changed to QUESTION 6D✓

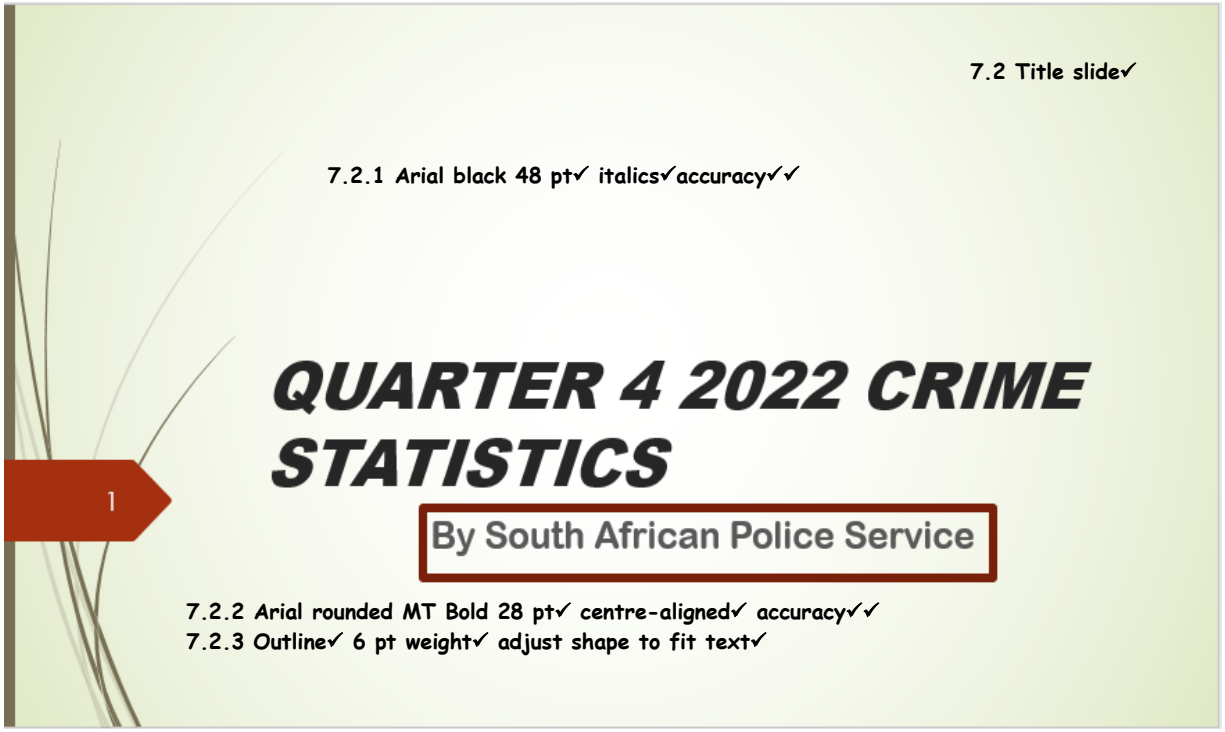
6.4.5 Legend removed✓
6.4.6 Printed as new sheet✓

6.4.3 X-axis✓

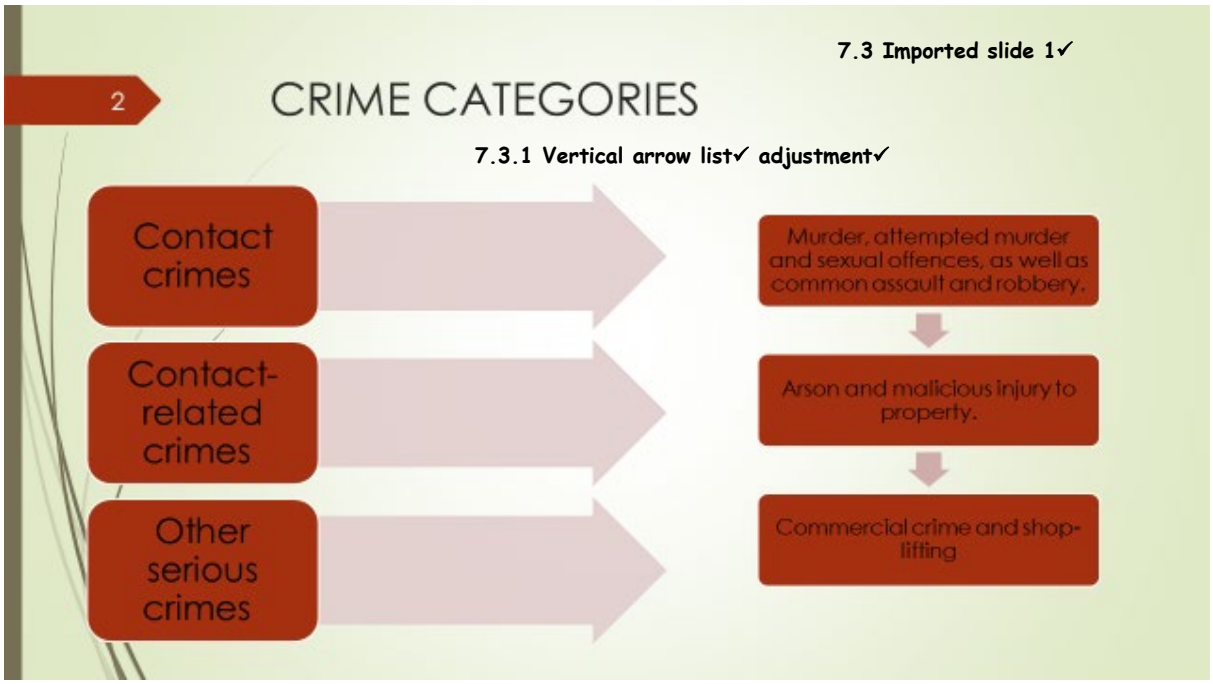
(10)
[65]

QUESTION 7

EXAMINATION NUMBER QUESTION 7



(12)



(3)

7.4 Title and content✓

3

SA crime stats: Q4 2020/21 vs Q4 2021/22

7.4.1 Bold✓ right aligned✓ accuracy✓✓

2020 vs 2021	Jan-Mar 2021	Jan-Mar 2022
Contact Crimes	137 314	157 907
Contact-related Crimes	25 582	29 559
Property-related Crimes	91 223	91 278
Other Serious Crimes	93 801	101 643
Total public reported	347 920	380 387
Crime detected as a result of police action	50 034	60 151
Total	397 954	440 538

7.4.2 Table✓ medium style 4✓ accuracy✓✓✓✓✓✓✓
7.4.3 Text and numbers centred✓

(15)

7.5.1 bold✓ centre aligned✓underlined✓

7.5 Imported slide✓ correct position✓

4

CRIME DETECTED AS A RESULT OF POLICE ACTION

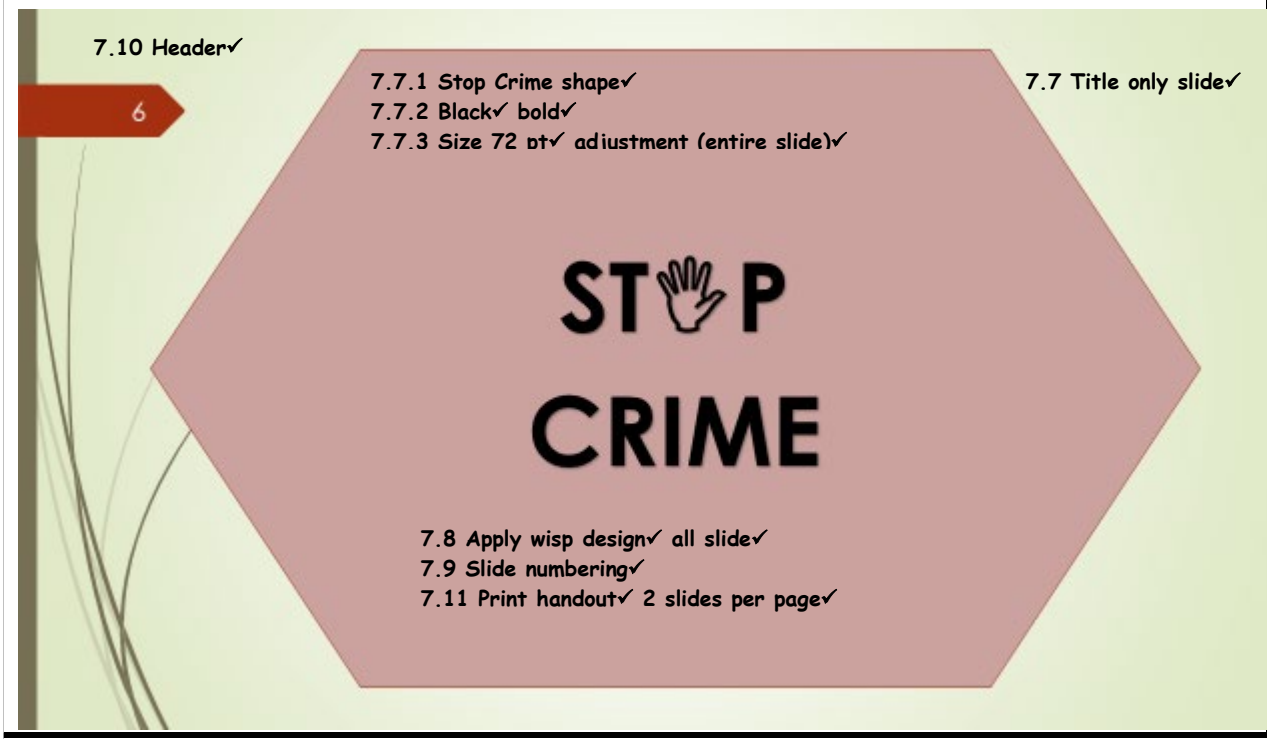
1. Illegal possession of firearms and ammunition
2. Sexual offences discovered as result of police action
3. Driving under the influence of alcohol or drugs
4. Drug-related crime

7.5.2 Any numbering✓ accuracy✓✓✓

(9)



(14)



(12)

[65]

TOTAL: 300

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