higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 3

(3061023)

13 November 2018 (X-Paper)
09:00–12:00

Candidates are allowed 15 minutes to read the instructions before the commencement of the examination.

This question paper consists of 19 pages.

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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 minutes**	**20**
QUESTION 2	Word Processing: Mail Merge	**35 minutes**	**60**
QUESTION 3	Word Processing: Processing functions	**35 minutes**	**60**
QUESTION 4	Presentations	**40 minutes**	**60**
QUESTION 5	Spreadsheets	**25 minutes**	**50**
QUESTION 6	Information and Communication using internet explorer	**20 minutes**	**20**
QUESTION 7	Basic concepts of computers File management	**15 minutes**	**30**
TOTAL		**3 hours** (30 minutes extra for printing)	**300**

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TIME: 3 HOURS
MARKS: 300

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. To complete the question paper, it is important that candidates adhere to tie allocation provide for each question.
4. Number the answers according to the numbering system used in this question paper.
5. Candidates must be given 15 minutes to read these instructions before commencing the actual examination.
6. ALL questions must be done on the computer with the aid of the Microsoft Office Suite. ALL PRINTOUTS must be correctly numbered and both the EXAMINATION NUMBER and the QUESTION NUMBER must be printed as instructed for each printout. The PRINTOUTS must be placed 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. 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 THIRTY minutes may be allowed to a candidate 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.

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11. 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 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 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 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 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 waste-paper bins.

15. QUESTIONS 2–7 must be completed in the files provided in the STUDENT FILES FOLDER. QUESTIONS 2–7 must be saved after completing the questions print and insert the PRINTOUTS into the cover 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 the candidates' responsibility to protect their 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 memory sticks/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 the 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.

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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 reminded to save work regularly, to prevent loss of work.

21. Candidates are encouraged to spell check each completed question before printing. Marks are deducted for work that is not accurately typed.

22. IMPORTANT HINT: 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 screen button found on the top row of the keyboard [on the right hand side of the F12 function key]
- Minimize that screen, open the Answer sheet required for the answers
- Place the cursor at the position where the answer must be inserted
- Press CTRL+V on the keyboard; OR click the Paste icon on the standard toolbar
- The print screen image/picture will appear in the position where you placed your cursor

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

- The candidate must be allowed to read through the accuracy test at least THREE minutes before the commencement of 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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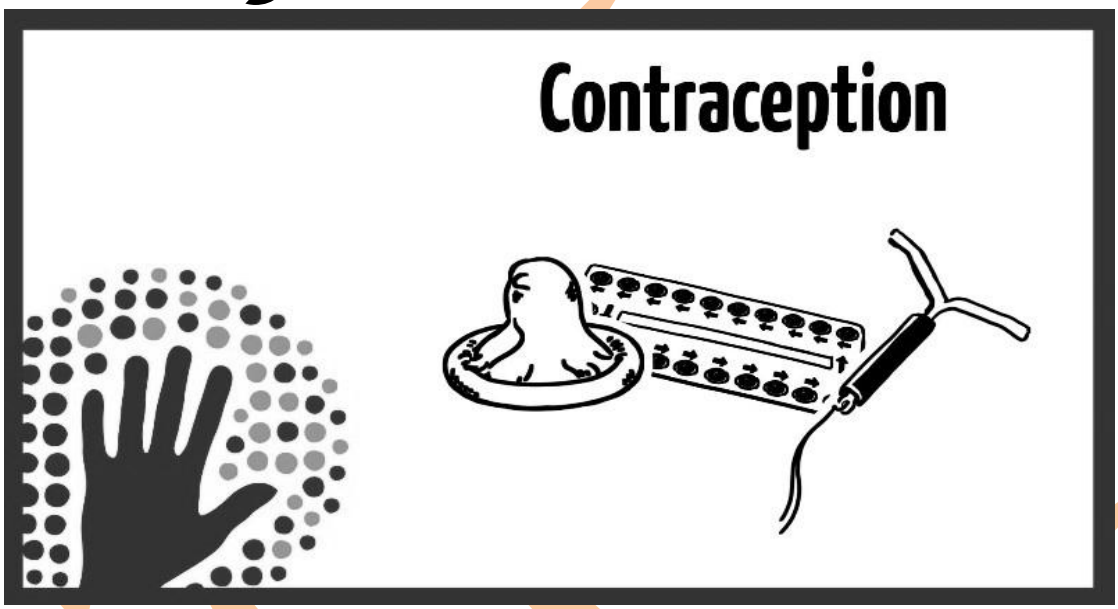
The following introductory information is for READING purposes only. The information must NOT be typed as part of the examination.

Teen pregnancy prevention



As the data clerk of the community centre you prepare documents for the campaign in the prevention of pregnancy in the community.

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QUESTION 1

TIMED ACCURACY TEST

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

INSTRUCTIONS

1.1 Insert your EXAMINATION NUMBER AND QUESTION NUMBER as a header against the left margin as follow:

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 invigilator.

1.4 Save the document as QUESTION 1.

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Approximately 30% of teenagers in South Africa report 'ever having been pregnant', the majority, unplanned. Whilst this number has decreased over the past few decades, it is still unacceptably high. The figure is for all teenagers. (13–19 years old), but motherhood for an 18 or 19 year old has very different implications than for a young teenager, one aged 15, for example. Therefore this report tries, where possible, to be mindful of differing experiences of pregnancy and motherhood across the teen years. Of all teenage girls who fall pregnant only around a third stay in school during their pregnancy and return following childbirth, with the highest return rate among those in Grade 12. Even so for the majority of teenage girls, falling pregnant has a devastating effect on their secondary schooling, with consequent negative impacts on their lives. Teenage pregnancy in South Africa is driven by many factors including: gender inequalities; gendered expectations of how teenage boys and girls should act; sexual taboos (for girls) and sexual permissiveness (for boys); poverty; poor access to contraceptives and termination of pregnancies; inaccurate and inconsistent contraceptive use; judgmental attitudes of many health care workers; high levels of gender-based violence; and poor sex education.

When exploring knowledge, access to, and use of, contraceptives we found that many teenagers have a basic knowledge about contraceptives and protection from unplanned pregnancies, STIs and HIV. However, many report insufficient contraceptive knowledge and not using contraceptives correctly and consistently, as well as limited reproductive knowledge about fertility and conception. In the words of one of our respondents:

30 wpm

35 wpm

Yes, we were informed about condoms, but never really had access to them and also couldn’t use them even if we had them because nobody took the time to show us the right way. We were not able to use the knowledge we gained in class as it was not enough to give us a picture of the right way

40 wpm

QUESTION 2: MS WORD – MAILING FUNCTION

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

Make use of the mail merge function to carry out the following tasks:

QUESTION 2A

2.1 Create a data source file using the following information and save the file as QUESTION 2A. (12)

POTENTIAL CLIENT	PO BOX	CONTACT PERSON	CONTACT NUMBER	E-MAIL
E. Makou	PO BOX 252	Mary Sayala	086 123 0042	msayala@icare.com
P. Samsodien	PO BOX 123	Catherine Persensie	086 123 0044	cpersensie@icare.com
K. Katoo	PO BOX 333	Aviwe Ncayo	086 123 0043	ancayo@icare.com

2.2 Insert your EXAMINATION NUMBER and QUESTION 2A as the file name of the data source if MS Access is used or as a header if MS Word is used. (1)

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

QUESTION 2B

2.4 Create the following MAIN DOCUMENT/PRIMARY DOCUMENT by making use of the font and font size Arial 12pt and in single line spacing unless otherwise indicated. (12)

<<PO BOX>>

Dear **<<POTENTIAL CLIENT>>**

Insert heading

It is to remember that a pregnant and parenting teenager may need extra emotional, medical, and academic support. Young parents often encounter unique challenges, so having access to support resources and assistance is crucial. Education is a major part of raising a healthy baby, and there are educational classes out there designed for young parents.

Insert file as indicated in the instruction

Teen pregnancy support services include:

Free pregnancy testing
Financial counseling
Compassionate maternity care
Free classes and education programs
Having a healthy pregnancy
Parent of a teen
Parenting
Child birth preparation

Now you are a mom
Counseling services
Adoption program

Teens may enroll in this program on their own initiative or through the referral.
#
To learn more or if you are interested in registering for this program, please contact:

<<CONTACT PERSON>> at
<<CONTACT NUMBER>>/<<E-MAIL>>

2.4.1 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a header left as follow:

EXAMINATION NUMBER
QUESTION 2B (2)

2.4.2 Insert the headings as follows: uppercase, bold, centre and font size 18 pt.

SUPPORTING A YOUNG PARENT
#
START RIGHT: TEEN PREGNANCY PROGRAM (4)

2.4.3 Apply the hanging indent function to the first paragraph. (2)

2.4.4 Open the document PROGRAM from the student file folder and copy the paragraph two lines below paragraph one. (3)

2.4.5 Change the sub-paragraph heading 'Teen pregnancy…include' to bold. (2)

2.4.6 Apply any bullet with two letter spaces to the list below the heading 'Teen pregnancy… include:' and change the line spacing to 1.5. (4)

2.4.7 Insert an footnote after the word 'referral' in the last paragraph. Text of the footnote in bold and 10pt. (3)

Made by a doctor.

2.4.8 Apply any page border to the document. (2)

2.4.9 Link this mail merge document to the data source. (1)

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2.4.10 Replace the existing text with the following titles within the actual merge fields in italics. (6)

<<POTENTIAL CLIENT >>
<<PO BOX>>
<<CONTACT PERSON>>
<<CONTACT NUMBER>>
<<E-MAIL>>

2.4.11 Print this document with the actual merge fields (primary document) and save it as QUESTION 2B. (1)

QUESTION 2C

2.4.12 Change the question number in the header to QUESTION 2C. (1)

2.4.13 Merge this document with the data source called QUESTION 2A to create the 3 documents. (2)

2.4.14 Print only document 1 and 3 of the final/merged documents. (1)
[60]

QUESTION 3: MS WORD – PROCESSING FUNCTIONS

Edit the document according to instructions indicated using MS Word.

3.1 Open/Retrieve the document saved as STRATEGIC PLAN from the STUDENT FILES folder on your diskette/flash or USB disk/network drive (whichever storage device is used). (1)

3.2 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a header left as follows:

EXAMINATION NUMBER
QUESTION 3 (2)

3.3 Edit the document as indicated in the instructions below:

3.3.1 Change the font of the entire document to BODONI MT 12pt. (1)

3.3.2 Change the entire document to single line spacing. (1)

3.3.3 Change the main heading to font size 36pt, uppercase and use any outline effect. (3)

3.3.4 Apply the SUBTITLE style to the following headings:
Mission
Overall goal
Goals (3)

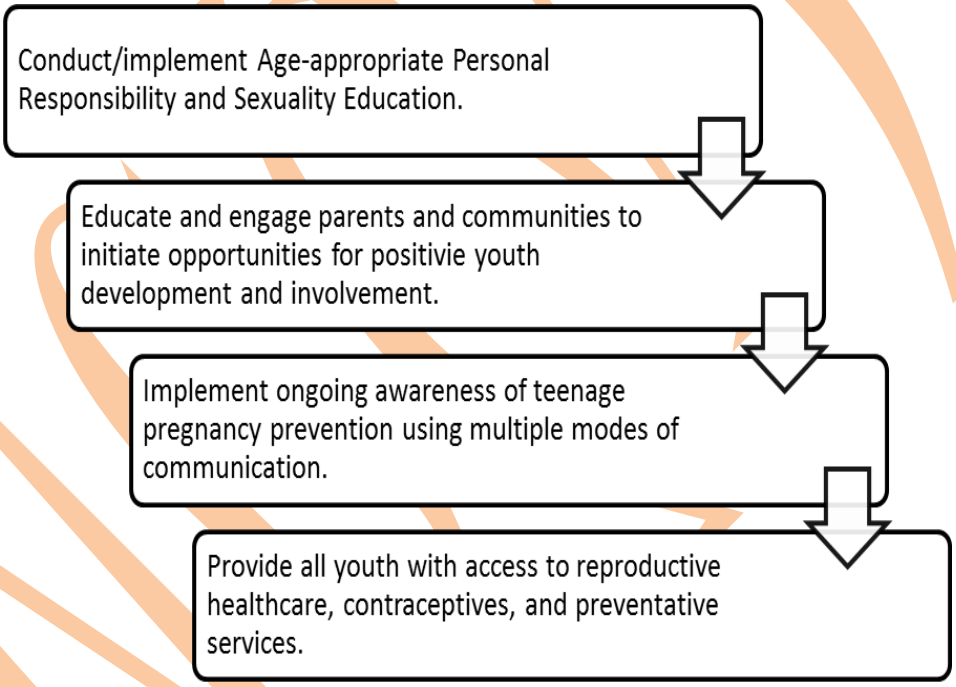
3.3.5 Apply a 3pt border to the 3 paragraphs. (2)

3.3.6 Centre the content in the border accept the bulleted list. (1)

3.3.7 Change the following headings to font size 20pt, double underline and bold.
Goals, Strategies and objectives
Strategies
Conclusion (4)

3.3.8 Change the heading “The four goals:” to font size 16pt and italics. (1)

3.3.9 Use the SmartArt graphics and create the following Staggered Process layout as indicated with text included two line below the heading 'The four goals'. (10)



3.3.10 Apply the Metallic Scene SmartArt Style to the graphic. (2)

3.3.11 Insert a page break before the heading 'Strategies' (1)

3.3.12 Change the heading and paragraph of Goal 1–3 to 3 equal columns with a vertical line between columns. (3)

3.3.13 Apply full justification and hyphenation to the columns. (2)

3.3.14 Find the word communities and replace with COMMUNITIES in uppercase, bold and italics. (2)

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3.3.15	Insert the picture CONTRACEPTIVES two lines below the Goal 4 paragraph and change the height and width of the picture to 10 cm and 16,43 cm.	(4)
3.3.16	Apply any picture style to the picture.	(1)
3.3.17	Insert a page break before the heading 'Conclusion'.	(1)
3.3.18	Open the file teen challenges and copy the file two lines after the last paragraph of conclusion.	(2)
3.3.19	Change the row height of the table to 1,5 cm.	(1)
3.3.20	Change the font and font size of the table to CALISTO MT 12pt.	(2)
3.3.21	Apply any table style to the table.	(1)
3.3.22	Change the column headings to bold, uppercase and centre.	(2)
3.3.23	Apply a double outside border to the table.	(1)
3.3.24	Delete the row 'bullied on school property'.	(1)
3.3.25	Centre the table across the page.	(1)
3.3.26	Centre text vertically and left align in table accept column headings.	(2)
3.3.27	Print the document (only 3 pages)	(2)
		[60]

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QUESTION 4: PRESENTATIONS

Edit the presentation that will be used on how to avoid teenage pregnancy.

4.1 Retrieve the document saved as AVOID PREGNANCY from your student file folder. (1)

4.2 Insert a new TITLE SLIDE as SLIDE 1. (2)

4.3 Edit slide 1:

4.3.1 Insert the heading AVOID TEENAGE PREGNANCY in uppercase, bold, 65pt in the title placeholder. (4)

4.3.2 Insert the subheading By WikiHow in font colour black, right align in the second placeholder. (3)

4.4 Edit Slide 2:

4.4.1 Change the heading to shadow effect and font size 60pt. (2)

4.4.2 Use a spell check function to correct all typing errors. (2)

4.4.3 Change the bullets to numbering. (2)

4.5 Insert a new TITLE AND CONTENT SLIDE as SLIDE 3 as follows.

KNOW WHAT WILL AND WON'T RESULT IN PREGNANCY – *uppercase, bold, font size 40pt*

- Unprotected vaginal sex has the highest likelihood of resulting in pregnancy.
- Pulling out carries some risk of pregnancy.
- Unprotected anal sex by itself cannot result in unwanted pregnancy. Oral sex cannot result in pregnancy.

(10)

4.6 Edit Slide 4:

Create a 3D PIE Graph with the following information:

Contraceptive	Unintended pregnancy %
Implant	0,05%
Injectable	6%
Pill	9%
Patch	9%
Ring	9%
Male condom	18%
Female condom	21%
Withdrawal	22%
Spermicide	28%

(5)

Make a print screen image of the edit chart dialog box and insert your EXAMINATION NUMBER and QUESTION 4.6 as a header. (2)

4.7 Edit Slide 5:

4.7.1 Change the heading to TYPES OF CONTRACEPTIVES in uppercase, bold and underline. (4)

4.7.2 Open the file TYPES from your student file. Copy and paste to Slide 5 and insert the following information in column 3 and 4.

The Diaphragm	Placed inside the vagina to prevent sperm into uterus.
The Intrauterine Device	Can keep them inside of vagina for 5–10 years.
Spermicide	Recurrent 'ingredient'
Vaginal ring	Inserted in vagina and kept for 3weeks.

(6)

4.7.3 Apply 50% shading to column 3 and bold the text. (3)

4.8 Import the file SLIDE 6 from your student file folder and edit slide as follows: (1)

Change the layout to TITLE with TWO CONTENT and move the second bullet to the right column in slide 6. (3)

4.9 Insert the heading DON'T LEAVE ANYTHING TO CHANCE in uppercase, bold and right align in slide 7. (2)

4.10 Edit slide 8:

4.10.1 Apply a border to the body placeholder and change the placeholder to any AutoShape. All text must be visible. (2)

4.10.2 Change the AutoShape to 3D contrasting left. (2)

4.11 Change the font of presentation to font BASKERVILLE and apply any design/theme to presentation. (Use an appropriate design where everything is visible.) (2)

4.12 Insert a FOOTER aligned as follows on handout page:

EXAMINATION NUMBER
QUESTION 4 (1)

4.13 Save and print the presentation as handouts with 4 slides per page. (1)
[60]

QUESTION 5: SPREADSHEETS

Prepare spreadsheet by using a spreadsheet to look at the factors that contribute to teenage pregnancy.

QUESTION 5A

5.1 Open/retrieve the document saved as QUESTION 5 from your STUDENT FILES folder on whichever drive is used and save it as QUESTION 5A. (1)

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

EXAMINATION NUMBER
QUESTION 5A (2)

5.1.2 Change the font of the entire spreadsheet to COMIC SANS 12pt. (1)

5.1.3 Change the heading to bold, underline and 20pt. (2)

5.1.4 Insert 3 open rows after the heading. (1)

5.1.5 Change the row height of rows to 19.5 (26 pixels). (1)

5.1.6 Insert the following text:

Total Teenage Mothers (Survey)	1407
Total Service Providers (Survey)	704
Total Focus Groups (Teenage Boys and Girls)	90

(3)

5.1.7 Merge and centre the cells B5:E5. (1)

5.1.8 Insert the text PROVINCES in uppercase and italics. (2)

5.1.9 Insert borders with function you familiar with as follows:

Double outside border A6:F15
Single inside border A8:F15 (2)

5.1.10 Display values as number with 1 decimal. (1)

5.1.11 Centre align column A. (1)

5.1.12 Change the column headings to centre, bold and 14pt and apply a dark colour shade. (3)

5.1.13 Insert the image saved as TEEN FACT from your STUDENT FILES folder on which ever drive is used and paste it in cell C2:E4.Adjust picture to fit. (3)

5.1.14 Apply a suitable border or any picture style to the image. (1)

5.1.15 Adjust column widths where necessary to ensure that all data is clearly displayed. Save and print the spreadsheet on landscape orientation. (2)

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. (1)

5.2.1 Change the QUESTION NUMBER to QUESTION 5B in the header and insert the following footer left aligned as follows: (1)

As perceived by Service Providers. (2)

5.2.2 Find the word GRATIFICATION and replace with SATISFACTION Sentence case. (1)

5.2.3 Sort column A in ascending order according to factors. (1)

5.2.4 Use the formula to calculate the total factors for provinces in F8. (2)

5.2.5 Use the AutoFill handle to copy the formulas from F9:F15. (1)

5.2.6 Use a function in B16 to calculate the total of factors per province. (1)

5.2.7 Use the AutoFill handle to copy the formulas from C16:F16. (1)

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5.2.8 Use a formula in B17 to determine the HIGHEST number in the Eastern Cape. (1)

5.2.9 Use a formula in E18 to determine the AVERAGE number in Limpopo. (1)

5.2.10 Calculate the % of TOTAL per province as follows in D19 and E19. Use absolute cell reference. (2)

5.2.11 Display numbers as number with 1decimal and percentage of Total as percentage with no decimal. (1)

5.2.12 Adjust column widths so that all data is clearly displayed. Save and print this spreadsheet on orientation landscape. (2)

QUESTION 5C

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

5.3.1 Display the formulae. (2)

5.3.2 Adjust the column widths so that ALL the formulae are legible. (1)

5.3.3 Change the question number in the footer to QUESTION 5C. (1)

5.3.4 Save and print the document with row/column headings. (1)
[50]

QUESTION 6: INFORMATION AND COMMUNICATION USING INTERNET EXPLORER

6.1 Open the document saved as QUESTION 6 from the STUDENT FILES folder on whichever storage drive to record the answers to the following questions. Insert your EXAMINATION NUMBER in the header. (1)

6.2 You want to change the standard view of the internet to full screen mode. Explain in steps how you would change this screen to full screen mode. (3)

6.3 Icons can be added or removed from the command bar. Demonstrate how you would add or remove icons by making use of a print screen to indicate the steps and paste into the ANSWER SHEET. (5)

6.4 You need to save images displayed on a web page. Explain in steps how you would save the image. (6)

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6.5 Study the following image:



6.5.1 Identify the internet term that changes the mouse pointer to a hand that indicates this particular piece of text or image. (2)

6.5.2 Define the term identified in QUESTION 6.5.1. (2)

6.6 Print the document. (1)
[20]

QUESTION 7: BASIC CONCEPTS OF COMPUTERS - FILE MANAGEMENT

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

7.2 When creating a PDF file you can set various security options.

Open Question 7 and before resaving the file as a PDF file, indicate how you would protect the document. Demonstrate how this option can be created by making use of a print screen and paste it in the answer sheet. (7)

7.3 Locate the student file folder and compress the files into a folder and save it as ODP L3.

Make a print screen image. (4)

7.4 Use the Help and Support function to search for information on how to back up your files.

Copy and paste the information. (4)

7.5 Create a new folder called PREVENTION TEEN PREGNANCY. (4)

7.6 Copy the files from the student file folder. (2)

7.7 Create a text document called PREVENTION in the PREVENTION TEEN PREGNANCY folder.

Make a print screen image. (4)

7.8 Delete the folder PREVENTION TEEN PREGNANCY and make a print screen image of the recycle bin displaying the deleted folder. (3)

7.9 Print the document. (1)
[30]

TOTAL: 300

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