



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN210(E)(N7)H

NATIONAL CERTIFICATE

COMPUTER PRACTICE N4

(6030204)

7 November 2018 (X-Paper)

09:00–12:00

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

This question paper consists of 19 pages and 1 answer sheet.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
COMPUTER PRACTICE N4
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

READ THE FOLLOWING 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)

SECTION A (QUESTION 1 and 2) must be answered on the attached ANSWER SHEET. QUESTION 3 comprises PRINTOUTS of instructions. The PRINTOUTS and ANSWER SHEET must be placed at 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, e.g. it does not print ë, a report must accompany the ANSWER SHEETS of the centre.
4. A candidate may have in his/her possession a dictionary and 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. PRINTOUTS must be placed in the EXAMINATION FOLDER.
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 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 section before it is printed.
12. At the end of the examination session each candidate must hand in the PRINTOUTS of the answers as well as the diskettes 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(s) must copy the answers to a compact disk/memory stick and the answers must 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 by the examiner/moderator and subject specialist of the Department of Higher Education and Training.)
13. 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 consequently 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 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 other 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 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 (COMPUTER PRACTICE N4 folder).

Approximately 30 minutes should be spent on this section.

SECTION A**QUESTION 1**

Complete the following sentences by filling in the missing word or words. Write only the word or words next to the question number (1.1–1.10) on the ANSWER SHEET.

- 1.1 Computer memory is measured in ...
- 1.2 The ... command removes all data from a disk and prepares the disk for use.
- 1.3 ... is used to display a directory list of all the files/folders.
- 1.4 The function key for HELP is ...
- 1.5 A/An ... is a computer program that has been designed to cause harm to a computer.
- 1.6 The ... is the permanent memory of the computer.
- 1.7 A/An ... is used to connect the computer to a telephone line to enable electronic communication.
- 1.8 ... is ALL the apparatus connected to the central processing unit.
- 1.9 A ... store photos and videos directly from a digital camera memory card to the hard drive of the computer.
- 1.10 A ... is a moving picture or pattern that appears on a computer screen when the mouse or computer has not been used for a specified period of time.

(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) on the ANSWER SHEET.

- 2.1 A bit has the value of 1 or 0.
- 2.2 A person doing a computer presentation can use a light-pen to point at the output.
- 2.3 Hardware refers to all the physical components of a computer.
- 2.4 RAM is the acronym for random arithmetic memory.
- 2.5 A mouse is an example of an output device.
- 2.6 A diskette can be used to save files and folders.
- 2.7 Backup files are identical copies of important files to prevent data loss.
- 2.8 A dot matrix printer is an example of an impact printer.
- 2.9 \$, @, &, # may be used in file names.
- 2.10 The file extension must be changed when you rename a file.

(10 × 1) [10]

QUESTION 3

Do the following on the computer and make a print screen 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 on the COMPUTER PRACTICE N4 folder.
- 3.3 Delete the folder KLERKSDORP.
- 3.4 Create a new folder KIMBERLEY.
- 3.5 Rename the folder MAFOKENG to MAHIKENG.

(5 × 2) [10]

TOTAL SECTION A: 30

SECTION B: WORD PROCESSING

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

Answer all the questions.

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

1. Use Courier New 12 pt and key in the text as indicated below.
2. Insert as header QUESTION 4A left-aligned in capital letters and the EXAMINATION NUMBER right-aligned.
3. Use a left- and right-hand margin of 1"/2.54 cm.
4. The text must be left-aligned and in single-line spacing except where indicated otherwise.
5. Set left tabular stops at 1.58"/4 cm, 3.15"/8 cm and 4.6"/11.68 cm.
6. Save the document as TOWNS.
7. Print the document en place the PRINTOUT in your EXAMINATION FOLDER.

CITIES/TOWNS OF SOUTH AFRICA

‡			
WESTERN CAPE	FREE STATE	NORTHERN CAPE	NORTH WEST
‡			
Cape Town	Bloemfontein	Kimberley	Vryburg
Milnerton	Kroonstad	Kuruman	Mahikeng
Laingsburg	Bethlehem	Upington	Rustenburg

(10)

QUESTION 4B

TIME: 25 MINUTES

MARKS: 30

1. Retrieve the document TOWNS 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 1.5"/3.81 cm.
4. Insert the footer BEAUTIFUL SOUTH AFRICA! in bold, capital letters and centred.
5. The text must be left-aligned and in single-line spacing except where indicated otherwise.
6. Save the document as TOWNS2.
7. Print the document and place the document in your EXAMINATION FOLDER.

Copy the heading to the end of the document

7 CITIES/TOWNS OF SOUTH AFRICA

bold, u/line, centre

WESTERN CAPE

FREE STATE

NORTHERN CAPE

NORTH WEST

bold

Cape Town
Milnerton
Laingsburg

Bloemfontein
Kroonstad
Bethlehem

Kimberley
Kuruman
Upington

Vryburg
Mahikeng
Rustenburg

d/s

‡ Candidate: Insert the following text and insert left tabular stops and indent as indicated: 1.18"/3 cm, 2.36"/6 cm, 3.74"/9 cm, 5.12"/13 cm

40.51
50.52
40.53

51.52
61.53
71.54

62.53
72.54
82.55

100.54
110.55
120.56

1.5 lines

‡ Candidate: Insert the following text and insert a left tabular stop and indent as indicated: 4.33"/11 cm

COMPANY

DONATION

uc, bold, u/line

‡
Woolworths
Edgars
Spar
‡

R600 000
R500 000
R550 000

d/s

(30)
[40]

QUESTION 5**TIME: 40 MINUTES****MARKS: 45**

1. Retrieve the document BLUE OCEAN from your diskette/hard drive.
2. Edit the document as indicated in the text and according to the instructions below.
3. Insert your EXAMINATION NUMBER left-aligned and QUESTION 5 right-aligned in capital letters as header.
4. Use the hyphenation function for the document.
5. Change the left- and right-hand margin of page 1 ONLY to 1.5"/ 3.81 cm.
6. Centre page 1 vertically.
7. Change paragraphs to TWO columns.
8. Change the left- and right hand margin of page 2 and 3 to 1"/2.54 cm.
9. Find and replace the word Blue Ocean Hotel with BLUE OCEAN HOTEL in capital letters, bold and double underline.
10. Insert page numbers top, centred.
11. Save the document as BLUE OCEAN1.
12. Print ONLY the edited document and place the PRINTOUT in your EXAMINATION FOLDER.

Unique
 †
 †
 Innovative
 †
 †
 Creative
 †
 †

Align left

Centre

Align right

Arial 28 pt, bold, italics, shadow

Words which apply as much to the Blue Ocean Hotel Victoria Junction as the GUESTS it attracts.

Arial 16 pt, bold, centre

==== Page break =====

in full

Situated on the fringe of the Victoria & Alfred Waterfront, the Blue Ocean Hotel Victoria Junction is designed for the cosmopolitan traveller with a taste for the cutting edge. One of its kind in Africa, this uniquely styled hotel offers a combination of standard rooms and double-storey loft apartments.

sp

Its ultra modern façade and interior are specially styled to suit the ~~vibrant~~ vibrant atmosphere of its surroundings and to give the impression of understated sophistication and elegance. As exciting and different as the mother city himself herself, the Blue Ocean Hotel Victoria Junction offers a creative addition to the high standards of quality demanded by its premier status.

stet

Insert TWO columns

Insert any bullets and indent content

Justify columns

==== Page break =====

Come and stay at the Blue Ocean Hotel Victoria Junction over Christmas or New Year at the very special rate of R450 per person sharing per night and you will receive FREE breakfast and lunch daily.

bold, centre

†
 †
Conditions

bold, u/line

†
 Subject to availability of rooms in this price category
 †
 Minimum 3-night stay
 †
Valid 22 December 2018–6 January 2019

Arial 18 pt, bold

†
 †
 To book contact the hotel on:
 †
 021 418 4321
 †
 or e-mail reservations@blueocean.com

Centre, bold

Insert text and follow the proofreading signs

[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 6A**TIME: 9 MINUTES****MARKS: 10**

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	Open row			
3	STATEMENT FOR MUNICIPALITY SERVICES			
4	Open row			
5	Mr T Modise	Date:	October 2018	
6	37 Ward Street	Account number: 765000		
7	Kimberley			
8	8301			
9	Open row			
10		Meter reading		
11	USAGE	Current	Previous	Difference
12	Water	6979	6675	
13	Electricity	88555	86080	
14	Open row			
15		Units	Tariff	Amount
16	Water usage			R6,00
17	Electricity usage			R0,80
18				

(10)

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

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, columns 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.

SOL PLAATJIE MUNICIPALITY

merge and centre, 16 pt, bold, underline

STATEMENT FOR MUNICIPALITY SERVICES

bold, double underline

Mr T Modise
37 Ward Street
Kimberley
8301

Date: *October 2018*
Account number: 765000

		Meter reading			} bold
	USAGE	Current	Previous	Difference	
} centre	Water	6979	6675	A	
	Electricity	88555	86080	↓	
		<hr/>			
		Units	Tariff	Amount	} bold
} centre	Water usage	B	R6,00	C	
	Electricity usage	↓	R0,80	↓	
		<hr/>			
	Open row				
	Subtotal			D	
	15% VAT			E	
	Amount due on 31 October 2018			F	} bold
				<hr/> <hr/>	

(26)

QUESTION 6C**TIME: 7 MINUTES****MARKS: 7**

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 the whole formulae. Landscape orientation must be used, but do NOT make use of 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 7A**TIME: 9 MINUTES****MARKS: 10**

1. Create the spreadsheet below.
2. Insert the header EXAMINATION NUMBER left-aligned and QUESTION 7A right-aligned in capital letters.
3. Display figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT make use of 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
1	TSHEPO'S VIDEOS			
2	WEEKLY PAYMENTS			
3	Open row			
4	WEEK: 3-10 APRIL 2018			
5	Open row			
6		NORMAL TIME		OVERTIME
7		Hours	Tariff	Hours
8	Name	worked	per hour	worked
9	Domingo J	50	12	5
10	Boqo N	38	15	4
11	Mojaki T	27	15	4
12	Plaatjies K	20	12	3
13	Moreki L	15	18	4
14	Tshabile M	20	15	3
15				

(10)

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

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 names with corresponding figures alphabetically.
 - 3.2 Insert horizontal and vertical lines using the method with which you are familiar.
 - 3.3 Insert the columns and text as indicated on the spreadsheet.
 - 3.4 Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A NORMAL TIME: Total = Tariff per hour multiplied by Hours worked
 - B OVERTIME: Tariff per hour = Normal time tariff per hour multiplied by 2.5
 - C OVERTIME: Total = Tariff per hour multiplied by Hours worked
 - D Gross salary = NORMAL TIME Total plus OVERTIME Total
 - E Number of employees: Use a built-in function to determine the answer
4. Copy the formulae to the other cells as indicated on the spreadsheet.
5. Display ALL monetary values as currency with TWO decimals. All other numbers are integers.
6. Adjust the column width to fit the spreadsheet on ONE landscape page.
7. Save the spreadsheet as Q7B.
8. Print the spreadsheet with row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

	A	B	C	D	E	F	G	H	I
1	TSHEPO'S VIDEOS		18 pt, bold, italics		Merge and centre				
2	Open row								
3	WEEKLY PAYMENTS		14 pt, bold						
4									
5	WEEK: 3-10 APRIL 2018		bold						
6									
7		NORMAL TIME			OVERTIME				centre
8		Hours worked	Tariff per hour	∧ Total	Hours worked	∧ Tariff per hour	∧ Total	∧ Gross salary	
9	Name								
10	Domingo J	50	12	A	5	B	C	D	
11	Boqo N	38	15	↓	4	↓	↓	↓	
12	Mojaki T	27	15	↓	4	↓	↓	↓	
13	Plaatjies K	20	12	↓	3	↓	↓	↓	
14	Moreki L	15	18	↓	4	↓	↓	↓	
15	Tshabile M	20	15	↓	3	↓	↓	↓	
16	Open row								
17	∧ Number of employees							E	
18									

(26)

QUESTION 7C**TIME: 9 MINUTES****MARKS: 6**

1. Retrieve the spreadsheet Q7B.
2. Create a column graph to compare Normal tariff per hour with Overtime tariff per hour for each employee.
3. Insert the following chart titles:

EXAMINATION NUMBER
TARIFF PER HOUR
QUESTION 7C
4. Display the amounts on the chart.
5. Display the legend on the right-hand side.
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

ANSWER SHEET

EXAMINATION NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

QUESTION 1

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

[10]

QUESTION 2

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

[10]