higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 3

(3061023)

6 March 2020 (X-paper)
09:00–12:00

Candidates must be allowed 15 minutes prior to the examination to read the instructions.

This question paper consists of 19 pages.

289Q1S2006

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TIME: 3 HOURS
(additional 1/2 hour for printing)
MARKS: 300

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.

2. Read all the questions carefully.

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

4. To complete the question paper, it is important that candidates adhere to the time allocation for each question.

5. Do all questions on the computer with the aid of the Microsoft Office suite.

6. Correctly number ALL PRINTOUTS and print both the EXAMINATION NUMBER and the QUESTION NUMBER as instructed for each PRINTOUT. Place PRINTOUTS in the correct sequence in the folder provided.

7. PRINTOUTS with handwritten EXAMINATION NUMBERS will not be accepted or marked, unless signed by the invigilator to endorse the fact that it is the candidate's own work.

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

9. Candidates must retrieve and use the various files loaded on their memory stick/flash disk/network drive (whichever one is used) to effect various commands as per instruction for the applicable questions.

10. The time allocated for the question paper is THREE hours. An additional 30 minutes may be allowed for printing of answers where a central printer is used. Printing may also be done during the THREE hours allocated to the processing of answers to prevent a printing queue at the end of the examination.

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

13. Each answer should be printed on a separate A4 ANSWER SHEET on ONE side only. Invigilators will instruct candidates and control PRINTOUTS, which must be placed in the examination folders immediately after printing.

14. PRINTOUTS to be marked must be arranged in the same order as that of the questions in the examination 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 which should not be marked. No PRINTOUTS whatsoever may be removed from the examination room or put into wastepaper bins.

15. Complete QUESTIONS 2–7 in the files provided in the *Student files* folder. Save QUESTIONS 2–7 after completing the questions. Print and insert the PRINTOUTS into the cover folder provided for the PRINTOUTS.

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 candidates' responsibility to protect their answers through regular saving to prevent loss of work.

17. At the end of the examination session, each candidate must hand in the PRINTOUTS as well as the memory stick/flash 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 candidates' work under supervision of the invigilator. These memory sticks/flash disks and/or backup copies, for example CD, must be handed to the examination section of that campus for safekeeping for ONE year in case enquiries should be made by the examiner/moderator/superintendents of education and/or Umalusi.

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

19. 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.

20. Candidates are encouraged to spellcheck each completed question before printing. Marks are deducted for work that is NOT accurately typed.

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21. HOW TO USE THE PRINT SCREEN FUNCTION

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

- Press the *Print Scrn* button found on the top row of the keyboard (on the right-hand side of the F12 function key).
- Minimise 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 print-screen image/picture will appear in the position where you placed your cursor.

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

- The candidate must be allowed to read through the accuracy test at least THREE minutes prior to the examination.
- All candidates will perform the timed accuracy test (QUESTION1) together at the instruction of the invigilator.
- The timed accuracy test must be done at the beginning of the examination.
- If a student arrives late (i.e. after the first 10 minutes) the student will NOT be able to do QUESTION 1 and must be informed that he/she must start at QUESTION 2 onwards. No PRINTOUT for QUESTION 1 will be accepted for this student.
- On the expiration of the 10 minutes allowed for the timed accuracy test, the invigilator will collect all tests and will 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 with examination answers.

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OFFICE DATA PROCESSING
LEVEL 3

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

DATA PROCESSING		**ALLOCATED TIME**	**MARKS**
QUESTION 1	Timed accuracy test	**10 min**	**20**
QUESTION 2	Presentations	**35 min**	**60**
QUESTION 3	Word processing: Mailing function	**30 min**	**60**
QUESTION 4	Word processing: Processing functions	**30 min**	**50**
QUESTION 5	Spreadsheets	**40 min**	**60**
QUESTION 6	Information and communication using Internet Explorer	**15 min**	**20**
QUESTION 7	Basic concepts of computers: File management	**20 min**	**30**
TOTAL:		**3 hours (30 minutes extra for printing)**	**300**

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

DISCIPLINE

"Once you have commitment, you need the discipline and hard work to get you there." — Haile Gebrselassie

At the heart of any successful person, is self-discipline. Whether it is success in their personal lives or their professional lives, it all starts with an inherent ability for self-control through discipline. Your thoughts, your emotions, your behaviours and your habits. All of them must be kept in check.

You are appointed at a school to do your in-service training as an administrative clerk and must assist with documents for the parent evening that will be held.

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QUESTION 1: TIMED ACCURACY TEST

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

INSTRUCTIONS:

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

EXAMINATION NUMBER
QUESTION 1

1.2 The minimum speed requirement is 30 words per minute.

1.3 This is a timed accuracy test for 10 minutes, which means candidates will start and stop on instruction from the invigilator.

1.4 Save the document as QUESTION 1.

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Discipline is action or inaction that is regulated to be in accordance (or to achieve accord) with a system of governance. Discipline is commonly applied to regulating human and animal behaviour, and furthermore, it is applied to each activity branch in all branches of organised activity, knowledge, and other fields of study and observation. Discipline can be a set of expectations that are required by any governing entity including the self, groups, classes, fields, industries or societies.

Children being educated to use public litter bins is a form of disciplinary education that is expected by some societies. If a child cannot use a litter bin, the lack of discipline can result in a reaction from observant people in public. Many people observe a form of disciplinary effort in their daily lives.

Discipline is a moral obligation among many groups of people. Disciplined behaviour is required by some laws and other legal obligations. Commercial entities can also put in place strict disciplinary requirements for the length of the commercial agreement. Airlines enforce strict disciplinary and conduct rules upon flight passengers.

In the military, discipline regards the efforts made by superiors to punish the serviceperson. In academia, discipline can also regard the educators' responses and efforts that are designed to punish the student(s). In animal husbandry and training, the animals may be disciplined to perform specific tasks and activities without errors. Additionally, animals can discipline their young through numerous methods; including nips, bites and grips. 30 wpm

Disciplinarians have been involved in many societies throughout history. The Victorian era resulted in the popular use of disciplinarian governance over children. Edward VIII 35 wpm

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QUESTION 2: PRESENTATIONS

Create a new presentation and format it as indicated in the following questions:

2.1 Format Slide 1 as a *Title Slide* and insert the following text:

2.1.1 Title placeholder: Insert in uppercase, size 44 pt, bold and shadow effect:

POSITIVE DISCIPLINE (5)

2.1.2 Subheading: Insert black font and italics in the subtitle placeholder:

www.uen.org (4)

2.2 Insert a new *Two Content* slide as Slide 2 and edit it as follows: (1)

2.2.1 Insert the text below in uppercase in the title placeholder.

WHAT IS DISCIPLINE? (2)

2.2.2 Insert the text below in the body placeholder on the left:

'OK, here are your options: jump and discover the joy of flight, or don't jump and I kick you out of the tree.'

What kind of parenting is this? (3)

2.2.3 Insert the image named PARENTING in the right body placeholder and apply any picture style. (4)

2.3 Insert a new *Title and Content* slide as Slide 3 and edit it as follows: (1)

2.3.1 Insert the text below in uppercase in the title placeholder.

TYPES OF PARENTING: (2)

2.3.2 Create the following table in the body placeholder:

TYPES		
AUTHORITARIAN	**PERMISSIVE**	**AUTHORITATIVE**
Creates rebellion or submission/dependence	*Creates a manipulative personality, aggression and independence*	*Creates a self-disciplined child who is responsible for own actions*
• External control • Punishment • Order without freedom	• Freedom without order • No restriction, rules • No consequences	• Mutual respect • Cooperation • Freedom with order

(8)

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2.4 Import the slide MISBEHAVIOUR as Slide 4 and edit it as follows: (1)

2.4.1 Insert the text below in uppercase in the title placeholder.

WHY DO CHILDREN MISBEHAVE? (2)

2.4.2 Use the spell check function to correct spelling errors. (2)

2.4.3 Edit the text in the body placeholder to look as indicated below.

A MISBEHAVING CHILD IS A DISCOURAGED CHILD. WHY?

It is based on a child's mistaken interpretation of how to find BELONGING and SIGNIFICANCE!

4 GOALS OF MISTAKEN BEHAVIOUR:

- Attention
- Power
- Revenge
- Giving up

SOLUTION TO ALL MISBEHAVIOUR:

Spend special time with the child each day! (5)

2.5 Insert a new *Title and Content* slide as Slide 5 and edit it as follows: (1)

2.5.1 Insert the text below in uppercase in the title placeholder.

MOST COMMON REASON FOR MISBEHAVIOUR (3)

2.5.2 Create a 3D pie chart using the information below and insert data labels on the outside of each segment:

BEHAVIOUR	PERCENTAGE
Attention	80%
Power	65%
Revenge	45%
Give up	40%
Other behaviours	25%

(5)

2.6 Insert a new *Title and Content* slide as Slide 6 and edit it as follows: (1)

2.6.1 Insert the heading SOLUTIONS in the title placeholder in uppercase and bold. (3)

2.6.2 Insert the SmartArt Graphic *Horizontal Bullet List* with the following information:

ATTENTION	POWER	REVENGE

(2)

2.6.3 Copy and paste the text below the headings from the file saved as SOLUTIONS in the STUDENT FILES folder. (1)

2.6.4 Apply any SmartArt style to the graphic. (1)

2.7 Apply slide numbers to all slides in the presentation. (1)

2.8 Insert a header aligned as follows on the handout page:

EXAMINATION NUMBER QUESTION 2 (1)

2.9 Save the presentation as QUESTION 2 and print the presentation as handouts with THREE slides per page. (1)

[60]

QUESTION 3: MS WORD – MAILING FUNCTION

All files must be retrieved from and saved in the STUDENT FILES folder on whichever drive is used.

Use the mail merge function to carry out the following tasks:

QUESTION 3A

3.1 Create the data source below using the method you are familiar with and save the file as PARENTLIST. (10)

PARENTS	PO BOX	TOWN	CODE	CONTACT NUMBER
Mr & Mrs Ngcobo	PO BOX 54	GRAAFF-REINET	6280	049 922 2545
Mr & Mrs Pietersen	PO BOX 78	PORT ELIZABETH	6000	041 933 4555
Mr August	PO BOX 12	UMTATA	5100	047 531 0246

3.2 Insert your EXAMINATION NUMBER and QUESTION 3A as a header or insert it as the file name of the data source if using MS Access. (1)

3.3 Save and print the data source file. (1)

[12]

QUESTION 3B

3.4 Retrieve the document saved as TECHNIQUES and edit it as follows: (1)

3.4.1 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a header against the right margin as follows:

EXAMINATION NUMBER
QUESTION 3B (1)

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3.4.2 Change the font and font size of the entire document to Consolas 12 pt. (3)

3.4.3 Format the paragraph spacing as follows:

Line spacing: Single
Before and after spacing: 0 pt. (2)

3.4.4 Format the heading to bold, centre and font size 14 pt. (3)

3.4.5 Apply paragraph numbers (1, 2, 3…) to the list below the heading "A few recommended techniques" and indent text at 1 cm. (3)

3.4.6 Insert the ✂ symbol with the dash line (----) TWO lines above the heading "ORDER FORM". (3)

3.4.7 Centre the heading "ORDER FORM". (1)

3.4.8 Change the height of all rows to 1 cm/0.39". (1)

3.4.9 Format the text "PARENTS, PO BOX, TOWN, CODE, CONTACT NUMBER" as follows:

- Bold and italics
- 50% shading (3)

3.4.10 Centre content vertically in the cells. (1)

3.4.11 Merge cells in the table as indicated below:

Row 1: Columns 2 to 4
Row 2: Columns 2 to 4
Column 1: Rows 3 and 4
Column 2: Rows 3 and 4 (4)

3.4.12 AutoFit the table to contents. (1)

3.4.13 Insert TWO shapes/cells TWO lines after the table, as indicated below, using a method you are familiar with.

☐ Accept

☐ Do not accept (4)

3.4.14 Change the margins as follows:

Top and bottom: 1.5 cm/0.59"
Left and right: 2 cm/0.79" (2)

3.4.15 Link the primary document with the data source by replacing the existing text with the merge fields within the cells in italics.

<<PARENTS>>
<<PO BOX>>
<<TOWN>>
<<CODE>>
<<CONTACT NUMBER>> (10)

3.4.16 Save the primary document with the merge fields and print it on ONE A4 page. (1)
[44]

QUESTION 3C

3.5 Edit the document as indicated below:

3.5.1 Merge the primary document TECHNIQUES with the data source PARENTLIST to create the final document. (1)

3.5.2 Change the question number in the header to QUESTION 3C. (1)

3.5.3 Print only pages 1 and 2 of the final/merged document. (2)
[4]

QUESTION 4: MS WORD-PROCESSING FUNCTIONS

Edit the document according to the indicated instructions using MS Word. Open/Retrieve the document saved as STYLES from the STUDENT FILES folder.

4.1 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a header in the centre as follows:

EXAMINATION NUMBER
QUESTION 4 (1)

4.2 Edit the document as indicated in the instructions below:

4.2.1 Change the font of the entire document to Century Gothic 11 pt. (1)

4.2.2 Apply the *Subtitle* style, bold and font size 16 pt to the following headings:

- Authoritative
- Permissive
- Authoritarian
- Neglectful (3)

4.2.3 Use automatic hyphenation and full justification to create an equal right margin. (2)

4.2.4 Insert the main heading in font size 28 pt, uppercase, bold and centred:

PARENT STYLES (4)

4.2.5 Insert TWO lines after the main heading. (1)

4.2.6 Format spacing in the document, as indicated below:

- Before and after: 0 pt
- Line spacing: Single (2)

4.2.7 Apply any border to paragraph 1 and centre the paragraph horizontally. (2)

4.2.8 Insert the image named AUTHO and apply square text wrapping. (2)

4.2.9 Align the image in the centre of paragraph 2 and apply any picture border. (2)

4.2.10 Adjust the picture to 5 cm/1.97" in height and 7.35 cm/2.89" in width. (1)

4.2.11 Insert a footnote after the words 'Permissive parenting' in the first line of paragraph 4 as follows:

Also known as indulgent parenting. (2)

4.2.12 Delete paragraphs 5 and 6. (1)

4.2.13 Insert a page break above the heading “Authoritarian”. (1)

4.2.14 Change the top and bottom margins of page 2 to 1.5 cm/0.59". (1)

4.2.15 Find the word NEGLECTFUL and replace with UNINVOLVED in uppercase, bold and italics. (2)

4.2.16 Insert the SmartArt Graphic *Equation* with text, TWO lines below the UNINVOLVED paragraph as follow:

PARENTING STYLES + CHILDREN = SELF-IMAGE
EMOTIONS
SOCIAL SKILLS
ACADEMICS (6)

4.2.17 Apply any SmartArt style to the graphic. (1)

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4.2.18 Insert on page 2 an additional footnote after the word 'Uninvolved parenting' below the heading UNINVOLVED PARENTING as follows:

Also known as neglectful parenting. (2)

4.2.19 Insert a section break for the next page after the SmartArt graphic on page 2. (1)

4.2.20 Change the subheadings on page 3 below the heading 'How to recognise which parent you are' to bold, italics and centred. (2)

4.2.21 Change the font size of the paragraphs on page 3 to 10 pt (do not include subheadings). (2)

4.2.22 Change the orientation of page 3 to landscape. (1)

4.2.23 Create FOUR equal columns with a parenting style (subheading) in each column. (2)

4.2.24 Insert a footer aligned on the right using italics and font size 9 pt, as indicated below:

By Emily Heughes (3)

4.2.25 Insert page numbers in the top right corner of the document as follows: -1- (1)

4.2.26 Print the document. (1)

[50]

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QUESTION 5: SPREADSHEETS

QUESTION 5A

5.1 Create the spreadsheet below as follows and save as QUESTION 5A:

	A	B	C	D
1	DISCIPLINE CASES BY MONTH			
2				
3	Comparison of 2017 – 2019			
4				
5	MONTHS	2017	2018	TOTAL
6	July	13	3	
7	August	4	6	
8	September	4	15	
9	October	18	15	
10		7	14	
11		26	7	
12		8	11	
13		13	7	
14		16	8	
15		17	13	
16		17	17	
17		5	13	
18	TOTAL			
19	AVERAGE CASES FOR 2017			
20	MAXIMUM OF CASES FOR 2018			
21	NUMBER OF MONTHS			

(10)

5.1.1 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a centre aligned header of the spreadsheet as follows:

EXAMINATION NUMBER
QUESTION 5A

(1)

5.1.2 Use the AutoFill function to copy the months to June. (1)

5.1.3 Insert a new column between column C and D as 2019. (2)

5.1.4 Insert a new column F as % TOTAL. (2)

5.1.5 In cell D4 insert 5%. (1)

5.1.6 Change the column headings to bold and italics and align the headings at a 45° angle. (3)

5.1.7 Merge and centre the heading in row 1 across column A–F. (1)

5.1.8 Change the font size of the heading to 20 pt and bold. (2)

5.1.9 Sort content according to column C in descending order. (1)

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5.1.10 Apply 50% shading to A18:F18. (2)

5.1.11 Apply vertical and horizontal borders. (2)

5.1.12 Display numbers as integers. (1)

5.1.13 Adjust column widths where necessary to ensure that all data is clearly displayed. Save and print the workbook in portrait orientation without row and column headings. (2)

[31]

QUESTION 5B

5.2 Open/Retrieve the document saved as QUESTION 5A. Save the spreadsheet immediately as QUESTION 5B before commencing with the editing instructions.

5.2.1 Change the question number to QUESTION 5B in the header. (1)

5.2.2 Use absolute cell referencing in D6 to calculate 2019, as indicated below:

2018 plus (2018 multiplied by D4) (3)

5.2.3 Use a function in E6 to calculate the TOTAL for each month. (2)

5.2.4 Use a function in E18 to determine the TOTAL for all the months. (2)

5.2.5 Use absolute cell referencing in F6 to calculate the % TOTAL, as indicated below:

TOTAL divided by E18 (3)

5.2.6 Use the AutoFill function to copy the formulae from D6:F6 to D7:F17. (2)

5.2.7 Use a formula in B19 to determine the AVERAGE CASES FOR 2017. (2)

5.2.8 Use a formula in C20 to determine the MAXIMUM CASES FOR 2018. (2)

5.2.9 Use a formula in B21 to determine the NUMBER OF MONTHS. (2)

5.2.10 Format the numbers in the workbook as follows:

- Columns B-E: Integers
- Column F: % with no decimal. (2)

5.2.11 Adjust column widths so that all data are displayed clearly. Save and print the workbook with row/column headings. (2)
[23]

QUESTION 5C

5.3 Open/Retrieve the document saved as QUESTION 5B. Save the spreadsheet immediately as QUESTION 5C before commencing with editing instructions.

5.3.1 Change the QUESTION NUMBER in the header to QUESTION 5C. (1)

5.3.2 Display the formulae ensuring all formulae are legible. (2)

5.3.3 Save and print the workbook in landscape orientation with row/column headings and gridlines. (3)
[6]

QUESTION 6: INFORMATION AND COMMUNICATION USING INTERNET EXPLORER

6.1 Open the answer file named QUESTION 6 from the STUDENT FILES folder and insert your EXAMINATION NUMBER in the header. (1)

6.2 Create a print screen image of the steps to follow when you want to delete or clear the history of temporary Internet and website files. Do not click delete, but paste the image in the space provided in the answer file. (5)

6.3 Use the *Help and Support* function to search for information on how to change your current webpage as the homepage. Copy and paste the information in the space provided in the answer file. (5)

6.4 Follow the steps retrieved in QUESTION 6.3, make a print screen image of the *Internet Options* dialog box and paste it in the space provided in the answer file. (3)

6.5 Differentiate between a webpage and a website. (2)

6.6 Name three examples of a search engine. (3)

6.7 Print the document. (1)
[20]

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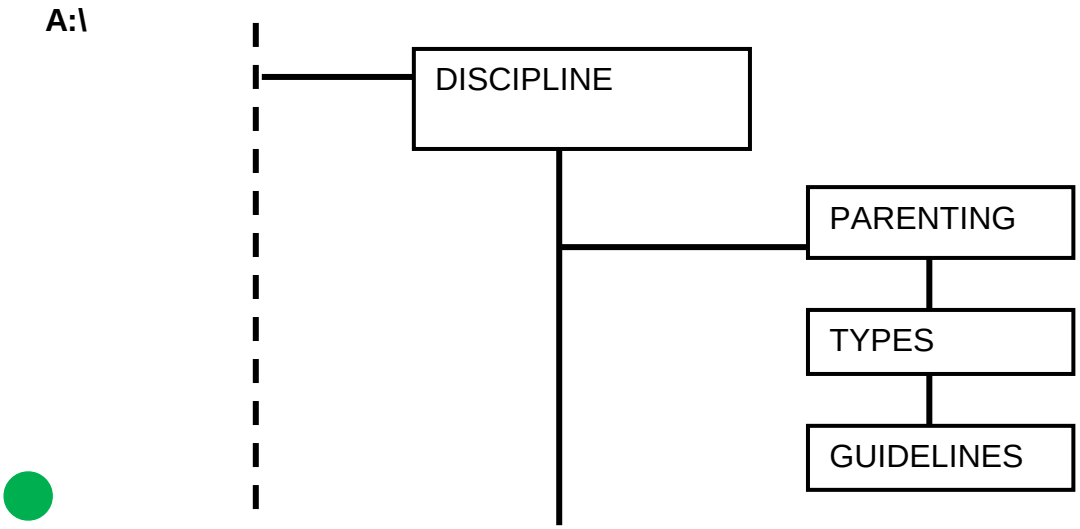
QUESTION 7: BASIC CONCEPTS OF COMPUTERS – FILE MANAGEMENT

7.1 Open the document saved as QUESTION 7 in the STUDENT FILES folder to record the answers to the following questions. Insert your EXAMINATION NUMBER in the header. (1)

7.2 Create the following tree structure in the STUDENT FILES folder, make a print screen image and paste it in the space provided in the answer file.



(10)

7.3 Create TWO PowerPoint files named *Permissive Parenting* and *Uninvolved Parenting* in the TYPES folder. (5)

7.4 Change the view of the TYPES folder to extra-large icons, make a print screen image and paste it in the space provided in the answer file. (2)

7.5 Save the *Styles* file in the STUDENT FILES folder in PDF format, make a print screen image and paste it in the space provided in the answer file. (5)

7.6 Open the *Statistics* file and protect the file using the password ODP3. Show the steps followed by making a print screen image of the encrypt dialog box and paste it in the space provided in the answer file. (6)

7.7 Print the document. (1)

[30]

TOTAL: 300

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