higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN790**(E)**(N21)H

# NATIONAL CERTIFICATE

# INTRODUCTORY COMPUTER PRACTICE N4

(6030134)

**21 November 2019 (X-paper)**
**09:00–12:00**

**THE QUESTION PAPER, WHICH INCLUDES THE INSTRUCTIONS, MUST BE HANDED TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.**

**This question paper consists of 18 pages.**

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# DEPARTMENT OF HIGHER EDUCATION AND TRAINING
# REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY COMPUTER PRACTICE N4
TIME: 3 HOURS
MARKS: 200

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**INSTRUCTIONS AND INFORMATION**

THE CANDIDATES HAVE 30 MINUTES TO READ THE INSTRUCTIONS AND INFORMATION. INVIGILATORS WILL EXPLAIN IF NECESSARY.

1. The question paper comprises TWO sections:

   SECTION A: Word processing (100 marks)
   SECTION B: Spreadsheet (100 marks)

   SECTION A is done with a word processing program. Approximately 1 hour 30 minutes must be spent on this section.

   SECTION B is done with a spreadsheet program. Approximately 1 hour 30 minutes must be spent on this section.

2. Answer ALL the questions.

3. Read ALL the questions carefully.

4. 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 added.

5. If there is a problem with certain printers, for example it does not print ê, a report must be sent with the printouts of the centre.

6. Candidates may use the ASCII codes and a spelling checker.

7. Each answer must be printed on a separate sheet of paper and on ONE SIDE of the paper only. Place the PRINTOUTS in the EXAMINATION FOLDER.

8. At the conclusion of the examination session ALL PRINTOUTS which must be marked must be placed in the EXAMINATION FOLDER in the same order as the questions in the question paper. ALL other PRINTOUTS, together with the EXAMINATION FOLDER must be handed to the invigilator. NO PRINTOUTS whatsoever may be removed from the examination room or put into waste-paper bins. PRINTOUTS not submitted for marking must be collected at the end of each session and must be destroyed at the end of the day.

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9. Only ONE PRINTOUT per question or subsection may be handed in. Candidates will be penalised if more than ONE PRINTOUT is handed in. Only the first PRINTOUT will be marked.

10. 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 their answers from obliteration.

11. In SECTION A of the question paper only Courier New 12 pt may be used. In SECTION B of the question paper Courier New 12 pt, Calibri 11 pt or Arial 10 pt may be used. In SECTION A margins of 1"/2,54 cm should be used unless indicated otherwise.

12. The QUESTION NUMBER as well as your EXAMINATION NUMBER must be keyed in at each question. Answers without an EXAMINATION NUMBER will NOT be marked.

13. In order to print the original as well as the edited answers, candidates are reminded to save the work after each separate section before it is printed.

14. At the end of the examination session each candidate must hand in the PRINTOUTS of the answers as well as a memory stick/disk with the answers (properly marked with the candidate's EXAMINATION NUMBER on the cover). If a network is used, the IT support must make a backup copy of the candidate's entire work under the supervision of the invigilator. These disks and/or backup disks must be handed to the examination section for safekeeping for SIX MONTHS in case of enquiries.

15. NO question paper may be removed from the examination room before ONE hour after commencement of the session. ALL question papers should therefore be handed in and can be handed back to candidates after the session.

16. In the event of any paper being examined at a centre in more than one session, invigilators must ensure that all answers of candidates are removed from the hard drive or the network before candidates for the next session are allowed into the room.

17. NO candidate may print his/her work for another candidate, make his/her disk available to another candidate 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 a serious light.

## DO NOT TURN THE PAGE BEFORE THE INVIGILATOR INSTRUCTS YOU TO DO SO.

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## SECTION A: WORD PROCESSING

### QUESTION 1A

This question has already been saved on your data diskette/hard drive. Do NOT retype or print this document.

### QUESTION 1B

1. Retrieve the document saved as Q1A from your data diskette/hard drive.

2. Edit the header by changing the QUESTION NUMBER to Q1B and insert your EXAMINATION NUMBER on the left-hand side of the header.

3. Insert the paragraphs as indicated in the text on the next page.

4. Change the left- and right-hand margin for the entire document to 2,54 m/1".

5. Edit the document according to the proofreading signs in the text.

6. Save the document as Q1B.

7. Print the document and place it in your EXAMINATION FOLDER.

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**QUESTION 1B (CONTINUED)**

uShaka Marine World — spaced caps, bold, centre

Whether it's zipping down a slide water 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 5th 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.

trs

in full

You can upgrade your ticket to include snorkeling in the lagoon or travellers with young children can visit the touch pool to feel slippery starfish and sea cucumbers. You can also purchase separate tickets to dive in the shark tank, feed the rays or encounter a dolphin or seal.

delete page break

The park is made up of 5 zones: — underline

Sea World

Change ALL paragraph headings to bold and italics

Aquarium, dolphinarium, seal pool, dive tank, snorkel reef ~~and lots more~~

* Place each attraction in a new line
* Insert bullets with two letter spaces
* Capitalise first letter of each line

Phantom Ship

Culinary delights at the Cargo Hold and Upper Deck

Wet 'n Wild

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

Village Walk

There's nothing to beat the marine theme shopping adventure

bold

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

italics, centre

**[31]**

**QUESTION 2A**

1. Key in the document as it appears below.

2. Insert your EXAMINATION NUMBER left-aligned and Q2A in capital letters right-aligned as a header.

3. Save the document as Q2A.

4. Print the document and place it in your EXAMINATION FOLDER.

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.

(10)

**QUESTION 2B**

1. Retrieve the document saved as Q2A.

2. Change the question number in the header to Q2B.

3. Edit the document according to the proofreading signs as indicated in the text.

4. Save the document as Q2B.

5. Print the document and place it in your EXAMINATION FOLDER.

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## QUESTION 2B (CONTINUED)

The KwaZulu-Natal Sharks Board

uc, bold, underline

*Come and share in the excitement!*

italics, right-align

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

left- and right-hand margin for this paragraph only 3,81 cm/1.5"

1. *Boat tours*

uc, italics, underline

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.

trs

NP

2. *Shark museum*

uc, italics, underline

The Shark Museum is home to a variety of life-like ~~replicas~~ 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.

stet

3. *Audio-visual and shark dissections*

uc, italics, underline

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.

**NOTE:**

- **Insert paragraph numbers for headings with TWO letter spaces and indent content.**
- **Justify content.**

(29)
**[39]**

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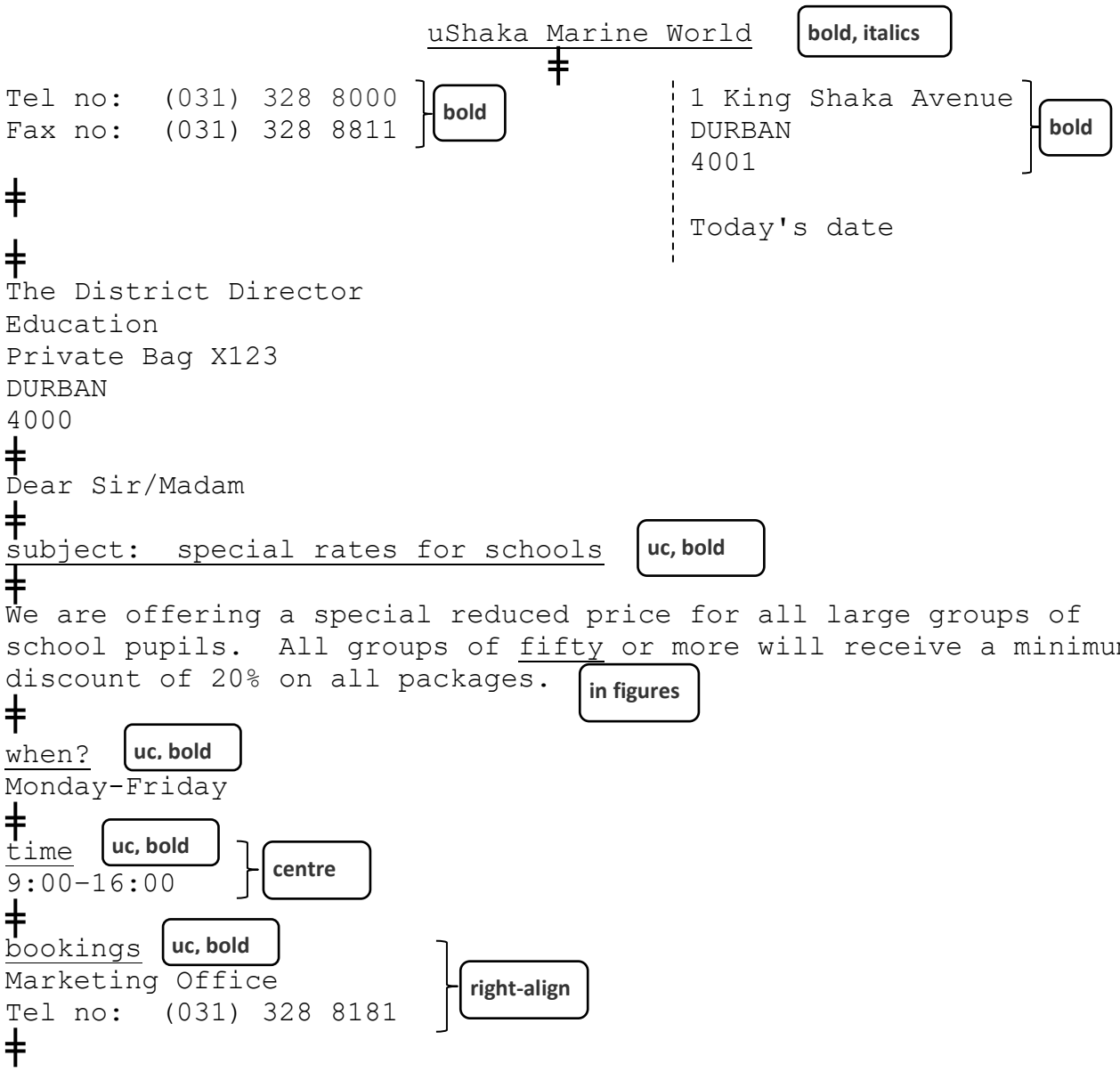
## QUESTION 3

1. Key in the document as it appears below.

2. Insert your EXAMINATION NUMBER left-aligned and Q3 in capital letters right-aligned as a header.

3. Save the document as Q3.

4. Print the document and place it in your EXAMINATION FOLDER.



**QUESTION 3 (CONTINUED)**

Prices: (uc, underline)

| | Wet 'n Wild | Sea World | Combo |
|---|---|---|---|
| Normal price | R138 | R138 | R168 |
| Groups: 50–99 | R110 | R110 | R134 |
| Groups: 100/more | R82 | R82 | R100 |

(italics)

Bookings must be made at least 3 ~~weeks~~ months in advance and are subject to availability. (stet)

Kind regards

J. Moodley
Marketing manager (uc, bold)

**[30]**

**TOTAL SECTION A: 100**

## SECTION B: SPREADSHEET

Change the default font to Courier New 12 pt.

## QUESTION 4A

1. Key in the spreadsheet as it appears below.
2. Insert your EXAMINATION NUMBER left-aligned and Q4A in capital letters right-aligned as a header.
3. Adjust column widths where necessary to ensure that the spreadsheet fits on ONE A4 portrait page. Do NOT use fit to page.
4. Save the spreadsheet as Q4A.
5. Print the spreadsheet and place it in your EXAMINATION FOLDER.

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

(8)

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**QUESTION 4B**

1. Retrieve the spreadsheet saved as Q4A.

2. Change the question number in the header to Q4B.

3. Edit the spreadsheet according to the proofreading signs in the text.

4. Provide formulae for each of the following:

   A Total number of visitors for each attraction

   B Total number of visitors for each month

5. Insert horizontal lines as indicated using the method with which you are familiar.

6. Adjust column widths where necessary to ensure that the entire spreadsheet fits on ONE A4 landscape page. Do NOT use fit to page.

7. Save the spreadsheet as Q4B.

8. Print the spreadsheet and place it in your EXAMINATION FOLDER.

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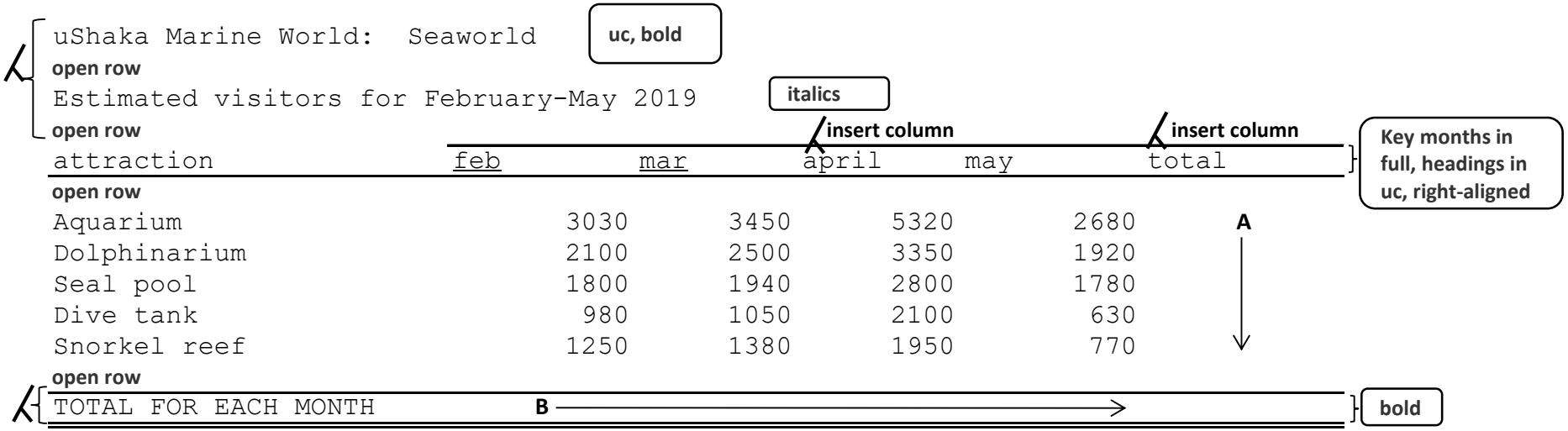
**QUESTION 4B (CONTINUED)**




(23)
**[31]**

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## QUESTION 5A

1. Key in the spreadsheet as it appears below.

2. Insert your EXAMINATION NUMBER left-aligned and Q5A in capital letters right-aligned as a header.

3. Adapt column widths where necessary to ensure that the spreadsheet fits on ONE A4 portrait page. Do NOT use fit to page.

4. Save the spreadsheet as Q5A.

5. Print the spreadsheet and place it your EXAMINATION FOLDER.

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 | |

(9)

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**QUESTION 5B**

1. Retrieve the spreadsheet Q5A.

2. Change the question number in the header to Q5B.

3. Edit the spreadsheet according to the proofreading signs in the text.

4. Provide formulae for the following:

   A Number of tickets ordered * Rate

   B Sum of amount due

5. Insert horizontal lines as indicated using the method with which you are familiar.

6. Adjust column widths where necessary to ensure that the entire spreadsheet fits on ONE A4 portrait page. Do NOT use the Fit-to-page option.

7. Save the spreadsheet as Q5B.

8. Print the spreadsheet and place it in your EXAMINATION FOLDER.

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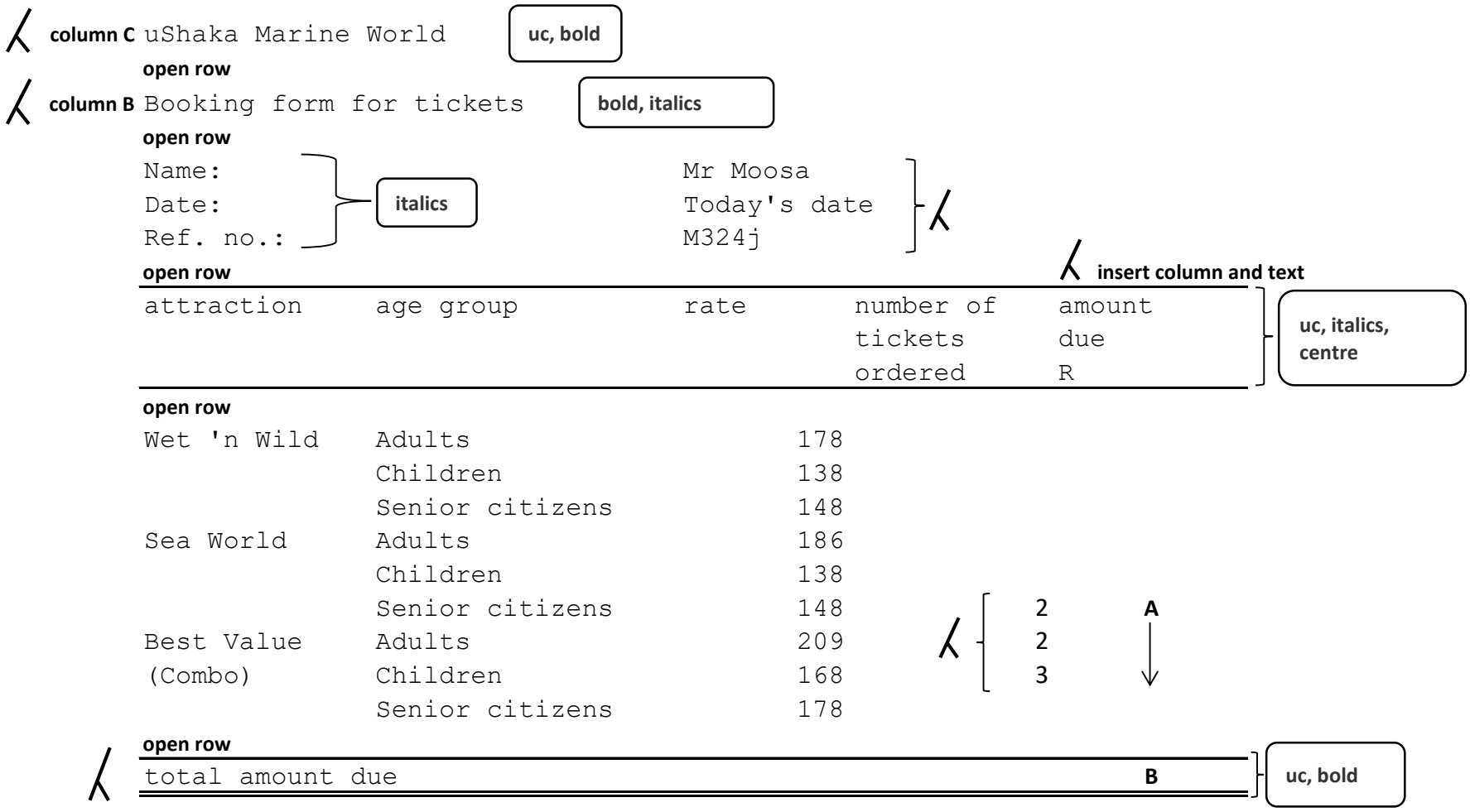
**QUESTION 5B (CONTINUED)**




(26)
**[35]**

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**QUESTION 6A**

1. Key in the spreadsheet as it appears on the next page.

2. Insert your EXAMINATION NUMBER left-aligned and Q6A in capital letters right-aligned as a header.

3. Provide formulae for the following:

   A Sum of costs of repairs to shark tank

   B Sum of costs of servicing of filters

   C Subtotal of costs * 15%

   D Subtotal + VAT

   E Sum of Totals

   F Total account for October – Payment

4. Insert horizontal lines as indicated using the method with which you are familiar.

5. Adjust column widths where necessary to ensure that the spreadsheet fits on ONE A4 landscape page. Do NOT use the Fit-to-page option.

6. Save the spreadsheet as Q6A.

7. Print the spreadsheet and place it your EXAMINATION FOLDER.

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## QUESTION 6A (CONTINUED)

Aqua Repairs & Services — uc, bold, underline

open row

column C INVOICE — bold, italics

open row

TO: — italics — uShaka Marine World ACC. NO.: UMW001

open row

INVOICE DATE: 2019-11-05 — italics

open row

| Date | Description | Amount | Subtotal | VAT @ 15% | Total |
|---|---|---|---|---|---|
| | | | | | uc, bold |
| 2019-10-16 | Repairs to shark tank: | | A | C | D |
| | Parts | 2314,00 | | | |
| | Labour | 850,00 | | | |
| | Guarantee | 350,00 | | | |
| 2019-10-22 | Servicing of filters: | | B | C | D |
| | Parts | 1955,00 | | | |
| | Labour | 1700,00 | | | |

right-aligned

open row

| | | | | | |
|---|---|---|---|---|---|
| 2019-10-31 | Payment received | 5500,00 | | | |

open row

| | | | | | |
|---|---|---|---|---|---|
| TOTAL ACCOUNT FOR OCTOBER | | | | E | bold, italics |
| BALANCE (payable by 2019/11/30) | | | | F | |

(29)

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**QUESTION 6B**

1. Retrieve the document saved as Q6A.

2. Change the question number in the header to Q6B.

3. Display the formulae.

4. Adjust the column widths where necessary to display ALL the formulae. Ensure that the entire spreadsheet fits on ONE A4 landscape page. Do NOT use the Fit-to-page option.

5. Save the spreadsheet as Q6B**.**

6. Print the spreadsheet and place it in your EXAMINATION FOLDER. (5)

**[34]**

**TOTAL SECTION B: 100**
**GRAND TOTAL: 200**

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