



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN210(E)(M21)H

NATIONAL CERTIFICATE

COMPUTER PRACTICE N4

(6030204)

21 May 2019 (X-Paper)

09:00–12:00

CANDIDATES HAVE 30 MINUTES TO READ THE INSTRUCTIONS IN THE QUESTION PAPER BEFORE THE EXAMINATION STARTS.

This question paper consists of 20 pages and 1 answer sheet.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
COMPUTER PRACTICE N4
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS TO INVIGILATORS AND CANDIDATES

READ THE INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTION PAPER. INVIGILATORS WILL EXPLAIN IF NECESSARY.

1. The question paper comprises THREE sections:

SECTION A: Theory (30 marks)

SECTION B: Word processing (85 marks)

SECTION C: Spreadsheet (85 marks)

QUESTION 1 and 2 of SECTION A must be answered on the attached ANSWER SHEET. QUESTION 3 comprises PRINTOUTS of instructions. The PRINTOUTS and ANSWER SHEET must be placed in the FRONT of the EXAMINATION FOLDER. Approximately 30 minutes should be spent on this section.

SECTION B is done with the aid of a word processing program and approximately 1 hour 15 minutes should be spent on this section.

SECTION C is done with the aid of a spreadsheet program and approximately 1 hour 15 minutes should be spent on this section.

2. 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.
3. If there is a problem with certain printers, for example it does not print ë, a report must be sent with the ANSWER SHEETS of the centre.
4. A candidate may have in his/her possession a list of ASCII codes. A spelling checker may be used.
5. Each answer must be printed on a separate sheet of paper and on ONE side of the paper only.

6. At the conclusion of the examination session ALL PRINTOUTS to be marked must be placed in the EXAMINATION FOLDER and handed to the invigilator. Only ONE PRINTOUT per question or subsection of a question may be handed in. PRINTOUTS not submitted for marking must be collected at the end of each session by the invigilator and must be destroyed at the end of the day. NO PRINTOUTS whatsoever may be removed from the examination room or put into wastepaper bins.
7. PRINTOUTS to be marked must be arranged in the EXAMINATION FOLDER in the same order as that of the questions in the examination paper.
8. In SECTION B of the question paper only Courier New 12 pt may be used. In SECTION C of the question paper Courier New 12 pt, Calibri 11 pt or Arial 10 pt may be used. In SECTION B margins of 1"/2.54 cm should be used unless otherwise instructed.
9. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER at each question. NO questions without EXAMINATION NUMBERS 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 is allowed for such lost work. It is the candidates' responsibility to protect their answers from obliteration.
11. In order to print the original as well as the edited version of the answers candidates are reminded to save the work after each separate question before it is printed.
12. At the end of the examination session a candidate must hand in the PRINTOUTS as well as the diskette with the saved answers (properly marked with the candidate's EXAMINATION NUMBER). If the candidate's work is saved on the hard disk/network, the invigilator must copy the answers to a compact disk/memory stick and the answers must immediately be deleted from the hard disk/network. These diskettes must be handed to the examination section for safekeeping for at least SIX months in case enquiries should be made.
13. Please note that NO question paper may be taken out of the examination room until at least ONE hour after the commencement of the last session. ALL papers must be handed in. They may be returned to candidates on completion of the examination.
14. In the event of a question paper being written in more than one session invigilators must ensure that ALL answers of candidates are removed from the hard disks or the network before candidates for the next session are allowed into the room.

15. NO candidate may print his/her work for another candidate, make his/her diskette available to another candidate 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 regulations and will be viewed in a serious light.

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

SECTION A: THEORY

Answer QUESTION 1 and QUESTION 2 on the attached ANSWER SHEET.

QUESTION 3 must be done on the computer. The files/folders have been created and saved on your diskette/hard drive in the COMPUTER PRACTICE N4 folder.

Approximately 30 minutes should be spent on this section.

QUESTION 1

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question number (1.1–1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	Smart card	A	large commercial computers used in banks, hotels, et cetera
1.2	RAM	B	determines the order of execution of the program instructions
1.3	Light-pen	C	most commonly used input device
1.4	WiFi	D	used in Windows application programs to display shortcuts
1.5	Mainframes	E	used by architects and engineers to create diagrams or graphic drawings
1.6	Right mouse button	F	temporary memory
1.7	Electronic mail	G	a credit card sized device that is used to store passwords and other types of personal information
1.8	Software	H	to access the internet from any hotspots at airports and coffee shops
1.9	Control unit	I	set of instructions written in programming language and interpreted by the CPU
1.10	Keyboard	J	programs used to communicate via the internet to contacts worldwide

(10 × 1)

[10]

QUESTION 2

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

- 2.1 Word processing programs such as Ms Access and Dbase are used to keep record of information of students or library books.
- 2.2 Analogue computers are used for mathematical calculations when accuracy is important.
- 2.3 *Hardware* refers to all the physical components of a computer.
- 2.4 Backup files are identical copies of important files to prevent data loss.
- 2.5 No capital letters may be used in file names.
- 2.6 The BIOS is the heart of the computer.
- 2.7 RAM is the acronym for random arithmetic memory.
- 2.8 A computer is an electronic device.
- 2.9 Data is stored in binary format in the memory.
- 2.10 The mouse, instead of the directional keys, can be used to move the cursor.

(10 × 1)

[10]**QUESTION 3**

Do the following questions on the computer and make a screen print of each answer. Insert your EXAMINATION NUMBER left and QUESTION NUMBER right as a header, make a PRINTOUT and place it in you EXAMINATION FOLDER.

- 3.1 Display the status report of the COMPUTER PRACTICE N4 folder.
- 3.2 Display all the files/folders in the COMPUTER PRACTICE N4 folder.
- 3.3 Change the time of the computer to 12:00 PM.
- 3.4 Create a new folder FIVE ROSES.
- 3.5 Rename the folder NESPRESSO to CAPPUCCINO.

(5 × 2)

[10]**TOTAL SECTION A: 30**

SECTION B: WORD PROCESSING

Use a word processing program to do the questions on the computer. Approximately 1 hour 15 minutes should be spent on this section.

QUESTION 4**QUESTION 4A****MARKS: 10****TIME: 10 MINUTES**

1. Key in the text as indicated below. Use Courier New 12 pt.
2. Insert QUESTION 4A in capital letters left-aligned and EXAMINATION NUMBER right-aligned as header.
3. Use a left- and right-hand margin of 2.54 cm/1".
4. Text must be left-aligned in single-line spacing except where indicated otherwise.
5. Save the document as COFFEE.
6. Print the document and place the PRINTOUT in your EXAMINATION FOLDER.

Domestic Bean to Cup Coffee Machines

‡

For many years Bean to Cup coffee machines used to be frighteningly expensive and only those who owned a Porsche or two could seem to afford one. With the emergence of low-cost capsule machines, bean machines were forced to compete and although they are still considerably more expensive than most capsule machines on the market they at least now represent a relatively affordable option for the home coffee connoisseur.

‡

DeLonghi coffee machines are one of the best best-selling brands of automatic bean to cup coffee machines worldwide. Over the last few years DeLonghi, which is also responsible for the manufacture of a number of Nespresso models, has gained a reputation for making reliable, functional machines at a great price. DeLonghi machines probably represent the best money for value automatic machine that can be bought in South Africa today.

‡

Why DeLonghi? If your selection criteria is centralised around output and value for money, as well as efficient backup support availability, you're in for a treat. The machines are easy to operate and hold the well-known brand confidence that comes with DeLonghi.

(10)

QUESTION 4B

MARKS: 30

TIME: 25 MINUTES

1. Retrieve the document COFFEE and change QUESTION 4A in the header to QUESTION 4B.
2. Edit the document as indicated in the text and according to the instructions below.
3. Change the left-hand margin to 3.81 cm/1.5".
4. Insert the following footer **Best coffee machine ever!!** in bold, capital letters and centred.
5. Find and replace the word "coffee machines" with **COFFEE MACHINES** in capital letters and bold.
6. Left-align the text and use single-line spacing except where indicated otherwise.
7. Save the document as COFFEE2.
8. Print the document and place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 4B (CONTINUED)

Copy heading to end of document

Domestic Bean to Cup Coffee Machines uc, bold, underline, centre

For many years Bean to Cup coffee machines used to be frighteningly expensive and only those who owned a Porsche or two could seem to afford one. With the emergence of low-cost capsule machines, bean machines were forced to compete and although they are still considerably more expensive than most capsule machines on the market, they at least now represent a relatively affordable option for the home coffee connoisseur.

1.5 line spacing

DeLonghi coffee machines are one of the best best selling brands of automatic bean to cup coffee machines worldwide. Over the last few years DeLonghi, which is also responsible for the manufacture of a number of Nespresso models, has gained a reputation for making reliable, functional machines at a great price. DeLonghi machines

indent both margins at 2 cm/0.8"

probably represent the best ³money ₂ for ¹value automatic machine trs that can bought in South Africa today.

d/s Why DeLonghi? If your selection criteria is centralised around output and value for money, as well as efficient backup support availability, you're in for a treat. The machines are easy to operate and hold the well-known brand confidence that comes with DeLonghi.

sp justify

(30)
[40]

QUESTION 5

MARKS: 45

TIME: 40 MINUTES

1. Retrieve the document BEST COFFEE from your diskette/hard drive.
2. Edit the document as indicated in the text and according to the instructions below.
3. Insert the header EXAMINATION NUMBER left-aligned and QUESTION 5 right-aligned in capital letters.
4. Use the hyphenation function for the document.
5. Change the left- and right-hand margin of page 1 only to 3.81 cm/1.5".
6. Centre page 1 vertically.
7. Change paragraphs where indicated to TWO columns.
8. Find and replace the word "coffee" with COFFEE in capital letters, bold and double underline.
9. Insert page numbers at the top centre.
10. Save the document as BEST COFFEE1.
11. Print ONLY the edited document and place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 5 (CONTINUED)

5 reasons why good coffee = good business

Lucida Handwriting 16 pt, uc, bold, centre



d/s

Everyone has horror stories about their first job. The apprentice who was in trouble for the first 6 weeks of his plumbing apprenticeship, the junior doctor who on the first weekend of community service ends up running an entire rural hospital casualty ward with only one nurse, or the junior attorney, graduating with a 90% summa cum laude, who ends up in document review for a year, fighting monsters in the basement of the firm's bowels before seeing sunlight. What do they have in common? Well, everyone has to start somewhere. Even if you're a millennial destined for greatness by writing a blog, then you know that starting at the bottom and working hard is the only way to the top, using every available coping mechanism to survive. Enter coffee.

in full

} 9

===== page break =====

Here are five reasons why good coffee is essential for career survival and ultimately, good business!

uc, bold, double underline

Candidate:
1. Insert paragraph numbers as indicated, leave TWO letter spaces after numbers and indent.
2. Sort the paragraphs numerically.
3. Insert TWO parallel columns (ONLY paragraphs 1-4).

3. Coffee makes you more productive uc, bold

Ah, this is the best one. In fact, when you go to your boss, start with this. Coffee is like legal cocaine. It blocks the receptors in your brain that trigger you to feel tired. With those receptors blocked, the brain's own stimulants, dopamine and glutamate, can do their work more freely.

2. Coffee is a great leveller and helps with problem solving uc, bold

One of the great things about coffee is not just the coffee itself. It's getting up from your desk, while figuring out how to bring back the stranded astronauts from space, and walking over to the coffee machine ... sharing the problem with the guy from accounts and the guy from R&D who has secretly been testing some thermal radiation suits – and BAM! Because of coffee – the astronauts are safe again.

QUESTION 5 (CONTINUED)

4. Investing in good coffee shows your company values you *uc, bold*

Just look at Google. Those guys have it down. Their employers know that a space that makes employees happy equals happy employees. And employees with good coffee are happy employees. You don't need the reptile petting zoo, or the rock climbing wall or the Zorbing room as much as good coffee. Ok, maybe the Zorbing room. But first, good coffee.

1. It's social *uc, bold*

My first job actually wasn't that bad. I started as a junior advertising executive working at a cool little media firm in 2005, where my boss absolutely loved coffee. So he personally made a pot of freshly ground filter coffee and he served it in the foyer to the first employees who arrived at work. ~~Our official hours were from 8:30, but he arrived at 7:30 to make and serve the coffee himself, and very soon there was a cool little prework buzz from 8:00–8:30 where people from all levels in the company could hang out, chat over a cup, get the day humming and by 8:30, everyone was there. The day always started with a bang after that.~~

} 97

5. The company with the best coffee gets the clients *uc, bold*

You know what they say in business school about the 80–twenty principle ... 80% of your business comes from 20% of your customers. If clients like coming to your office because of the coffee, then you get more face time than the competition and you pick up all the inside info on the next big deal, the work in the pipeline, the jobs on the table, the goose's next big fat egg. Give them a reason to visit, and often. Blow their socks off with hospitality that makes them drop in, even when they don't need to, just because they want a great cup of the good stuff.

1.5 line spacing

You're welcome. [Now go out there and change the world.]

NP bold, centre

sp caps

[Source: www.coffeemagazine.co.za, 2017/09/14]

[45]

TOTAL SECTION B: 85

SECTION C: SPREADSHEET

Use a spreadsheet program to do the following questions on the computer. Approximately 1 hour 15 minutes should be spent on this section.

QUESTION 6

QUESTION 6A

MARKS: 10

TIME: 9 MINUTES

1. Create the spreadsheet below.
2. Insert your EXAMINATION NUMBER left-aligned and QUESTION 6A right-aligned in capital letters as a footer.
3. Display figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT use the Fit-to-one-Page option.
5. Save the spreadsheet as Q6A.
6. Print the spreadsheet in portrait orientation without row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

	A	B	C	D
1	SOL PLAATJIE MUNICIPALITY			
2	<i>open row</i>			
3	STATEMENT FOR MUNICIPALITY SERVICES			
4	<i>open row</i>			
5	Mr T Modise	Date:	21 May 2019	
6	37 Ward Street	Account number: 765000		
7	Kimberley			
8	8301			
9	<i>open row</i>			
10	Meter reading			
11	USAGE	Current	Previous	Difference
12	Water	6979	6675	
13	Electricity	88555	86080	
14	<i>open row</i>			
15		Units	Tariff	Amount
16	Water usage			R6,00
17	Electricity usage			R0,80
18				

(10)

QUESTION 6B**MARKS: 26****TIME: 21 MINUTES**

1. Retrieve the spreadsheet saved as Q6A.
2. Change QUESTION 6A in the footer to QUESTION 6B.
3. Make ALL the changes as indicated on the spreadsheet and according to the instructions below.
4. Insert rows and text as indicated on the spreadsheet.
5. Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A Meter reading difference = Current reading – Previous reading
 - B Usage units = Difference
 - C Amount = Units * Tariff
 - D Subtotal = Sum of Water usage and Electricity usage
 - E 15% VAT = 15% of the subtotal
 - F Amount due = Subtotal + 15% VAT
6. Copy the formulae to the other cells as indicated on the spreadsheet.
7. Display Difference and Units as integers and all the amounts as currency with TWO decimals.
8. Insert horizontal lines using the method with which you are familiar.
9. Adjust the column width to fit the spreadsheet on ONE page. Do NOT make use of the Fit-to-one-Page option.
10. Save the spreadsheet as Q6B.
11. Print the spreadsheet without row and column headings in portrait orientation and place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 6B (CONTINUED)

SOL PLAATJIE MUNICIPALITY *merge and centre, 16 pt, bold, underline*

STATEMENT FOR MUNICIPALITY SERVICES *bold, double underline*

Mr T Modise Date: 21 May 2019
37 Ward Street Account number: 765000
Kimberley
8301

		Meter reading				
		Current	Previous		Difference	
<i>centre</i>	{	USAGE				<i>bold</i>
		Water	6979	6675	A	
		Electricity	88555	86080	↓	
		<hr/>				
		Units	Tariff		Amount	
<i>centre</i>	{	Water usage	B	R6,00	C	<i>bold</i>
		Electricity usage	↓	R0,80	↓	
		<hr/>				
					D	
					E	
<i>open row</i>					<hr/>	
		Subtotal			D	
		15% VAT			E	
		Amount due on 31 May 2019			<hr/>	
					F	
					<hr/> <hr/>	

(26)

QUESTION 6C

MARKS: 7

TIME: 7 MINUTES

1. Retrieve the spreadsheet Q6B.
2. Change QUESTION 6B in the footer to QUESTION 6C.
3. Display the formulae. Adjust the column width to display all the formulae. Landscape orientation must be used, but do NOT use the Fit-to-one-page option. You will be penalised if the PRINTOUT is not legible.
4. Save the spreadsheet as Q6C.
5. Print the spreadsheet with row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

(7)
[43]

QUESTION 7**QUESTION 7A****MARKS: 10****TIME: 9 MINUTES**

1. Create the spreadsheet below.
2. Insert your EXAMINATION NUMBER as header left-aligned and QUESTION 7A right-aligned in capital letters.
3. Display the figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT use the fit-to-one-page option.
5. Save the spreadsheet as Q7A.
6. Print the spreadsheet in portrait orientation without row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

	A	B	C	D	E
1	COFFEE PRODUCTS				
2	TYPES	QUANTITY	SELLING	TOTAL	% OF
3		ON HAND	PRICE		TOTAL
4	Nespresso Capsules	50	56,99		
5	Nescafe Gold	46	71		
6	Konig Espresso	50	91,2		
7	Terbodore Nespresso	40	56,99		
8	Caffeluxe Nespresso	45	79		
9	Columbian	45	79		

(10)

QUESTION 7B**MARKS: 26****TIME: 22 MINUTES**

1. Retrieve the spreadsheet Q7A.
2. Change QUESTION 7A in the header to QUESTION 7B.
3. Make ALL the changes as indicated on the spreadsheet and according to the instructions below.
 - 3.1 Sort TYPES with corresponding figures alphabetically.
 - 3.2 Insert horizontal and vertical lines using the method with you are familiar.
 - 3.3 Insert the columns, rows and text as indicated on the spreadsheet.
 - 3.4 Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A $TOTAL = QUANTITY\ ON\ HAND + PROCESSED \times SELLING\ PRICE$
 - B $VAT\ 15\% = 15\% \text{ of the } TOTAL$ (use absolute cell address)
 - C $TOTAL\ AMOUNT = TOTAL + VAT\ 15\%$
 - D $\% \text{ OF } TOTAL\ AMOUNT = \frac{TOTAL\ AMOUNT}{TOTAL\ AMOUNT} \times 100$ of each type as a % of the TOTAL AMOUNT (use absolute cell address)
 - E $GRAND\ TOTAL = \text{Total of each column}$
4. Copy the formulae to the other cells as indicated on the spreadsheet.
5. Display SELLING PRICE, TOTAL, VAT 15% and TOTAL AMOUNT as currency with TWO decimals.
6. Display PROCESSED and GRAND TOTAL (except % OF TOTAL AMOUNT) as integers.
7. Display % OF TOTAL AMOUNT as % with NO decimal.
8. Adjust the column width to fit the spreadsheet on ONE landscape page.
9. Save the spreadsheet as Q7B.
10. Print the spreadsheet with row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 7B (CONTINUED)

	A	B	C	D	E	F	G	H	I	J
1	COFFEE PRODUCTS 16 pt, bold, italics									
2	open row									
3	PRODUCTS PROCESSED AND SOLD: NOVEMBER 2018 14 pt, bold, merge and centre									
4	open row									
5	TYPES		QUANTITY	PROCESSED	SELLING	TOTAL	VAT	TOTAL	% OF	centre column headings
6			ON HAND		PRICE		15%	AMOUNT	TOTAL	
7								AMOUNT	AMOUNT	
8	open row									
9	Nespresso Capsules		50	36	56,99	A	B	C	D	
10	Nescafe Gold		46	41	71					
11	Konig Espresso		50	45	91,2					
12	Terbodore Nespresso		40	44	56,99					
13	Caffeluxe Nespresso		45	33	79					
14	Columbian		45	36	79	↓	↓	↓	↓	
15	open row									
16	GRAND TOTAL		E							
17										

(26)

QUESTION 7C

MARKS: 6

TIME: 9 MINUTES

1. Retrieve the spreadsheet Q7B.
2. Create a pie graph to display the PRODUCTS PROCESSED of the coffee types.
3. Insert the following chart titles:

EXAMINATION NUMBER
PRODUCTS PROCESSED
QUESTION 7C
4. Display the quantities on the pie graph.
5. Display the legend on the right-hand side of the graph.
6. Save the graph as Q7C.
7. Print the graph as a new sheet and put the PRINTOUT in your EXAMINATION FOLDER.

(6)
[42]

TOTAL SECTION C: 85

GRAND TOTAL: 200

(6030204)

COMPUTER PRACTICE N4

ANSWER SHEET EXAMINATION NUMBER:

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QUESTION 1

- 1.1 _____
- 1.2 _____
- 1.3 _____
- 1.4 _____
- 1.5 _____
- 1.6 _____
- 1.7 _____
- 1.8 _____
- 1.9 _____
- 1.10 _____

(10 × 1) **[10]**

QUESTION 2

- 2.1 _____
- 2.2 _____
- 2.3 _____
- 2.4 _____
- 2.5 _____
- 2.6 _____
- 2.7 _____
- 2.8 _____
- 2.9 _____
- 2.10 _____

(10 × 1) **[10]**
[20]