higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 3

(3061023)

7 Maart 2018 (X-Paper)
09:00–12:00

This question paper consists of 18 pages.

NCV

TIME: 3 HOURS
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. Candidates are allocated 15 minutes to read the instructions before commencing the actual examination.

5. ALL questions must be done on the computer with the aid of Microsoft Office Suite. ALL printouts MUST be correctly numbered and both the EXAMINATION NUMBER and the QUESTION NUMBER must be printed as instructed for each printout. The printouts must be placed in the correct sequence in the EXAMINATION FOLDER provided.

6. Printouts without EXAMINATION NUMBERS will NOT be marked, unless signed by the invigilator to endorse the fact that it is the candidate's own work. Handwritten EXAMINATION NUMBERS are NOT acceptable.

7. The fonts Arial, Courier New or Calibri size 12 may be used. However, one font type must be used throughout the question paper, except where instructed otherwise.

8. Candidates must retrieve and use the various files loaded on their memory stick/flash disk/network drive (whichever one is used) to effect commands as instructed.

9. 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 to the processing of answers to prevent a queue of printing at the end of the examination.

10. During the additional printing time candidates may only execute 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.

Copyright reserved

11. In the event of a power failure or a computer or printer defect 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.

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

13. 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 EXAMINATION FOLDER and must be 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.

14. QUESTIONS 2–7 must be completed on the files provided in the STUDENT FILES FOLDER. QUESTIONS 2–7 must be saved after completing then printed and the PRINTOUTS inserted in the EXAMINATION FOLDER.

15. 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 candidate's responsibility to protect the answers through regular saving.

16. 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 he/she may have 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 the candidate's work under supervision of the invigilator. (These memory sticks/flash disks and/or backup copies, for example CDs, 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/superintendent of education and/or Umalusi).

17. 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.

18. NO candidate may print his/her work for another candidate, or make his/her memory stick/flash disk available to another or access another candidate's 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 will be viewed in a serious light.

Copyright reserved

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

20. HOW TO USE THE PRINT SCREEN FUNCTION:

Follow the instructions when answering a question which requires use of the print screen function.

- Press the Print screen button found in 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

21. TIMED ACCURACY TEST: QUESTION 1

- The candidates must be allowed to read through the accuracy test at least THREE minutes before the commencement of the examination.
- All candidates perform the timed accuracy test (QUESTION 1) together at the instruction of the invigilator.
- The timed accuracy test must be done once only at the beginning of the examination.
- A student arriving late (i.e. after the first 10 minutes) will NOT be able to do QUESTION 1 and must be informed that he/she must start at QUESTION 2 onwards. NO PRINTOUTS 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 initial after the last keyed-in word on each page. The invigilator will retain the tests until the examination has been completed and, in the presence of the candidates, place these tests into each candidate's folder.

22. The version of the MS Office Suite used for the examination must be written on the cover page of the EXAMINATION FOLDER.

23. Work neatly.

Copyright reserved

TIME:	**3 hours** (keying-in and processing time)
ADDITIONAL:	**½ hour** (30 minutes extra for printing)
MARKS:	**300**

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

Copyright reserved

QUESTION 1

TIMED ACCURACY TEST

DOCUMENT:	Timed Accuracy Test Key in ONCE ONLY	FONT TYPE:	Courier New
		FONT SIZE:	Size 12
LINE SPACING:	2 (double)		
		MARGINGS:	Left: 1”/2.54 cm
PAPER:	A4 portrait		Right: 1”/2.54 cm
TIME ALLOCATED:	10 minutes	JUSTIFICATION:	Left
MARKS:	20 marks	HYPHENATION:	Off

INSTRUCTIONS

1.1 Insert your EXAMINATION NUMBER at the left-hand margin and the QUESTION NUMBER at the right-hand margin as a header.

1.2 The minimum speed required to complete this question 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 of the invigilator.

1.4 Save the document as QUESTION 1.

1.5 Print the document and place the PRINTOUT in the STUDENT FILES FOLDER.

Copyright reserved

Teenage pregnancy is defined as an unintended pregnancy during adolescence. Approximately 750 000 of 15- to 19-year olds become pregnant each year according to the American College of Obstetricians and Gynaecologists, though many teenagers do not believe that they will get pregnant if they engage in sexual activity.

During adolescence teenagers often feel pressured to make friends and fit in with their peers. Many times these teens let their friends influence their decision to have sex even when they do not fully understand the consequences associated with the act. Teenagers have sex as a way to appear cool and sophisticated, but in some cases the end result is an unplanned teen pregnancy.

The Kaiser Family Foundation states that more than 29 percent of pregnant teens reported that they felt pressured to have sex and 33 percent of pregnant teens stated that they felt that they were not ready for a sexual relationship, but proceeded anyway because they feared ridicule or rejection.

Teen girls are more likely to get pregnant if they have limited or no guidance from their parents. Many parents have busy lives that prevent them from providing the guidance and support that their young teenagers need to make good decisions on issues such as sex.

When a teen does not feel that she can talk to her parents about sex either because they forbid sex talk or because they are not around, she will more than likely turn to friends for direction on whether

30 WPM

or not to have sex, resulting in misinformation and possible teen pregnancy.

The movie industry and the media contribute to teenage pregnancy by glamorising teen pregnancy in news stories and movies. Movies that depict teen pregnancy as something to be desired encourage

Copyright reserved

35 WPM

teens to engage in reckless sexual activity. During adolescence teens become more focused on their appearance and how their peers perceive them. They want to be seen as part of the group, so if teen pregnancy is viewed as acceptable in their school or amongst

40 WPM

their ...

[20]

NCM

QUESTION 2: MS WORD MAIL MERGE FUNCTION

2.1 As the personal assistant to the HOD Mr Preggy Naidoo in the faculty Business Studies at Computer College you need to send the letters below to the college management who requested information regarding teenage pregnancy in the college.

Create a data source file (Recipient list) using the following information and save it to the candidate disk/folder with the file name RESEARCH LIST and your EXAMINATION NUMBER. (Use the method with which you are familiar). (2)

MANAGER	NAME	DEPARTMENT	OFFICE	EXTENSION
Mr MD Msimang	Mr Msimang	FINANCE	Office No. 01	2208
Mrs J Swiegers	Mrs Swiegers	MARKETING	Office No. 15	2210
Mrs J Gregory	Mrs Gregory	REGISTRAR	Office No. 20	2215

(12)

2.2 Save the document as RESEARCH LIST and make a PRINTOUT. (1)

2.3 Open/Retrieve the document saved as QUESTION 2B from the STUDENT FILES FOLDER on your data diskette/flash or USB disk. (1)

2.3.1 Insert your EXAMINATION NUMBER as header on the left-hand side and QUESTION 2B on the right-hand side. (3)

2.3.2 Change the document to single line spacing and use hyphenation to ensure that all margins are equal. (2)

2.3.3 Change the font of the document except the logo to Arial 12 pt. (2)

2.3.4 Insert today's date TWO lines below the college logo and leave TWO line spaces. (2)

2.3.5 Replace the existing text as shown below with the actual merge fields:

<<MANAGER>>
<<NAME>>
<<DEPARTMENT>>
<<OFFICE>>
<<EXTENSION>> (5)

2.3.6 Insert the subject heading TEENAGE PREGNANCY centre aligned, bold and underlined below 'Dear…'. Leave TWO line spaces after the subject heading. (5)

2.3.7 Insert the following text exactly as given, four lines after the last paragraph:

Mr P Naidoo
HOD: BUSINESS STUDIES (3)

Copyright reserved

2.3.8 Insert the following footer in bold, font size 8 and centred:

TEENAGE PREGNANCY IS OUR RESPONSIBILITY!!! (5)

2.3.9 Save the document as QUESTION 2B with the actual merge fields (primary document). Print the document on ONE A4 page. (1)

2.4 2.4.1 Merge this document with the data source RESEARCH LIST to create THREE letters. (2)

2.4.2 Change the question number in the footer to QUESTION 2C. (1)

2.4.3 Save the final merged documents as QUESTION 2C and print only letters 1 and 3. (3)

[50]

QUESTION 3: WORD PROCESSING

As the personal assistant to Mr Naidoo you have to use the word processing program Ms Word create posters that will be used to train the community on teenage pregnancy.

3.1 Retrieve the document saved as TEENAGE PREGNANCY SUPPORT from the STUDENT FILES FOLDER. (1)

3.2 Insert your EXAMINATION NUMBER as a footer against the left-hand margin and the QUESTION NUMBER against the right-hand margin. (2)

3.3 Edit the document as indicated in the instructions below:

3.3.1 Change the font of the entire document to Segoe UI 12 pt. (2)

3.3.2 Fully justify the entire document and use the hyphenation function to create equal margins throughout the document. (2)

3.3.3 Edit the heading TEENAGE PREGNANCY SUPPORT to a WordArt of your choice and leave TWO line spaces after the heading. (3)

3.3.4 Change the font of the WordArt to size 28. (1)

3.3.5 Leave TWO line spaces after the second line of the first paragraph 'Some teens do not fully understand the … having sex.' (1)

3.3.6 Leave TWO line spaces before and after the paragraph heading IF YOU ARE SINGLE AND PREGNANT. (2)

Copyright reserved

3.3.7 Change the paragraph heading to bold, centre and underlined. (3)

3.3.8 Insert the image saved as SINGLE PARENT from your STUDENT FILES FOLDER. (2)

3.3.9 Centre the picture and insert a double frame border of your choice around the picture. (2)

3.3.10 Leave ONE line space below the image. (1)

3.3.11 Leave TWO line spaces below the first sentence after the picture 'The following national … and advice:' Change this sentence to underlined and upper case. (3)

3.3.12 Double underline the words 'Ask Brook' below the heading in QUESTION 3.3.11. (2)

3.3.13 Insert a page break after the third paragraph BROOK – if you are … them via Ask Brook. (1)

3.3.14 Change the paragraph heading THE YOUNG WOMAN'S GUIDE TO PREGNANCY to bold and italics. (2)

3.3.15 Leave TWO line spaces before and after the paragraph heading CARRYING ON WITH YOUR EDUCATION WHILE YOU ARE PREGNANT and change this heading to bold and italics. (2)

3.3.16 Leave TWO line spaces before and after the paragraph heading FINDING SOMEWHERE TO LIVE WHEN YOU ARE PREGNANT and change this heading to bold and italics. (2)

3.3.17 Highlight the last three paragraphs starting with THE YOUNG WOMAN'S … from trained workers' and create THREE parallel columns. (2)

3.3.18 Create the following table TWO lines after the columns on page 2:

PROVINCE	PERCENTAGE	AGE	EDUCATION
Western Cape	13,7	15–19	Grade 6–12
Eastern Cape	14,8	15–19	Grade 6–12
Northern Cape	15,2	15–19	Grade 6–12
Free State	8,4	15–19	Grade 6–12
KwaZulu-Natal	13,8	15–19	Grade 6–12
Gauteng	8,9	15–19	Grade 6–12

(12)

3.3.19 Apply any TABLE DESIGN/STYLE to the table. (2)

3.3.20 Insert the 8-point star AutoShape from Stars and Banners TWO lines after the table. (2)

Copyright reserved

3.3.21 Add the following text within the shape in upper case, bold, size 20 Arial Black:

TEENAGE PREGNANCY!!! (2)

3.3.22 Insert a page number at the bottom centre of the page. (2)

3.3.23 Insert the following header right-aligned on each page:

YOUNG MOMS (1)

3.3.24 Change the font of the header to ARIAL BLACK size 8. (2)

3.3.25 Save the document as QUESTION 3. Print and close the document. (1)

[60]

QUESTION 4: PRESENTATION

Create the following presentation:

4.1 Create a new presentation and save it as TEENAGE PREGNANCY. (1)

4.2 Insert a title slide as slide 1 with the following text:

4.2.1 Title place holder: Type DEALING WITH TEENAGE PREGNANCY in upper case, font size 44, bold and underlined. (6)

4.2.2 Subtitle place holder: How to deal with teenage pregnancy? (3)

4.3 Insert a title and content slide as slide 2 with the following text:

4.3.1 Title place holder: STEPS ON HOW TO DEAL WITH TEENAGE PREGNANCY (3)

4.3.2 Text place holder: Insert the following text exactly as it is with bullets of your choice:

- Take pregnancy test regularly
- Tell someone you trust
- Notify the father of the baby
- Save money
- Find a place to stay
- Get advice (6)

4.4 Insert a title and two-content slide as slide 3 with the following text:

4.4.1 Title place holder: Type BIRTH CONTROL IMPLANT in bold and underlined (3)

4.4.2 Place holder 1: Type the text exactly as given:

HOW DOES A BIRTH CONTROL IMPLANT WORK?

The implant releases progestogen into the bloodstream, challenging the path of the sperm through the cervix to reach the ovum; progestogen also thins the lining of the uterus so that the fertilised egg could not gain a foothold. The birth control implant is effective for 3 years, but it can be removed at any time. (8)

4.4.3 Format the heading in place holder 1 to bold, underlined and centred. (3)

4.4.4 In place holder 2: Insert the image saved as TEEN PREGNANCY and adjust the picture to fit the placeholder. (3)

4.4.5 Insert a speaker note in slide 3: Contraceptive Implant – an Effective Method to Prevent Pregnancy. (5)

4.4.6 Make a print screen image showing slide 3 with the speaker note. Open a blank Ms Word document and paste the image in the document. Insert your EXAMINATION NUMBER and the QUESTION NUMBER as a header against the left margin as shown below and print the document.

EXAMINATION NUMBER
QUESTION 4.4.6 (5)

4.5 Insert a blank slide as slide 4 to create the shaded AutoShape Horizontal Scroll below with the text in the centre of the slide.



(5)

4.6 Import slide 2 from the presentation named TEENAGE PREGNANCY AWARENESS in the STUDENT FILES FOLDER to become slide 5 in the presentation. (2)

4.7 Format the design for the whole presentation to SOLSTICE. (3)

4.8 Insert a slide number to all slides. (2)

4.9 Insert a header as indicated below and print the presentation as a handout with 6 slides horizontally.

QUESTION 4 – EXAMINATION NUMBER

Save the presentation. (2)
[60]

QUESTION 5: SPREADSHEETS

You have to present your research assignment on teenage pregnancy in class using an Ms Excel program.

QUESTION 5A

5.1 Create the spreadsheet as set out below: (11)

	A	B	C
1	**PROVINCIAL STATISTICS ON TEENAGE PREGNANCY**		
2	**TEEN PREGNANCY WORLDWIDE**		
3	**PROVINCES**	**OVERALL**	**PREGNANT**
4		**TEENAGERS**	**TEENAGERS**
5	LIMPOPO	4 000	1 000
6	MPUMALANGA	5 000	1 500
7	GAUTENG	8 000	500
8	NORTH WEST	6 500	800
9	KWAZULU-NATAL	9 000	1 000
10	FREE STATE	4 000	400
11	NORTHERN CAPE	7 000	900
12	EASTERN CAPE	9 000	1 200
13	WESTERN CAPE	8 000	1 500

5.1.1 Insert the following header:

EXAMINATION NUMBER (left) and QUESTION 5A (right). (2)

5.1.2 Adjust column widths where necessary to ensure that all data is clearly displayed. (1)

5.1.3 Save and print the spreadsheet with row and column headings. (1)

Copyright reserved

5.2 Retrieve the spreadsheet saved as QUESTION 5A and save it as QUESTION 5B before commencing with the editing instructions.

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

5.2.1 Format the font of the heading in row 1 to Baskerville Old Face and bold. (2)

5.2.2 Merge and centre the heading in cell A1 across the range A1:E1. (1)

5.2.3 Insert TWO open rows below the heading PROVINCIAL STATISTICS ON TEENAGE PREGNANCY. (1)

5.2.4 Change the height of row 3 to 102.75/137 pixels and merge and centre cells B3:C3. (1)

5.2.5 Insert the image named SEX CONSEQUENCES from the STUDENT FILES FOLDER in cell B3 to C3. Resize the picture to fit into these cells. (2)

5.2.6 Format the text in row 4 to become bold TEEN PREGNANCY WORLDWIDE and insert ONE open line after row 4. (2)

5.2.7 Insert a new column after PREGNANT TEENAGERS and insert the following text in the new column:
NON-PREGNANT
TEENAGERS (2)

5.2.8 Insert a new column after NON-PREGNANT TEENAGERS and insert the following text in the new column:
% PREGNANT (1)

5.2.9 In the last row of the spreadsheet below Western Cape in cell A17, key in the word TOTAL in upper case. (2)

5.2.10 In the last row of the spreadsheet below the inserted word TOTAL in cell A18, key in the word AVERAGE in upper case. (2)

5.2.11 In the last row of the spreadsheet below the inserted word AVERAGE in cell A19, key in the word COUNT in upper case. (2)

5.2.12 Change ALL column headings to bold and centre. (2)

5.2.13 Calculate the NON-PREGNANT TEENAGERS AS FOLLOWS:

OVERALL TEENAGERS minus PREGNANT TEENAGERS (2)

Copyright reserved

5.2.14 Use the AutoFill handle to copy the formulae from cells D8:D16. (1)

5.2.15 Calculate the % PREGNANT as follows:

PREGNANT TEENAGERS divided by OVERALL TEENAGERS (2)

5.2.16 Use the AutoFill handle to copy the formulae from cells E8:F16. (1)

5.2.17 Calculate the TOTAL of each column. (2)

5.2.18 Use the AutoFill handle to copy the formulae from cells B17:D17. (1)

5.2.19 Calculate the AVERAGE of % PREGNANT in cell E18. (2)

5.2.20 Calculate the NUMBER of PROVINCES in cell E19. (2)

5.2.21 Display % PREGNANT and AVERAGE of % PREGNANT as a percentage with NO decimal and ALL other figures as integers. (2)

5.2.22 Adjust column widths to fit the spreadsheet on ONE page. Save and print the spreadsheet in landscape orientation with row and column headings and gridlines. (2)

QUESTION 5C

5.3 Retrieve the document saved as QUESTION 5B and save the spreadsheet as QUESTION 5C.

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

5.3.2 Display the formulae. (4)

5.3.3 Adjust the column widths so that ALL formulae are visible. (1)

5.3.4 Save and print the document with row and column headings and gridlines. (1)

[60]

NCV

QUESTION 6: INFORMATION AND COMMUNICATION USING MICROSOFT OUTLOOK

Open the Microsoft Outlook application and compose the following e-mail. (2)

6.1

FROM:	manager@msunduzimunicipality.gov.za	(3)
TO:	msimang@msunduzicollege.co.za	(2)
CC:	vanwyk@coastalcollege.co.za	(2)
BCC:	campusmanagers@KZNfetcollege.co.za	(3)
SUBJECT:	**TEENAGE PREGNANCY AWARENESS CAMPAIGN**	(2)

MESSAGE: COLLEGES

Together with the Department of Education we can put a stop to teenage pregnancy which statistically increases every day.

All colleges in Kwa-Zulu Natal are therefore urged to attend a Teenage Pregnancy Awareness Campaign. A more informative e-mail will follow shortly.

Thank you

MANAGER
MSUNDUZI MUNICIPALITY

(10)

6.2 Change the font of the message to Arial 12 pt and bold. (2)

6.3 Set this e-mail as high priority. (2)

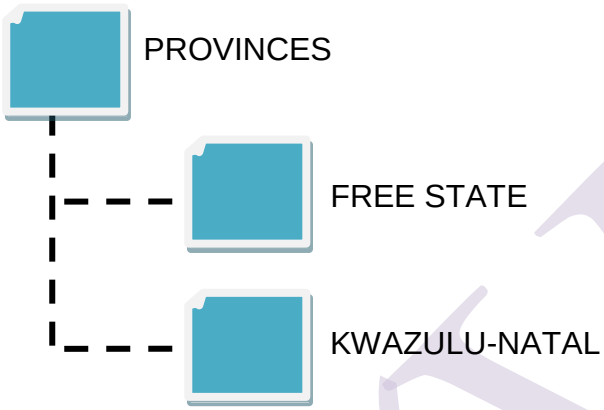
6.4 Make a print screen image of the message and paste it in the space provided in your ANSWER FILE. (2)

[30]

NCV

QUESTION 7: FILE MANAGEMENT AND BASIC CONCEPTS OF COMPUTERS

Depending on the diskette being used, open any applicable drive you are using (e.g. removable disk drive/diskette) and create the file subfolder structure as presented by the diagram below. Also name the folders as in the diagram below:



(8)

7.1 Open the content of the main folder, PROVINCES, make a print screen image and paste it in the ANSWER FILE. (2)

7.2 Create the subfolder PIETERMARITZBURG in the KWAZULU-NATAL folder. (2)

7.3 Open a blank MS WORD document and save it as Msunduzi Municipality in the PIETERMARITZBURG subfolder. (2)

7.4 Copy the file Msunduzi Municipality from the PIETERMARITZBURG subfolder and paste it in the KWAZULU-NATAL folder. (2)

7.5 Open the contents of the PIETERMARITZBURG subfolder.

Make a print screen image and paste in the ANSWER FILE. (1)

7.6 Open the FREE STATE folder and create a subfolder SASOLBURG. (2)

7.7 Open the contents of the FREE STATE folder and make a print screen image and paste it in the ANSWER FILE. (1)

[20]

TOTAL: 300

Copyright reserved