



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN210(E)(N8)H

NATIONAL CERTIFICATE

COMPUTER PRACTICE N4

(6030204)

8 November 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 candidate's 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 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.

QUESTION 1

Complete the following sentences by writing the missing word or words next to the question number (1.1–1.10) on the attached ANSWER SHEET.

- 1.1 The ... is the permanent memory of the computer.
- 1.2 A ... is an electronic device.
- 1.3 A ... is used for the manipulation of figures.
- 1.4 ... are mobile phones that combine the functions of a PDA and a mobile phone.
- 1.5 The CPU can be considered as the ... of the computer.
- 1.6 ... include all devices attached to the CPU or motherboard.
- 1.7 A ... is a pointing device which is used to click at a specific option or position on the screen.
- 1.8 ... is a synonym for software.
- 1.9 A ... is a collection of related information saved on a diskette or on the hard drive of the computer.
- 1.10 ... are identical copies of important files to prevent data loss.

(10 × 1) [10]

QUESTION 2

Write the following computer acronyms in full next to the question number (2.1–2.5) on the attached ANSWER SHEET.

2.1 CD ROM

2.2 Bit

2.3 ALU

2.4 WWW

2.5 VDU

(5 × 2) [10]

QUESTION 3

Do the following questions on the computer and make a print screen of each answer. Insert your EXAMINATION NUMBER left and the QUESTION NUMBER right as a header, print it and place the PRINTOUT in your 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 Change the time of the computer to 12:00 pm.

3.4 Create a new folder SIEMENS.

3.5 Rename the folder SIEMENS to LG.

(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: 8 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 and in single-line spacing except where indicated otherwise.
5. Save the document as SMARTPHONES1 and print the document.
6. Place the PRINTOUT in your EXAMINATION FOLDER.

SA smartphone sales continue to bloom

±

The first half of 2017 saw an increase in smartphone sales in SA of nearly 20% compared to the same time the previous year.

±

This is according to point-of-sales data from market research firm GfK SA.

±

The data shows that retail growth in the SA mobile computer market flattened out though the market is performing reasonable well considering the tight economy. However, market the tablet shrunk by about 40% in the first half of 2017.

(10)

QUESTION 4B

MARKS: 35

TIME: 31 MINUTES

1. Retrieve the document SMARTPHONES1 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 Smart phones – South Africa in capital letters, bold and centred.
5. Find and replace the word SA with South Africa in capital letters and bold.
6. Text must be left-aligned and in single-line spacing except where indicated otherwise.
7. Save the document as SMARTPHONES2 and print the document.
8. Place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 4B (CONTINUED)

Copy heading to end of document

SA smartphone sales continue to bloom

uc, bold, underline, centre

The first half of 2017 saw an increase in smartphone sales in SA of nearly 20% compared to the same time the previous year.

1.5 line spacing

This is according to point-of-sales data from market research firm GfK SA.

The data shows that retail growth in the SA mobile computer market flattened out though the market is performing reasonable well considering the tight

economy. However, market¹ the tablet² shrunk³ by about 40% in the first half of 2017.

Indent both margins by 2 cm/0,79", justify

trs

⊕
Top selling mobile phones

uc, bold, underline, centre

⊕
Candidate: Insert text and set tab stops from the margin as indicated below:

Manufacturer	<u>Moddel</u>	Form factor	Release year	Units sold in millions
	3,81 cm/1,5"	5,71 cm/2,25"	7,62 cm/3"	11,43 cm/4,5"
Nokia	1100	Touchscreen	2003	250
Nokia	5230	Bar	2009	150
Samsung	E1100	Bar	2009-12	150
Sony Ericson	K750	Bar	2005	15

sp

7
d/s

(35)
[45]

QUESTION 5

MARKS: 40

TIME: 36 MINUTES

1. Retrieve the document SMARTPHONES 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. Change paragraphs where indicated to TWO columns.
7. Change the left- and right-hand margin of page 2 to 2,54 cm/1".
8. Find and replace the word Smartphones with SMARTPHONES in capital letters, bold and double underline.
9. Insert page numbers at the top, right.
10. Save the document as SMARTPHONES3.
11. Print ONLY the edited document and place the PRINTOUT in your EXAMINATION FOLDER. Only ONE document may be handed in. Candidates will be penalised if more than one document is handed in.

QUESTION 5 (CONTINUED)

SA smartphone sales continue to boom

Comic Sans 16 pt, uc, bold, centre



d/s

The 1st half of 2017 saw an increase in smartphone sales in SA of nearly 20% compared to the same time the previous year.

in full

~~This is according to point-of-sales data from market research firm GfK SA.~~

The data shows that retail growth in the SA mobile computer market flattened out though the market is performing reasonable well considering the tight economy. However, the tablet market shrunk by about 40% in the first half of 2017.

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

Candidate:

1. Leave TWO letter spaces after paragraph numbers and indent.
2. Sort the paragraphs numerically.
3. Insert TWO columns (paragraph 1 and 2 in column 1 and paragraph 3 in column 2).
4. Text in columns must be justified.

3. Mobile phones uc, bold



Mobile phone sales decreased by 23% from January to June. Smartphones accounted for 64% of mobile devices sold in the first half of 2017, while feature phones comprised the balance. By comparison, the split was 58% smartphones and 42% feature phones in the 2016 calendar year.

1. Notebooks uc, bold

Notebooks experienced flat growth for the first half of 2017, with around 295 000 units sold through retail during the period. The same number was sold in the beginning of the previous year.

sp

2. Tablets uc, bold

Tablet computer retail sales meanwhile dropped from 862 000 units in the first half of 2016 to around 540 000 from January to June 2017.

Change to one column

'Growth in South Africa's consumer computing devices market has flattened in recent years, partly because of economic conditions, partly because the weak rand has pushed prices up and partly because of high penetration of these devices into segments of the market that can afford them.'

uc, bold, centre

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

[40]
85

TOTAL SECTION B:

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 on the next page.
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.

QUESTION 6A (CONTINUED)

	A	B	C
1	SMARTPHONE CONNECTIONS		
2	<i>open row</i>		
3	INCOME AND EXPENDITURE: MARCH/APRIL 2017		
4	<i>open row</i>		
5	Income	MARCH	APRIL
6	Apple Iphone 4	10 500	15 500
7	Samsung Galaxy Note II	9 900	6 300
8	LG Shine Slider	8 000	12 000
9	Blackberry Pearl 8100	4 500	9 000
10	Sony Ericsson W300	10 000	8 000
11	Total income		
12	<i>open row</i>		
13	Expenditure		
14	<i>open row</i>		
15	Salaries	20 000	20 000
16	Water and electricity	1 000	1 200
17	Rent	5 000	5 000
18	Telephone	1 200	750
19	Stationery	200	320
20	Total expenditure		
21	<i>open row</i>		
22	Profit		
23	VAT 15%		
24	Net profit		

(10)

QUESTION 6B**MARKS: 27****TIME: 24 MINUTES**

1. Retrieve the spreadsheet saved as Q6A.
2. Change QUESTION 6A in the footer to QUESTION 6B.
3. Insert the header Smart phones in capital letters, bold and centred.
4. Make ALL the changes as indicated on the spreadsheet and according to the instructions below.
5. Insert rows as indicated on the spreadsheet.
6. Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A Total income = Sum of Income
 - B Total expenditure = Sum of Expenditure
 - C Profit = Total income minus Total expenditure
 - D VAT 15% = 15% of Profit
 - E Net profit = Profit minus VAT (15%)
7. Copy the formulae to the other cells as indicated on the spreadsheet.
8. Display ALL the amounts as integers.
9. Insert horizontal lines using the method with which you are familiar.
10. Adjust the column width to fit the spreadsheet on ONE page. Do NOT make use of the Fit-to-one-Page option.
11. Save the spreadsheet as Q6B.
12. Print the spreadsheet without row and column headings in portrait orientation and place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 6B (CONTINUED)

SMARTPHONE CONNECTIONS

merge and centre, 16 pt, bold, underline

INCOME AND EXPENDITURE: MARCH/APRIL 2017

bold, double underline

<u>Income</u> <i>uc</i>	MARCH	APRIL	} <i>centre, bold</i>
Apple Iphone 4	10 500	15 500	
Samsung Galaxy Note II	9 900	6300	
LG Shine Slider	8 000	12 000	
Blackberry Pearl 8100	4 500	9 000	
Sony Ericsson W300	10 000	8 000	

open row

<u>Total income</u>	A →	} <i>italics</i>
---------------------	------------	------------------

Expenditure *uc, bold, centre*

Salaries	20 000	20 000
Water and electricity	1 000	1 200
Rent	5 000	5 000
Telephone	1 200	750
Stationery	200	320

open row

<u>Total expenditure</u>	B →	} <i>italics</i>
--------------------------	------------	------------------

Profit	C →	
VAT 15%	D →	
<u>Net profit</u>	E →	} <i>bold</i>

(27)

QUESTION 6C

MARKS: 6

TIME: 5 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. Portrait 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.

(6)
[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: 23 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		<i>16 pt, bold, italics</i>							
2	<i>open row</i>									
3	PRODUCTS PROCESSED AND SOLD: NOVEMBER 2018				<i>14 pt, bold, merge and centre</i>					
4	<i>open row</i>									
5	TYPES		QUANTITY	PROCESSED	SELLING	TOTAL	VAT	TOTAL	% OF	<i>centre column headings</i>
6			ON HAND		PRICE		15%	AMOUNT	TOTAL	
7								AMOUNT	AMOUNT	
8	<i>open row</i>									
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	<i>open row</i>									
16	GRAND TOTAL		E							
17										

(26)

QUESTION 7C

MARKS: 6

TIME: 5 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

ANSWER SHEET EXAMINATION NUMBER:

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COMPUTER PRACTICE N4

SECTION A

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 _____

(5 × 2) [10]