higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER 2019

INTRODUCTORY COMPUTER PRACTICE N4

21 NOVEMBER 2019

This marking guideline consists of 13 pages.

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INSTRUCTIONS TO MARKERS

It is very important for markers to follow the following instructions when marking scripts.

- Use a **RED pen for accuracy errors** – draw a line diagonally through error.
- Use a **BLUE pen for display/manipulation** errors – make a cross next to error AND indicate the number. Each display/manipulation error (number) can only be used **ONCE**, but can be used for a similar error elsewhere in the question if not already used where allocated.
- Penalise with one mark per accuracy error, but repeated errors can be marked a maximum of **TWO** times per question.
- An accuracy error already penalised in the A part of a question, is not penalised again in the B part, but only circled in red.
- Even if a question was already keyed in (Q1A OR B parts of each question), still check for accuracy errors, since the candidate could have retyped it, for which students are unfortunately penalised.
- Indicate the marks at the bottom right-hand corner of the page in the diagram. Make sure marks are transferred correctly!
- Markers must write their initials and surname next to the total mark of all the scripts that he/she claims for, i.e. 150 scripts.
- Each marker must initial next to the mark of each question that he/she marks.
- All word processing totals are written in RED and spreadsheet totals in BLUE on each question AND on the cover.
- Each section is totalled on the cover and the two sections are added to get the total out of 200.

NOTE:

- Candidates are not penalised for extra spaces when justification is on, except where there are clearly too many spaces. Use the manipulation mark for letter spaces.
- Candidates are penalised with ONE accuracy mark for leaving out an ê and ë.
- If a question is not completed, mark as if completed. The candidate will lose most/all accuracy marks and all manipulation marks not done for this section.

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- Accuracy errors are calculated as follows: ONE mark for the FIRST FIVE strokes and thereafter ONE mark for every TEN strokes. This applies for all text left out or included incorrectly.

- If no examination/question number is inserted, **–2 accuracy and all relevant display marks.**

EXTRA ERRORS SUBSTRACTED FOR THE WHOLE SCRIPT

Marks are subtracted for extra general errors made in the paper as a whole. These errors are indicated on the cover of the script in blue and only subtracted once. These marks are subtracted from the total mark for the script before the final mark is calculated: **135 – 3**

132
200

66%

- The top margin is more than 8 lines from the top of the page. 

- More than one printout per question handed in. **X PO**

- Printouts are not in the correct sequence. **X seq**

GENERAL ERRORS

- There must be a full stop after a paragraph number. If not, **–1 accuracy error.**

- If not indicated the candidate should leave 2 letter spaces after a paragraph number. Paragraph numbers should be aligned against the left-hand margin.

- ONE or TWO letter spaces may be used after a full stop/colon/semi-colon, however it should be the same throughout. If not, penalise for letter spaces.

- **No punctuation mark/space** at the end of a sentence should be underlined if an underlining instruction is given. The candidate then loses the mark for underlining.

- If a candidate has inserted the examination number and question number more than once (e.g. in the footer as well), **–1 accuracy error.**

- If the font is different in the header/footer – IGNORE.

- Please note that some colleges insert and extra number in the header/footer indicating the station number – IGNORE.

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SECTION A: WORD PROCESSING

QUESTION 1B

EXAMINATION NUMBER *1. exam no. left, Q1B right* Q1B

2. line spacing
3. letter spaces
4. uc/lc
5. font/font size
6. any other mistake (bold/ital/u/line/align/etc.)

7. left-hand margin 2,54 cm/1"

8. right-hand margin 2,54 cm/1"

9. U S H A K A M A R I N E W O R L D *10. sp caps 11. bold 12. centre*

13. *14. trs*

Whether it's zipping down a water slide at the Wet 'n Wild Park or experiencing marine life underwater from a viewing platform at Sea World, uShaka Marine World is one of the largest attractions on Durban's Golden Mile. Visit the world's fifth largest aquarium to find dolphins, reef fish and sharks cruise through waters designed around sunken shipwrecks. Fly down a water slide, relax on uShaka Beach and watch as penguins waddle around on the rocks, all in an afternoon.

15. in full *16. del paragraph* *17. del page break*

18.

The park is made up of 5 zones: *19. underline*

Sea World *20. bold 21. italics*

- Aquarium
- Dolphinarium
- Seal pool
- Dive tank
- Snorkel reef

22/23. new line
24/25. delete commas and text
26/27. insert bullets
28. indent/2 letter spaces
29. uc first letter

Phantom Ship *11/20. bold 30. italics*

Culinary delights at the Cargo Hold and Upper Deck

13/18.

31. ***Wet 'n Wild*** *11/20. bold 21/30. italics*

13/18.

A fun fresh water world of slides and pools for the adrenaline junkie

13/18.

Village Walk *11/20. bold 21/30. italics*

A	M	T
3	28	31

13/18.

There's nothing to beat the marine theme shopping adventure

13/18.

9/31. ***Did you know:*** *There are 32 different tanks inside Sea World – one of which even has a tiger shark!*

11/20. bold
21/30. italics
32. centre

[31]

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QUESTION 2A

EXAMINATION NUMBER *1. exam no. left, Q2A right* Q2A

Be part of an early morning boat tour to see the staff servicing the shark safety gear off Durban's Mile Golden beaches. Experience the sights of Durban as you travel through the harbour and out to sea into the rising sun. The boat leaves at 06:30 from Monday to Friday and the trip lasts for 2 hours.

The Shark Museum is home to a variety of life-like replicas of sharks, including an 892 kg Great White Shark and other marine animals. The museum is open Monday to Friday from 08:00 to 16:00.

Tourists and scholars can enjoy a dynamic audio-visual presentation, designed to entertain as well as educate. The show is followed by a shark dissection where you can see the internal anatomy of one of the ocean's most feared predators. Shows are offered on Tuesdays to Thursdays at 09:00 and 14:00.

2. line spacing
3. letter spaces
4. uc/lc
5. font/font size
6. any other mistake (bold/ital/u/line/align/etc.)

A	M	T
7	3	10

(10)

QUESTION 2B

2. line spacing
3. letter spaces
4. uc/lc
5. font/font size
6. any other mistake
(bold/ital/u/line/align/etc.

EXAMINATION NUMBER 1. change to Q2B Q2B

THE KWAZULU-NATAL SHARKS BOARD

8. uc
9. bold
10. underline
12. italics
13. right-align

7. 11.

15. left-hand margin
3,81 cm/1.5"

Come and share in the excitement!

14.

The Sharks Board Maritime Centre of Excellence protects the coastline against sharks, while minimising environmental impact. To promote tourism they offer the following attractions:

16. right-hand margin
3,81 cm/1.5"
17. justify

18. 1. 11/14. *AT TOURS*

19. uc
20. italics
21. underline
22. paragraph numbers
23. 2 letter spaces
24. indent paragraph
25. trs

11/14.

Be part of an early morning boat tour to see the staff servicing the shark safety gear off Durban's Golden Mile beaches. Experience the sights of Durban as you travel through the harbour and out to sea into the rising sun.

26. NP

The boat leaves at 06:30 from Monday to Friday and the trip lasts for 2 hours.

11/14.

7/18. 2. *SHARK MUSEUM*

8/19. uc
12/20. italics
10/21. underline
27. paragraph numbers
28. 2 letter spaces
29. indent paragraph
30. stet

11/14.

The Shark Museum is home to a variety of life-like models of sharks, including an 892 kg Great White Shark and other marine animals. The museum is open Monday to Friday from 08:00 to 16:00.

11/14.

7/18. 3. *AUDIO-VISUAL AND SHARK DISSECTIONS*

8/19. uc
12/20. italics
10/21. underline
22/ 27. paragraph numbers
23/28. 2 letter spaces
24/29. indent paragraph

11/14.

Tourists and scholars can enjoy a dynamic audio-visual presentation, designed to entertain as well as educate. The show is followed by a shark dissection where you can see the internal anatomy of one of the ocean's most feared predators. Shows are offered from Tuesdays to Thursdays at 09:00 and 14:00.

A	M	T
3	26	29

(29)
[39]

QUESTION 3

1. exam no. left, Q3 right
2. line spacing
3. letter spaces
4. uc/lc
5. font/font size
6. any other mistake (bold/ital/u/line/align/margins/ etc.)

EXAMINATION NUMBER Q3

7. bold
8. italics

uShaka Marine World

9. ǂ

Tel no: (031) 328 8000 10. bold
Fax no: (031) 328 8811

11. align

1 King Shaka Avenue
DURBAN 12. bold
4001

ǂ 13.

21 November 2019 14. insert date

ǂ 15.

The District Director
Education
Private Bag X123
DURBAN
4000

ǂ 9/13/15.

Dear Sir/Madam

ǂ 9/13/15.

SUBJECT: SPECIAL RATES FOR SCHOOLS 16. uc 7/10/12. bold

ǂ 9/13/15.

We are offering a special reduced price for all large groups of school pupils. All groups of 50 or more will receive a minimum discount of 20% on all packages. 17. in figures

ǂ 9/13/15. 18. uc 7/10/12. bold

WHEN?

Monday-Friday

ǂ 9/13/15.

19. uc 7/10/12. bold 20. centre

TIME

9:00–16:00

ǂ 9/13/15.

16/18/19. uc 7/10/12. bold 21. right-align

BOOKINGS
Marketing Office
Tel no: (031) 328 8181

ǂ 9/13/15. 16/18/19. uc 22. underline

PRICES:

ǂ 9/13/15.

11/23. align

	Wet 'n Wild	*Sea World*	*Combo* 24. italics
Normal price	R138	R138	R168
Groups: 50–99	R110	R110	R134
Groups: 100/more	R82	R82	R100

ǂ 9/13/15.

Bookings must be made at least 3 weeks in advance and are subject to availability. 25. stet

ǂ 9/13/15.

Kind regards

ǂ 9/13/15.

J. MOODLEY 16/18/19. uc 7/10/12. bold
MARKETING MANAGER

A	M	T
8	22	30

[30]

TOTAL SECTION A: 100

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SECTION B: SPREADSHEET

QUESTION 4A

EXAMINATION NUMBER *1. exam no. left, Q4A right* Q4A

open row

attraction	feb	mar	may
Aquarium	3030	3450	2680
Dolphinarium	2100	2500	1920
Seal pool	1800	1940	1780
Dive tank	980	1050	630
Snorkel reef	1250	1380	770

2. rows
3. letter spaces
4. uc/lc
5. font/font size
6. column width
7. wrong position
8. ONE portrait page
9. any other mistake (bold/ital/u/line/align/etc.)

A	M	T
3	5	8

(8)

QUESTION 4B

EXAMINATION NUMBER *1. change to Q4B* Q4B

10. **USHAKA MARINE WORLD: SEA WORLD** *11. uc* *12. bold*

open row 13.

14. *Estimated visitors for February-May 2019* *15. italics*

open row 16. *17.* *10/14/17.* *18. in full* *19. uc* *20. right-aligned*

ATTRACTION	FEBRUARY	MARCH	APRIL	MAY	TOTAL
open row 13/16.					
Aquarium	3030	3450	5320	2680	14480
Dolphinarium	2100	2500	3350	1920	9870
Seal pool	1800	1940	2800	1780	8320
Dive tank	980	1050	2100	630	4760
Snorkel reef	1250	1380	1950	770	5350
open row 13/16.					
10/14/17. **TOTAL FOR EACH MONTH**	**9160**	**10320**	**15520**	**7780**	

21. calculation *22. copy* *12. bold*

23. calculation *24. copy*

2. rows
3. letter spaces
4. uc/lc
5. font/font size
6. column width
7. wrong position
8. ONE landscape page
9. any other mistake (bold/ital/u/line/align/etc.)

A	M	T
2	21	23

25/26. horizontal lines

(23)
[31]

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QUESTION 5A

EXAMINATION NUMBER *1. exam no. left, Q5A right* Q5A

Name:
Date:
Ref. no.:

open row

attraction	age group	rate	number of tickets ordered
open row			
Wet 'n Wild	Adults	178	
	Children	138	
	Senior citizens	148	
Sea World	Adults	186	
	Children	138	
	Senior citizens	148	
Best value (Combo)	Adults	209	
	Children	168	
	Senior citizens	178	

2. rows
3. letter spaces
4. uc/lc
5. font/font size
6. column width
7. wrong position
8. ONE portrait page
9. any other mistake (bold/ital/u/line/align/etc.)

A	M	T
4	5	9

(9)

QUESTION 5B

EXAMINATION NUMBER Q5B

1. change to Q5B

column C *10.* **USHAKA MARINE WORLD** *11. uc* *12. bold*

open row 13.

column B *14.* ***Booking form for tickets*** *15. bold* *16. italics*

open row 17.

Name: *19.* Mr Moosa

Date: *18. italics* 21 November 2019 *20. Today's date*

Ref. no.: M324j

open row 13/17. *10/14/19.*

ATTRACTION	*AGE GROUP*	*RATE*	*NUMBER OF TICKETS ORDERED*	*AMOUNT DUE R*
open row 13/17.				
Wet 'n Wild	Adults	178		
	Children	138		
	Senior citizens	148		
Sea World	Adults	186		
	Children	138		
	Senior citizens	148	2	296
Best value (Combo)	Adults	209	2	418
	Children	168	3	504
	Senior citizens	178		
open row 13/17.				*25. calculation*
10/14/19. **TOTAL AMOUNT DUE**				**1218**

21. uc *16/18. itallics* *22. centre* *23. calculation* *24. copy* *10/14/19.* *11/21. uc* *12/15. bold*

2. rows
3. letter spaces
4. uc/lc
5. font/font size
6. column width
7. wrong position
8. ONE portrait page
9. any other mistake (bold/ital/u/line/align/etc.)

26/27. horizontal lines

A	M	T
3	23	26

(26)
[35]

QUESTION 6A

EXAMINATION NUMBER *1. exam no. left, Q6A right* Q6A

AQUA REPAIRS & SERVICES *10. uc 11. bold 12. underline*

open row 13.

column C 14. ***INVOICE*** *15. bold 16. italics*

open row 17.

TO: *18. italics* uShaka Marine World *ACC. NO.:* UMW001

open row 13/17.

16/18. italics

INVOICE DATE: 2019-11-05

open row 13/17.

DATE	DESCRIPTION	AMOUNT	SUBTOTAL	VAT @ 15%	TOTAL
2019-10-16	Repairs to shark tank:		3514,00	527,1	4041,10
	Parts	2314,00			
	Labour	850,00			
	Guarantee	350,00			
2019-10-22	Servicing of filters:		3655,00	548,25	4203,25
	Parts	1955,00			
	Labour	1700,00			
2019-10-31	Payment received	5500,00			
TOTAL ACCOUNT FOR OCTOBER					***8244,35***
BALANCE (payable by 2019/11/30)					***2744,35***

19. uc 11/15. bold

20. right-aligned *21. calculation* *23 calculation* *25 calculation* *26. copy* *24. copy* *22. copy* *27. calculation* *28. calculation* *16/18. italics* *11/15. bold*

2. rows
3. letter spaces
4. uc/lc
5. font/font size
6. column width
7. wrong position
8. ONE landscape page
9. any other mistake (bold/ital/u/line/align/etc.)

29/30. horizontal lines

A	M	T
4	25	29

(29)

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QUESTION 6B

EXAMINATION NUMBER *1. change to Q6B* Q6B

AQUA REPAIRS & SERVICES

INVOICE

TO: uShaka Marine World *ACC. NO.:* UMW001

INVOICE DATE: 43409

DATE	DESCRIPTION	AMOUNT	SUBTOTAL	VAT @ 15%	TOTAL
43389	Repairs to shark tank:		=SUM(C12:C14) OR =C12+C13+C14 *6. formula*	=D11*15% *8. formula*	=SUM(D11:E11) OR =D11+E11 *9. formula*
	Parts	2314			
	Labour	850			
	Guarantee	350			
43395	Servicing of filters:		=SUM(C16:C17) OR =C16+C17 *7. formula*	=D15*15%	=SUM(D15:E15) OR =D15+E15
	Parts	1955			
	Labour	1700			
43404	Payment received	5500			
TOTAL ACCOUNT FOR OCTOBER					***=F11+F15*** *10. formula*
BALANCE (payable by 2019/11/30)					***=F21-C19*** *11. formula*

2. column width
3. wrong column/cell
4. ONE landscape page
5. NO fit to page

A	M	T
0	5	5

(5)
[34]

TOTAL SECTION B: 100
GRAND TOTAL: 200

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