higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 2

(3061022)

1 March 2018 (X-Paper)
09:00–12:00

This question paper, which includes the INSTRUCTIONS TO INVIGILATORS AND CANDIDATES, must be handed to candidates 30 minutes before the start of the examination.

This question paper consists of 21 pages.

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TIME: 3 HOURS
MARKS: 300

INSTRUCTIONS AND INFORMATION

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

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. To complete the question paper it is important that candidates adhere to the TIME ALLOCATION for each question.

6. ALL PRINTOUTS to be marked must be placed 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. PRINTOUTS must be placed in the EXAMINATION FOLDER in the same numerical order as 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 in each question (header/footer).

9. Printouts with HANDWRITTEN EXAMINATION NUMBERS will NOT be considered for marking and invigilators must NOT hand out PRINTOUTS without EXAMINATION NUMBERS to candidates.

10. Note the following regarding the QUESTION paper:

    a) Use left justification throughout the examination paper unless otherwise indicated.
    b) Use margins (top, bottom, left and right) of 1”/2.54cm unless otherwise indicated.
    c) Use single line spacing if no other line spacing is indicated.
    d) Use Courier New 12pt for the word processing section and ARIAL 12pt or Calibri 12pt for the spreadsheet section unless otherwise instructed.

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11. An additional 30 minutes is allowed for printing. 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, 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.

13. If there is a problem with certain printers, for example, it does not print ê, a report must be sent with the centres' PRINTOUTS.

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

15. At the end of the examination ALL PRINTOUTS the candidate wants to be marked must be placed in the EXAMINATION FOLDER and must be handed to the invigilator. ALL PRINTOUTS on which errors occur and which should not be marked must be handed in separately. No PRINTOUTS whatsoever may be removed from the examination room or put into wastepaper bins. The question paper must also be handed in separately.

16. 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 for such lost work. It is the candidates' responsibility to protect 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 must be handed to the examination section of the college for safekeeping for one year in case enquiries should be made by the examiner/moderator/-superintendents of education and Umalusi).

18. The hard drive of the computer (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 drive of the computers must be checked and cleared before the next group commences 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 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.

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

- Press the ALT key and the PRT SCRN (print screen) button found in the top row of the keyboard (on the right-hand side of the F12 function key).
- Minimise that screen and 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 print-screen image or picture will appear in the position where you placed the cursor.

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

All candidates must perform the timed accuracy test.

a) Candidates must be allowed to read through the accuracy test at least THREE minutes before the commencement of the examination.

b) ALL candidates must commence the timed accuracy test at the same time. NO candidate must be permitted to start with any other question in the first 10 minutes.

c) The invigilator must use a stopwatch to keep the time (10 minutes) for the accuracy test.

d) QUESTION 1 (Timed accuracy test) may be done ONCE only and printed immediately after the first ten minutes has expired. The invigilator must ensure that every candidate has printed this question. NO PRINTOUT for this question may be printed afterwards. Each timed accuracy test PRINTOUT must be signed off by the invigilator immediately after the last typed word and kept by the invigilator and in the presence of the candidate inserted into the candidates' folders at the end of the examination.

e) A candidate who arrives late (i.e. during and after the first 10 minutes) will NOT be given any extra time for the timed accuracy test. The candidate will have to commence 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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DATA PROCESSING		ALLOCATED TIME	MARKS
QUESTION 1	TIMED ACCURACY TEST	**10 mins**	**20**
QUESTION 2	COMPUTER CONCEPTS AND FILE MANAGEMENT	**20 mins**	**30**
QUESTION 3A	BUSINESS LETTER	**40 mins**	**60**
QUESTION 3B	ENVELOPE	**10 mins**	**10**
QUESTION 4	CURRICULUM VITAE	**20 mins**	**40**
QUESTION 5	NUMBERED PARAGRAPHS	**15 mins**	**30**
QUESTION 6	CIRCULAR LETTER	**25 mins**	**40**
QUESTION 7	SPREADSHEET	**40 mins**	**70**
TOTAL		**3 HOURS** (30 minutes extra for printing)	**300**

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The following introductory information is for BACKGROUND purposes only. This information must **NOT** be typed as part of the examination.

TRUST BUREAU INC.

This is a non-profit organisation focusing on advancing trust in the marketplace and serving as an intermediate between consumers and businesses handling consumer disputes against businesses.

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QUESTION 1

INFORMATION: A requirement of the interview is to demonstrate your touch-typing skills.

DOCUMENT:	Timed accuracy test Key in ONCE ONLY	**FONT:**	Courier New 12pt
LINE SPACING:	1.5 or 2 (Double)	**MARGINS:** Left: Right:	 1”/2.54cm 1”/2.54 cm
PAPER:	A4 portrait		
TIME ALLOCATION:	10 minutes	**JUSTIFICATION:**	Left/Off
MARKS:	20		

INSTRUCTIONS

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

   EXAMINATION NUMBER
   QUESTION 1

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

3. The duration of the accuracy test is 10 minutes.

4. Wait for the instruction of the invigilator to start and stop immediately on his/her command.

5. Print QUESTION 1 immediately on 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 in the STUDENT FILES folder.

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In regulatory jurisdictions that provide for this (a list including most or all developed countries with free-market economies) consumer protection is a group of laws and organisations designed to ensure the rights of consumers, as well as fair trade, competition, and accurate information in the marketplace. The laws are designed to prevent the businesses that engage in fraud or specified unfair practices from gaining an advantage over competitors. They may also provide additional protection for those most vulnerable in society. Consumer protection laws are a form of government regulation that aim to protect the rights of consumers. For example, a government may require businesses to disclose detailed information about products – particularly in areas where safety or public health is an issue, such as food.

Consumer protection is linked to the idea of consumer rights, and to the formation of consumer organisations, which help consumers make better choices in the marketplace and get help with consumer complaints. Other organisations which promote consumer protection include government organisations and self-regulating business organisations such as consumer protection agencies and organisations, ombudsmen, the Federal Trade Commission in America, and Better Business Bureaus in America and Canada, etc. 25wpm

A consumer is defined as someone who acquires goods or services for direct use or ownership rather than for resale or use in production and manufacturing.

Consumer interests can also be protected by promoting competition in the markets which directly and indirectly serve consumers, consistent with economic efficiency, but this topic is treated in competition law. 30wpm 35wpm

Consumer protection law or consumer law is considered an area of law which regulates private law relationships between individual consumers and the businesses which sell those goods and services.

[20]

QUESTION 2

INSTRUCTIONS:

1. Retrieve the document saved as QUESTION 2 in the STUDENT FILES folder.
2. Type the answers for QUESTION 2 in this answer sheet.
3. Type your EXAMINATION NUMBER in the header.
4. Save and print the answer sheet after completing the answers.

2.1 You start using the computer and realise that the person who had worked on the computer before you was left-handed and had changed the left and right mouse buttons.

2.1.1 Describe the steps that you will follow to change the functions of the mouse buttons back for a person who is right-handed. (5)

2.2 While you are busy working you see that the computer often stops responding. Explain FIVE measures that can be used to prevent a virus from infecting the computer. (5)

2.3 Define the term *ergonomics*. (2)

2.4 Give THREE hints that may help reduce eye strain. (3)

2.5 Open the folder COMPLAINTS in your STUDENT FILES folder and carry out the following instructions:

2.5.1 Create a subfolder called DEALER and make a print- screen image of the file structure which shows the three subfolders. (3)

2.5.2 Create a text file in the COMMUNICATIONS folder called TELEPHONE. (2)

2.5.3 Delete the file CELLULAR from the COMMUNICATIONS folder and make a print-screen image showing the contents of the COMMUNICATION folder. (2)

2.5.4 Move the folders NEW CARS and OLD CARS in your STUDENT FILES folder to the DEALER folder. (4)

2.5.5 Change the view to LARGE ICONS and make a print- screen image showing the STUDENT FILES folder. (3)

2.5.6 Print one copy of QUESTION 2. (1)

[30]

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QUESTION 3A

INFORMATION: The president of the company, Mr Wellington, wants to send a letter to one of the presidents at a member company, Mr Kingston, to congratulate him on a great advertisement placed in the newspaper. Type this document accurately and execute all manuscript instructions.

DOCUMENT:	Business letter on letterhead	**FONT:**	Courier New 12pt
LINE SPACING:	As indicated	**MARGINS:**	
		Left:	Fit letterhead
PAPER:	A4 portrait	Right:	1”/2.54 cm
TIME:	50 minutes	**JUSTIFICATION:**	Left/Off
MARKS:	60	**HYPHENATION:**	Off

INSTRUCTIONS:

1. Open the file named QUESTION 3A in the STUDENT FILES folder and type the letter which follows.

2. Insert your EXAMINATION NUMBER and QUESTION 3A in the footer against the left margin.

3. Print and save the document as QUESTION 3A.

ǂ

Insert today's date in full

ǂ

Mr Dennis Kingston
President
Denny's Door Company
Cape Town
8000

s/s
/uc

Dear Mr Kingston

ǂ

Congratulations **[/** Trust Bureau Inc. serving **/** Western Province is pleased */ital /NP*

infuse
to ~~inform~~ you that during a recent review of your ad ~~in the Herald~~ it was found *stet/del*
to be an outstanding e.g. of / AIDA principle: */bold /in full/ital*
NP**[**Attraction; **[**Intrest; **[**Desire; **[**Action. */New line/sp/bulleted/ss*

ǂ

You are to be commended for your efforts towards truth and honesty in advertising.

ǂ *business*
One of / functions of the ~~company~~ is to encourage truth and accuracy in advertising. ~~We review advertising and promotions on a regular basis~~. */del/r.o.*

Truth in advertising was and still is one of / major programs of the Company. */lc*
We do this, not only to protect / consumers ~~public~~ but to playing maintain a */del/trs*
level field for all businesses in our region.

ǂ

Again congratulations for not only meeting our advertising standards, but exceeding them. Keep up the good work.

Replace the word 'ad' with advertisement

ǂ

Sincerely

K. Wellington

President *Display correctly*
KW/use your own initials

Content heading: Outstanding advertisement *move/ital/uc/bold/14pt*

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QUESTION 3B

INFORMATION: Create the following envelope which will be used to insert the letter which will be sent to Mr Kingston.

DOCUMENT:	DL envelope	**FONT:**	Courier New 12pt
LINE SPACING:	Single	**MARGINS:**	Use Default
PAPER:	Use default	**JUSTIFICATION:**	Left/Off
TIME:	10 minutes	**MARKS:**	10

INSTRUCTIONS:

1.	Use a method you are familiar with in MS Word to create and address the envelope.
2.	Your EXAMINATION NUMBER and Q3B must be typed in the Return Address section of the envelope.
3.	Print and save the document as **QUESTION 3B**.

Address the DL envelope to:

Mr D Kingston
President
Denny's Door Company
PO Box 589
CAPE TOWN
8000

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QUESTION 4

INFORMATION: You want to climb the ladder of success by applying for as many vacancies as possible. Create the following curriculum vitae and take into consideration all manuscript signs. Use only the information provided.

DOCUMENT:	Curriculum Vitae	**FONT:**	Courier New 12pt
LINE SPACING:	Single	**MARGINS:**	
		Left:	1.5”/3.81cm
PAPER:	A4 portrait	Right:	1”/2.54cm
TIME:	20 minutes	**JUSTIFICATION:**	Left/Off
MARKS:	40	**HYPHENATION:**	Off

1. Insert your EXAMINATION NUMBER and QUESTION 4 as a header against the right margin.

2. Print and save the document as QUESTION 4.

CURRICULLIM VITAE */sp /sp caps/16pt/centre/bold*

‡

Tab stop 2”/5cm

Personal Details */caps/bold*

‡

Names in full */caps* Anathi Innocence Vihlazi

‡

Address PO Box 19
Somerset West 7129 */uc*

‡

Identity Number 90050804 5064 08 0 */#*

‡

Marital Status */run on* ~~Married~~ Single */del*

‡

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Qualifikations */caps/bold/sp*

ǂ
Highest grade */caps* Office Administration L4 - 2017
ǂ

Subjects *Move text and align*
English 1st Additional Langauge */in full*
Mathematics
~~Mathematical literacy~~ */stet*
/ss
Life Orientation
Business Practice
Office Practice
Office Data Processing
ǂ Personal Assistance
/caps/bold

References:

Mr Jacob Ngobeni
Campus Manager
Northlink College
Tel: 021 465 2000

I hereby declare all information submitted above to be true and correct. *Display correctly*
MR ANATHI INNOCENCE VIHLAZI

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QUESTION 5 **30 MARKS**

INFORMATION: The manager, Mr Willard, would like you to edit the document saved as QUESTION 5 in the STUDENT FILES folder.

INSTRUCTIONS:

5.1 Retrieve the document saved as QUESTION 5. (1)

5.2 Insert your EXAMINATION NUMBER in the header against the right margin. (1)

5.3 Use left justification throughout the document. (1)

5.4 Edit the content of the document as follows and as indicated on the next page:

5.4.1 Change the line spacing of the entire document to single lines. (1)

5.4.2 Change the left and right margins to 1”/2.54 cm. (2)

5.4.3 Insert the main heading in upper case, bold, centre and 16pt as indicated on the next page. (5)

5.4.4 Create a new paragraph at “Market issues include allegations …” . (1)

5.4.5 Indent the left margin of paragraph 2 at 1”/2.5 cm. (1)

5.4.6 Change the heading “Marketplace issues do ... following” to italics and underlined. (2)

5.4.7 Adjust the line spacing as indicated on the next page where required. (1)

5.4.8 Insert paragraph numbers as indicated and replace the bullets with subparagraph numbers as follows: 2.1, 2.2, 3.1 and 3.2. (2)

5.4.9 Underline the text as indicated. (2)

5.4.10 Change the words indicated in paragraphs 2 and 3 to italics. (2)

5.4.11 Delete the text as indicated. (1)

5.4.12 Use the spelling checker to correct spelling errors. (2)

5.4.13 Use a method you are familiar with to change the paper size to A5. (1)

5.4.14 Apply any page border to the document. (1)

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5.4.15 Change the font of the entire document to Arial 11pt (do not include the main heading). (2)

5.4.16 Save the document as QUESTION 5 and print the document. (1)
(30)

/Complaints must relate to a [marketplace issue */uc/bold/ centre/16pt/new line*
ǂ
The complaint must deal with marketplace issues, which involve the buying or selling of products/services. [Marketplace issues include allegations of problems with a product/service or complaints that are based on alleged business misrepresentations or violation of business policy.
ǂ
Marketplace issues do not include the following: */ital/und*
ǂ

1. Employer/employee disputes.

ǂ
2. Complaints against: */und*

- government agencies unless the government operates a utility and the complaint involves administrative matters such as billing. */ital*
- individuals who are not engaged in a business (e.g. a person who sells his car through a classified advertisement).

ǂ
3. Complaints alleging:

- discrimination or violation of similar statutory/constitutional rights.
- criminal violations by business employees except for complaints alleging theft by business employees while performing services.

ǂ

4. Complaints raising issues concerning the competency of doctors, dentists, licensed therapists, veterinarians, certified public accountants and lawyers.

ǂ
5. However, this does not include billing disputes that do not involve underlying competency issues.

ǂ

~~6. Complaints that challenge the validity of local, state or federal law~~. */del*

QUESTION 6

INFORMATION: The president, Mr Wellington, would like you to edit a circular letter to inform staff about the smoking policy of the company.

INSTRUCTIONS:

1. Retrieve the document saved as QUESTION 6.

2. The document is typed on a letterhead. DO NOT change the margins of the document.

3. Insert your EXAMINATION NUMBER in the footer against the right margin.

4. Edit the content of the document as indicated on the next page.

5. Ensure that the font is Courier New 12pt and print the document.

NCV

TRUST BUREAU INC.

218 Voortrekker Street
PO Box 1254
CAPE TOWN
8000

Tel: 021 484 1230
Fax: 021 484 1330
E-mail: info@tbi.co.za

‡

Insert today's date in descending order ‡
*Insert text indicated with **

TO: **/** Human resources manager, Finane Manager */sp/display correctly*

‡

Smoking policy */uc/bold/font size 16pt*
‡

In an effort to protect **/** health of the non-smoking employees and clients visiting the office, Trust Bureau Inc. shall be entirely smoke-free, effective from 01/03/20.. . */insert year/in full*
[/ company understands the hazard caused by exposure to environmental */bold*
tobacco smoke & therefore intends to provide a tobacco-free environment to all */in full*
its employees. The policy covers the smoking of any tobacco product and the use of oral tobacco products. **[**Many studies have shown that there is safe no exposure to */NP/trs*
second-hand smoke. In fact it is more fatal than the actual smoking. When an individual is around a person who is smoking, he/she tends to inhale the same dangerous chemicals as the smoker. It can affect the health and overall wellness of other employees, and may become a reason for cancer and heart diseases.
‡ */run on*

Seeing the negative consequences smoking is banned on the premises of the company, except the areas which are given the status of Smoking Zone.

----------*Page break*----------

**Circular letter 1 of 20..* */uc/bold/insert year*

The banned areas include [all the work areas, [the conference room, [the meeting rooms, [visitors' hall, [private offices,[hallways, [stairs, [restrooms and [all other adjoining areas. [The only area left is the closed room which is designated as a smoking zone, which is again strictly restricted to be used only by clients.

/NP insert any bullet /ss

/NP

/bold/ital

All the employees are advised to adhere strictly to the changed policy. Any violations of this policy will be handled through the standard disciplinary prosedure.

/sp

A. WELLINGTON
PRESIDENT

insert in uc

Candidate: Change the entire document to single line spacing

Candidate: Number the pages bottom left

[40]

QUESTION 7: SPREADSHEETS

Prepare the spreadsheet in preparation for a meeting that will be taking place. Create this spreadsheet in MS Excel using the font Arial 12pt or Calibri 12pt.

QUESTION 7A **30 marks**

7.1 Insert a footer in the Center section as set out below:

EXAMINATION NUMBER
QUESTION 7A (2)

7.2 Key in the spreadsheet exactly as set out below. Do not type the Row and Column headings. (24)

	A	B	C
1	Trust Bureau Inc.		
2	TOP 10 COMPLAINTS		
3			
4	CATEGORY	2016	2017
5			
6	Cellular Telephone Service and Supplies	33270	36817
7	Telephone Communications	29925	30766
8	Television, Cable & Satellite	27643	26586
9	Auto Dealers (New cars)	25693	25190
10	Collection Agencies	21616	24040
11	Auto Dealers (Old cars)	16618	17415
12	Internet Shopping	13085	13426
13	Auto Repair & Services	10559	11942
14	TOTAL		

7.3 Adjust the column widths to allow the contents of each column to fit. Candidates will be penalised for columns which are too large. Ensure the workbook fits on ONE page. (2)

7.4 Print the spreadsheet in A4 portrait orientation and save as QUESTION 7A. (2)
(30)

QUESTION 7B **40 marks**

7.5 Change the QUESTION NUMBER in the footer to QUESTION 7B. (1)

7.6 Edit the spreadsheet as indicated below.

7.6.1 Change the main heading in A1 to uppercase, bold and Lucida Sans 16pt. (4)

7.6.2 Insert an open row after A1. (2)

7.6.3 Insert the text DIFFERENCE in uppercase as a heading in D4. (3)

7.6.4 Change the heading in A3 to bold and italics. (2)

7.6.5 Merge and centre the heading in A3 across the columns. (3)

7.6.6 Centre the column headings except A4. (2)

7.6.7 Delete Row 6. (1)

7.6.8 Insert TWO blank rows above A13 and insert the following details in Rows 13 and 14:

Furniture – Retail	12881	13130
Banks	11278	12707

(6)

7.6.9 Use a formula in D6 to calculate the DIFFERENCE between the years 2016 and 2017. (2)

7.6.10 Use the AutoFill function to copy the formulae from D6 to D7:D15. (1)

7.6.11 Use the AutoSum function to calculate the TOTALS in cells B16. (2)

7.6.12 Use the AutoFill function to copy the formulae from B16 to C16:D16. (1)

7.6.13 Right align the CATEGORY column from A5:A16. (2)

7.6.14 Change the text in A16 to bold. (1)

7.6.15 Format the data in the range B6:D15 to numbers with 1 decimal. (2)

7.6.16 Insert horizontal and vertical borders from A5:D16. (2)

7.6.17 Print with Row and Column headings in portrait orientation and save the spreadsheet as QUESTION 7B. (3)

[70]

TOTAL: [300]

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