



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMPUTER PRACTICE N4

(6030204)

23 September 2020 (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 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: 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. A candidate may have in his/her possession a list of ASCII codes. A spelling checker may be used.
4. Each answer must be printed on a separate sheet of paper and on ONE side of the paper only.
5. 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.

6. PRINTOUTS to be marked must be arranged in the EXAMINATION FOLDER in the same order as that of the questions in the examination paper.
7. In SECTION B of the question paper only Courier New 12 pt may be used unless otherwise instructed. 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.
8. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER at each question. NO questions without EXAMINATION NUMBERS will be marked.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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 QUESTIONS 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 SECTION A.

QUESTION 1

Indicate whether the following devices are INPUT or OUTPUT devices. Choose the answer and write only 'Input' or 'Output' next to the question number (1.1–1.5) on the attached ANSWER SHEET.

1.1 Speakers

1.2 Plotter

1.3 Mouse

1.4 Keyboard

1.5 Monitor

(5 × 2) [10]

QUESTION 2

Give a short, clear description of each of the following concepts:

2.1 ROM

2.2 Modem

2.3 Scanner

2.4 Software

2.5 Operating system

(5 × 2) [10]

QUESTION 3

Do the following questions on the computer and make a print screen of each answer. Insert a header with your EXAMINATION NUMBER (left-aligned) and QUESTION NUMBER (right-aligned), make a PRINTOUT and place the PRINTOUT in your EXAMINATION FOLDER.

- 3.1 Create an Excel file, TRAINING, in the PILOTS folder. Display the contents of the PILOTS folder and print it.
- 3.2 Rename the folder, LAWYERS, to MEDICAL SPECIALISTS. Display the contents of the COMPUTER PRACTICE N4 folder and print it.
- 3.3 Delete the file, SYSTEMS, in the IT MANAGERS folder. Display the contents of the IT MANAGERS folder and print it.
- 3.4 Change the attributes of the file, TECH-RELATED, in the IT MANAGERS folder to read-only. Make a print screen of the command and print it.
- 3.5 Create a new folder, GENERAL MANAGER, in the COMPUTER PRACTICE N4 folder. Display the contents of the COMPUTER PRACTICE N4 folder and print it.

(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 and 15 minutes should be spent on SECTION B.

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 1"/2,54 cm.
 4. Text must be left-aligned and in single-line spacing except where indicated otherwise.
 5. Save the document as JOBS.
 6. Print the document and place the PRINTOUT in your EXAMINATION FOLDER.
-

High demand jobs in 2020

‡

Of course, before you can launch yourself into any career, you need to have the appropriate training. That's why we've included a list of the most in-demand degrees that employers are looking for. If you're on the fence about what you should study or what field you should pursue, looking through the list of majors that are in highest demand might help you to decide.

‡

High demand jobs in 2020, divided by sector:

‡

Skilled trades

Technology

Business and administration

Health services

Hospitality

(10)

QUESTION 4B

MARKS: 31

TIME: 27 minutes

1. Retrieve the document, JOBS, 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 2"/5,08 cm.
 4. Centre the page vertically.
 5. Insert the footer, Job opportunities for 2020, in capital letters, 9 pt, bold and centred.
 6. Save the document as JOBS2.
 7. Print the document and place the PRINTOUT in your EXAMINATION FOLDER.
-

QUESTION 4B (CONTINUED)

High demand jobs in 2020 uc, bold, underline, centre

±

Prepare yourself! double underline, italics, right-align

±

Insert today's date

±

Of course, before you can launch yourself into any career, you need to have the appropriate training. ~~That's why we've included a list of the most in-demand degrees that employers are looking for.~~ If you're on the fence about what you should study or what field you should pursue, looking through the list of majors that are in highest demand might help you to decide.

} centre

High demand jobs in 2020, divided by sector:

Skilled trades

±

Technology

±

Business and administration

±

Health services

±

Hospitality

±

Candidate: Sort the paragraphs in alphabetical order. Number the paragraphs: 1.-5.

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

2"/5,08 cm left

5"/12,7 cm right

Trades

Administration

Health services

!John Coetzee
!Linda Jackson
!Andy Molo

Room 210
Conference room
Reception venue

} Arial 10 pt, s/s

(31)
[41]

QUESTION 5

MARKS: 44

TIME: 40 minutes

1. Retrieve the document, TOP CAREERS, and change QUESTION 5 in the header to QUESTION 5B. Insert your EXAMINATION NUMBER right-aligned in the header.
 2. Edit the document as indicated in the text and according to the instructions below.
 3. Change the alignment of page 1 to justify.
 4. Use the hyphenation function for the whole document.
 5. Delete the page number.
 6. Find the word, training, and replace it with TRAINING in capital letters and bold.
 7. Insert a page break as indicated.
 8. Save the document as TOP CAREERS2, print and place the PRINTOUT in your EXAMINATION FOLDER.
-

QUESTION 5 (CONTINUED)

^ Careers SA – Top careers uc, bold, italics, centre

±

^ Which career to choose underline, right-aligned

±

If you are deciding on a career path, it might help you to learn more about your job prospects after you graduate or qualify to work in your chosen field.

Copy to the position as indicated

±

Learning about the earning potential of your prospective profession can motivate you to work hard and sacrifice now.

Indent left and right by 0,79"/2 cm

Candidate: Insert the following table:

Change column widths to fit text. Do not wrap text. Insert a 3 pt outside border for the table.

LIST OF IMPORTANT JOB EXPECTATIONS 16 pt, uc, centre	
EXPECTATIONS	DESCRIPTION uc, bold, centre
Security	Provides steady employment
Advancement	Progress in one's job or career
Co-workers	Competent and congenial

-----insert page break

Candidate:

1. Change the text as indicated to two columns.
2. Paragraph headings must be in bold and double underlined.
3. Number paragraph headings as follows: 1.; 2.; etc. and indent content.

Software engineers

Software engineers manage the design, development and maintenance of software programs. The profession of software engineer is ~~relatively~~ new but its ranking proves that it is one of the country's most important jobs. Earning potential can be as much as R100 000 per month.

Pilots

Individuals must undergo many years of training and earn several licences and certificates to qualify as a pilot. In addition, 1 500 hours' flight experience is one of the requirements for working at a commercial airline. However, once a pilot is established at an airline, they can rake in R60 000 per month.

1,5 lines

Column 1

QUESTION 5 (CONTINUED)

Column 2

IT managers

IT managers are responsible for overseeing tech-related operations in the business. As our world becomes more digital, tech-based roles have increased in stature and value improving the financial rewards for professionals in these fields. A good IT manager can earn up to R50 000 per month.

Medical specialists

Depending on the type of specialisation, most specialists have huge earning potential. This is not surprising considering that it takes a minimum of nine years to train as a general practitioner while specialists must undergo advanced education and clinical training. Medical specialists can earn R50 000 per month.

≠

*Copy paragraph to this position

[44]

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 SECTION C.

QUESTION 6A**MARKS: 6****TIME: 5 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 and dates as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Use portrait orientation. Do not use the Fit-to-one-Page option.
5. Save the spreadsheet as SALARY.
6. Print the spreadsheet without row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

	A	B	C	D
1	SALARY INDICATOR			
2	JOB DESCRIPTION	DATE UPDATED	INTERMEDIATE	SENIOR
3	Warehouse operator	15-Jul-20	12250	18250
4	Dispatch clerk	14-Jun-20	9345	14345
5	Nurse	13-May-20	20886	27886
6	Wages clerk	12-Apr-20	19222	23333
7	Marketing assistant	11-Apr-20	13500	20500

(6)

QUESTION 6B**MARKS: 29****TIME: 26 minutes**

1. Retrieve the spreadsheet, SALARY.
2. Change QUESTION 6A in the footer to QUESTION 6B.
3. Insert a header, SALARY INDICATOR SOUTH AFRICA, in capital letters, bold, italics and centred.
4. Make all the changes as indicated on the spreadsheet and according to the instructions below:
 - 4.1 Change the paper orientation to landscape.
 - 4.2 Insert rows, columns and text as indicated in the spreadsheet.
 - 4.3 Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A $\text{DIFFERENCE} = \text{SENIOR} - \text{INTERMEDIATE}$
 - B $\text{INCREASE} = \text{INTERMEDIATE} \times 10\% + \text{INTERMEDIATE}$ (use absolute cell reference)
 - C $\text{TOTAL} = \text{total of each column}$
 - D $\text{AVERAGE SALARY} = \text{Average of SENIOR salaries}$
 - E $\text{TOP SALARY} = \text{Highest SENIOR salary}$
 - F NUMBER OF JOBS
 - 4.4 Copy the formulae to the other cells as indicated in the spreadsheet.
 - 4.5 Display all values as currency with two decimals.
 - 4.6 Display the NUMBER OF JOBS as integer.
 - 4.7 Insert horizontal and vertical lines using the method with which you are familiar.
 - 4.8 Adjust the column width to fit the spreadsheet on ONE landscape page. Do not use the Fit-to-one-Page option.
5. Save the spreadsheet as SALARY2.
6. Print the spreadsheet without row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 6B (CONTINUED)

	A	B	C	D	E	F	G	H
1	SALARY INDICATOR		bold, italics					
2	open row							
3	AVERAGE SALARIES FOR SELECTED CAREERS		uc, italics, bold					
4	open row							
5	INCREASE PERCENTAGE		10% uc					
6	open row							
7	JOB DESCRIPTION	DATE UPDATED	INTERMEDIATE	SENIOR	DIFFERENCE	INCREASE	} italics, right-align	
8	Warehouse operator	15-Jul-20	12250	18250	A	B		
9	Dispatch clerk	14-Jun-20	9345	14345	↓	↓		
10	Nurse	13-May-20	20886	27886	↓	↓		
11	Wages clerk	12-Apr-20	19222	23333	↓	↓		
12	Marketing assistant	11-Apr-20	13500	20500	↓	↓		
13	A TOTAL		uc, bold					
14	open row							
15	AVERAGE SALARY		uc, bold					
16	TOP SALARY		uc, bold					
17	NUMBER OF JOBS		uc, bold					

(29)

QUESTION 6C

MARKS: 6

TIME: 5 minutes

1. Retrieve the spreadsheet, SALARY2.
2. Change QUESTION 6B in the footer to QUESTION 6C.
3. Display the formulae. Adjust the column width to display the complete formulae. Use landscape orientation, 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 SALARY3.
5. Print the spreadsheet with row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

(6)
[41]

QUESTION 7A**MARKS: 6****TIME: 5 minutes**

1. Create the spreadsheet as indicated below.
2. Insert your EXAMINATION NUMBER left-aligned and QUESTION 7A right-aligned in capital letters as a header.
3. Display figures as indicated in the text below.
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 PAYROLL.
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	F
1	GREENPEACE ENGINEERS					
2	NAME OF	GROSS			TOTAL	NETT
3	EMPLOYEE	SALARY	PAYE	UIF	DEDUCTIONS	SALARY
4	JACKSON JJ	9000				
5	MHLAMBI PJ	10000				
6	VILJOEN P	11000				
7	ISMAIL PP	12000				

(6)

QUESTION 7B**MARKS: 31****TIME: 28 minutes**

1. Retrieve the spreadsheet, PAYROLL.
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 Insert horizontal and vertical lines using the method that you are familiar with.
 - 3.2 Insert the text as indicated in the spreadsheet.
 - 3.3 Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A $\text{PAYE} = \text{GROSS SALARY} \times 15\%$
 - B $\text{UIF} = \text{GROSS SALARY} \times 1\%$
 - C $\text{TOTAL DEDUCTIONS} = \text{PAYE} + \text{UIF}$
 - D $\text{NETT SALARY} = \text{GROSS SALARY} - \text{TOTAL DEDUCTIONS}$
 - E TOTAL
 - F Determine the AVERAGE GROSS SALARY
 - G Determine the HIGHEST PAYE
 - H Determine the LOWEST NETT SALARY
 - I Determine the NUMBER OF EMPLOYEES
4. Copy the formulae to the other cells as indicated in the spreadsheet.
5. Display all values as currency with 2 decimals.
6. Display NUMBER OF EMPLOYEES as integer.
7. Adjust column widths to fit the spreadsheet on one landscape page.
8. Save the spreadsheet as PAYROLL2.
9. Print the spreadsheet without row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

QUESTION 7B (CONTINUED)

	A	B	C	D	E	F	G	H	I	
1	GREENPEACE ENGINEERS	Courier New 16 pt, bold				merge and centre across width of spreadsheet				
2	open row									
3	A PAYROLL SCHEDULE FOR NOVEMBER 2020	uc, italics								
4	open row									
5	NAME OF EMPLOYEE	GROSS SALARY	PAYE	UIF	TOTAL DEDUCTIONS	NETT SALARY	centre, bold			
6	JACKSON JJ	9000	A	B	C	D				
7	MHLAMBI PJ	10000	↓	↓	↓	↓				
8	VILJOEN P	11000	↓	↓	↓	↓				
9	ISMAIL PP	12000	↓	↓	↓	↓				
10	A TOTAL uc, bold	E	→	→	→	→				
11	open row									
12	AVERAGE GROSS SALARY	insert, uc				F				
13	HIGHEST PAYE					G				
14	LOWEST NETT SALARY					H				
15	NUMBER OF EMPLOYEES					I				

QUESTION 7C

MARKS: 7

TIME: 6 minutes

1. Retrieve the spreadsheet, PAYROLL2.
2. Create a column graph to display the gross salary and nett salary of all employees.
3. Insert the following chart titles:

SALARIES OF EMPLOYEES
EXAMINATION NUMBER
QUESTION 7C
4. Display data labels outside end of the columns.
5. Display the legend at the bottom of the graph. The legend must display the correct information.
6. Save the graph as PAYROLL3.
7. Print the graph as a new sheet in landscape orientation and place the PRINTOUT in your EXAMINATION FOLDER.

(7)
[44]

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 _____

(5 × 2) **[10]**

QUESTION 2

2.1 _____

2.2 _____

2.3 _____

2.4 _____

2.5 _____

(5 × 2) **[10]**