

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

BUSINESS GUIDE

N220(E)(J19)H

JUNE EXAMINATION

NATIONAL CERTIFICATE

COMPUTER PRACTICE N5

(6030165)

19 June (X-Paper)
09:00 – 12:00

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

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMPUTER PRACTICE N5
TIME: 3 HOURS
MARKS: 200

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INSTRUCTIONS AND INFORMATION

1. The question paper comprises of four sections, namely:

   Section A: Theory/Operating System (30 marks)
   Section B: Word Processing/Text Manipulation (70 marks)
   Section C: Spreadsheet (70 marks)
   Section D: Database (30 marks)

   Section A:
   Answer **Questions 1 and 2** on the attached ANSWER SHEET.
   Question 3 is the printouts of commands. Place the completed answer sheet and printouts in the correct sequence in the folder.
   Approximate time allowance: 30 minutes

   Section B
   Do Section B on the computer with the aid of a **word processing** program.
   Number printouts correctly and print both the question number and your examination number on each printout as indicated at each question.
   Examination numbers in writing are NOT acceptable.
   Place the printouts in the correct sequence in the folder.
   Approximate time allowance: 1 hour

   Section C
   Do Section C on the computer with the aid of a **spreadsheet** program.
   Number printouts correctly and print both the question number and your examination number on each printout as indicated at each question.
   Examination numbers in writing are NOT acceptable.
   Place the printouts in the correct sequence in the folder.
   Approximate time allowance: 1 hour

   Section D
   Do Section D on the computer with the aid of a **database** program.
   Number printouts correctly and print both the question number and your examination number on each printout as indicated at each question.
   Examination numbers in writing are NOT acceptable.
   Place the printouts in the correct sequence in the folder.
   Approximate time allowance: 30 minutes

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2. The time allocated for the question paper is 3 hours. You must print your answers **DURING** the three hours allowed for keying in your question paper.

3. SAVE YOUR WORK AT REGULAR INTERVALS to prevent loss of keyed in data during a power failure. Only the duration of the power failure will be allowed additionally. NO EXTRA TIME WILL BE ALLOWED FOR LOSS OF WORK.

4. In the event of a computer or printer defect, the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

5. If there is a problem with certain printers, e.g. does not print ê, send a report with your centre's printouts.

6. Candidate may have in their possession a dictionary and a list of ASCII codes. Spell check must be used. NO NOTES OR ANY NON-PERMISSIBLE MATERIALS MAY BE HIDDEN IN OR TRANSCRIBED INTO THESE ARTICLES.

7 Print each answer on a **SEPARATE SHEET OF A4 PAPER.**
Use **ONE SIDE** of the paper only.

8. At the conclusion of the examination session, put ALL printouts which you wish TO BE MARKED in the examination folder.
Hand ALL OTHER PRINTOUTS, together with the examination folder, to the invigilator.
DO NOT remove any printouts whatsoever from the examination room.
DO NOT put any printouts whatsoever 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.

9. Arrange printouts to be marked in the same order as that of the questions in the examination paper.
Only one printout per question or subsection of a question may be handed in.

10. 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 2.54 cm/1" should be used, unless otherwise instructed.

11. Please note that no question paper may be taken out of the examination room until at least 1 hour after the commencement of the last session. All papers must consequently be handed in. These may be returned to candidates on completion of the examination.

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

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13. At the end of the examination session each candidate must hand in the printouts of the answers 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(s) 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. They will keep it safe for at least six months in case enquiries should be made by the examiner/moderator and subject specialists of education.)

14. Key in the **QUESTION NUMBER** and your **EXAMINATION NUMBER** on each question. **NO QUESTION WITHOUT EXAMINATION NUMBERS WILL BE MARKED.**

15. NO candidate may print his/her work for another candidate, make his/her floppy 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 very serious light.**

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SECTION A

QUESTION 1

Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.1 - 1.5) on the attached answer sheet.

1.1 The extension name (.bmp/.jpeg) represents a bitmap image file. (1)

1.2 A (port/hacker) is a socket at the rear of a personal computer that allows the connection of peripherals. (1)

1.3 A/An (impact/laser) printer produces characters by means of a mechanism that strikes the paper physically. (1)

1.4 Excel is an example of an (utility/application) program. (1)

1.5 The (right/left) mouse button is used to activate application programs and to select menus, commands, text, graphics and objects. (1)
[5]

QUESTION 2

Choose a term/concept from COLUMN B that matches a description in COLUMN A. Write only the letter (A – J) next to the question number (2.1 – 2.5) on the attached answer sheet.

COLUMN A		COLUMN B	
2.1	A device that consists of a set of integrated components that processes data according to instructions	A	RAM
		B	Absolute cell address
2.2	A program that is used to manipulate numbers and do mathematical calculations	C	WAN
		D	Peripherals
2.3	Permanent memory of the computer	E	Database
2.4	Attachments to a computer	F	Computer
2.5	Cell address in a spreadsheet that will not change if it is copied	G	ROM
		H	Modem
		I	Absolute Excel address
		J	Spreadsheet

(5 x 1) (5)
[5]

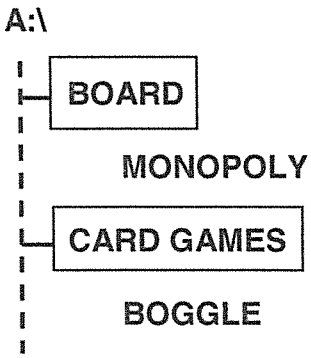
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QUESTION 3

Question 3 is the file structure created and saved by your lecturer on your diskette/hard drive.

Do the questions below practically on the computer.
Insert your examination number (left) and the question number (right aligned) as a header.
Make a printout and put the printout in your examination folder.

Only ONE printout per question.



3.1	3.1.1	Move the file BOGGLE from the CARD GAMES folder to the BOARD folder.	(1)
	3.1.2	Make a copy of the file BOGGLE in the BOARD folder.	(1)
	3.1.3	Delete the file MONOPOLY from the BOARD folder.	(1)
	3.1.4	Create a subfolder CLUEDO in the BOARD folder.	(1)
	3.1.5	Rename the folder BOARD to BOARD GAMES.	(1)
	3.1.6	Display the contents of the BOARD GAMES folder.	(1)
		Make a print screen of these commands.	
3.2	3.2.1	Create a spreadsheet file SOLITAIRE in the CARD GAMES folder.	(1)
	3.2.2	Create a text file RUMMY in the CARD GAMES folder.	(1)
	3.2.3	Move the subfolder CLUEDO from the BOARD GAMES folder to the CARD GAMES folder.	(1)
	3.2.4	Copy the file "Copy of BOGGLE" from the BOARD GAMES folder to the CARD GAMES folder.	(1)
	3.2.5	Rename the file "Copy of BOGGLE" to BRIDGE.	(1)
	3.2.6	Display the contents of the CARD GAMES folder.	(2)
		Make a print screen of these commands.	

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3.3	3.3.1	Create a folder DOMINOES.	(1)
	3.3.2	Copy the BOARD GAMES folder to form a subfolder of the DOMINOES folder.	(1)
	3.3.3	Copy the CARD GAMES folder to form a subfolder of the DOMINOES folder.	(1)
	3.3.4	Sort the contents of the DOMINOES folder in descending order.	(1)
	3.3.5	Display the contents of the DOMINOES folder.	(1)
		Make a print screen of these commands.	
3.4		Display the RAM size of your computer and the version of the Windows.	(2)
		Make a print screen of these commands.	
			[20]
		TOTAL SECTION A:	**30**

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SECTION B

QUESTION 4

This document has already been keyed in on your diskette/hard drive as QUESTION 4A.

4.1 Retrieve the document saved as QUESTION 4A.

4.2 Change the header to QUESTION 4B (right aligned) and insert your examination number (left).

4.3 Edit the document according to the instructions below and as indicated in the text on the following pages.

4.4 Make use of the hyphenation function to make the right-hand margin as equal as possible.

4.5 Change the left-hand margin of the FIRST page of the document to 3.75 cm/1.5".

4.6 Centre only the FIRST page vertically.

4.7 Find the word *Ancient* and replace it with ANCIENT in capital letters, italics and double underline.

4.8 Find the word *Toys* and replace only the first 3 occurrences of the word in the first paragraph with DOLLS in capital letters, bold and italics.

4.9 Insert page breaks as indicated in the text.

4.10 Number pages at the bottom, centre, and start the page numbering with 10.

4.11 Insert a footnote in bold where indicated in the text on the following page. The text for the footnote is as follows:

Reggies

4.12 Save the document as QUESTION 4B.

4.13 Make a printout of the document.
Make sure the document is printed in font type and size Courier New 12 pt.
Place the printout in your examination folder. (38)

[38]

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del

~~SOFT~~ TOY spaced caps, underline

Playing with toys is an enjoyable means of training the young for life in society. Different materials are used to make toys enjoyable to both young and old. Many items are designed to serve as toys, but goods produced for other purposes can also be used. For instance, a small child may pick up a household item and "fly" it through the air as to pretend that it is an airplane.

The earliest toys were made from materials found in nature, such as rocks, sticks and clay. Thousands of years ago, Egyptian children played with dolls that had wigs and movable limbs which were made from stone, pottery and wood. In Ancient Greece and Ancient Rome, children played with dolls made of wax or terracotta, sticks, bows and arrows. Toys were often made by the parents and family of the children.

Number the lines of these paragraphs
Restart each section

Some new toys and types of toys are created by accidental innovation. For example, after trying to create a replacement for synthetic rubber, Earl Warrick invented "nutty putty" during World War II. Later, Peter Hodgson recognised the potential as a childhood plaything and packaged it as Silly Putty.

d/s

page break

As technology changed and civilisation progressed, toys also changed. Modern toys are often made from plastic, cloth and synthetic materials, often powered by batteries and are mass-produced and sold in stores.

Toy companies change and adapt their toys to meet the changing demands of children, thereby gaining a larger share of the substantial market. In recent years many toys have become more complicated with flashing lights and sounds in an effort to appeal to children raised around television and the internet.

Place the paragraphs in TWO parallel columns
Justification Full

page break

CHILD DEVELOPMENT Centre, bold, underline

Toys, like play, serve multiple purposes in both humans and animals. They provide entertainment while fulfilling an educational role:

Number the paragraphs as indicated with 2 letter spaces after the number. Arrange paragraphs in correct order.

(a) Throwing and catching balls and frisbees allow children to exercise and to build strong bones and muscles. Jumping rope and playing with foot bags improve their balance.

(c) Playing with toys helps the child with recognising shapes and colours.

Insert footnote here. Use 1 as footnote number

(b) One of the simplest toys like a set of wooden blocks, help children to develop hand-eye coordination, mathematical and science skills and it also enhance their creativity levels.

(d) Clay sculpting toys such as play-doh and Silly Putty have a positive impact on the physical, cognitive, emotional and social development of the child.

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TOYS AND ADULTS **superscript**

Adults also need toys to strengthen social bonds and to exercise their minds and bodies.

One is never too old to play! **16 pt, centre**

POPULAR GAMES CHILDREN PLAY

Insert the text below by making use of the tab stops as indicated

Set a centre tab stop at 6.25 cm/2.5" from the margin

Set a right tab stop at 14.25 cm/5.7" from the margin

BOARD GAMES	CARD GAMES
Boggle	Bridge
Risk	Rummy
Scrabble	Solitaire
30 Seconds	I Doubt It

Move text

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QUESTION 5

You are the personal assistant of a toy company and you need to send the following letters to your clients.

QUESTION 5A

1. Make use of the mail merge function to create a data file using the names and information in the table below.

	LETTER 1	LETTER 2	LETTER 3
COMPANY	Tinkerbell	Lego toys	Barbie & Ken
TOWN	Durban	Cape Town	Bloemfontein
GAME 1	Risk	Scrabble	Chess
GAME 2	Insert your examination number here	Boggle	Question 5A
DATE	9 March	10 March	11 March
DISCOUNT	12%	14%	16%

2. Save the document as QUESTION 5A and make a printout. Use Landscape orientation. Place the printout in your examination folder. (7)

QUESTION 5B

1. Use the mail merge function to prepare the letters for the companies (primary document). Use Courier New 12 pt.

2. Insert your examination number (left) and QUESTION 5B (right aligned) as a header.

3. Insert fields where indicated in brackets, eg [COMPANY].

4. Change the field names to Arial 14 pt.

5. Save the document as QUESTION 5B and make a printout. Use Portrait orientation. Place the printout in your examination folder. (21)

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Insert a text box with the following information:

GAMES FOR KIDS **bold, centre**

PO Box 5517
BOLATA **upper case**
9869

Just: right
Tel: 089 713 2713
Fax: (021) 777 3333

Insert today's date (make use of the date function)

ATTENTION: Manager – [COMPANY]

Dear Sir/Madam

We want to inform you that the following stock is now available at our warehouse in [TOWN].

BOARD GAMES **underline, centre**

Block against the left-hand margin
Cluedo
Snakes and ladders
[GAME 1]

10 cm/4" from the margin
Monopoly
Ludo
[GAME 2]

If you order before [DATE], you will receive a [DISCOUNT] discount.

Yours sincerely

M MOTOAI
SALES MANAGER

QUESTION 5C

1. Merge the documents QUESTION 5A and QUESTION 5B into a new document.
2. Change the header on all the pages of the new document to QUESTION 5C.
3. Print the merged letters. Use Portrait orientation.
4. Save the merged letters as QUESTION 5C. Place the printouts in your examination folder. (4)

[32]

TOTAL SECTION B: 70

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SECTION C

QUESTION 6

You are the Accountant at Malalane Trains and Toys Company and you need to prepare the salary advice for Mr. P. Prentis.

QUESTION 6A

1. Create the spreadsheet on the following page.
2. Insert the following page header:

   EXAMINATION NUMBER (left) and QUESTION 6A (right aligned).
3. Do **not** insert the row and column headings (borders). It is only inserted to indicate the correct cells that must be used. You will be penalised for using the incorrect cells.
4. Change the left- and right-hand margins of the spreadsheet to 0.8 cm/0.3".
5. Insert horizontal and vertical lines with the method you are familiar with.
6. Insert a footer left of the spreadsheet in capital letters and bold. The text for the footer is as follows:

   Sick leave: 12 days
7. Make use of the date function (YYYY/MM/DD) and insert the Appointment date, Pay date and Date of birth as indicated in the text on the following page.
8. Display the Identity number as a number with zero decimals.
9. Display EARNINGS and DEDUCTIONS as currency with two decimals.
10. Display Medical aid as a percentage with 1 decimal.
11. Display Provident fund and UIF as a percentage with zero decimal.
12. Adjust the column widths to fit the spreadsheet on one A4 page (portrait).
13. Save the spreadsheet as QUESTION 6A.
14. Print the spreadsheet and place the printout in your examination folder. (21)

[21]

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SALARY ADVICE OF MR P PRENTIS

Insert open row

Identity number: 6507090064081
Job title: Clerk
Appointment date: 2001/01/01
Pay date: 2014/05/26
Date of birth: 1965/07/09

Insert open row

EARNINGS		DEDUCTIONS	
			R 4
Basic salary	R 26 470.00	PAYE	764.52
Overtime	R 144.00	Provident fund	
Housing Allowance	R 800.00	UIF	
		Medical aid	
TOTAL EARNINGS		TOTAL DEDUCTIONS	
		NET SALARY	

Insert open row

HIGHEST DEDUCTION:
AVERAGE DEDUCTION:
UIF PER *ANNUM*:

Insert open row

CONTRIBUTION	
Medical aid	6.5%
Provident fund	7%
UIF	1%

Insert open row

GENERAL } **underline**
YEARS IN SERVICE:
AGE:

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QUESTION 6B

1. Retrieve QUESTION 6A and change the question number in the header to QUESTION 6B.

2. Move the footer to the centre of the page.

3. Make all the other changes as indicated below and on the spreadsheet on the following page.

4. Insert formulae where letters of the alphabet appear to do the following calculations on the spreadsheet on the following page:

   A TOTAL EARNINGS = Calculate the sum of the EARNINGS.

   B PROVIDENT FUND = BASIC SALARY multiply by % of Provident fund contribution.

   C UIF = BASIC SALARY multiply by % of UIF contribution.

   D MEDICAL AID = BASIC SALARY multiply by % of Medical aid contribution.

   E TOTAL DEDUCTIONS = Calculate the sum of the DEDUCTIONS.

   F NET SALARY = TOTAL EARNINGS minus TOTAL DEDUCTIONS.

   G Determine the HIGHEST DEDUCTION.

   H Determine the AVERAGE DEDUCTION.

   I UIF PER *ANNUM* = UIF multiply by 12.

   J YEARS IN SERVICE = (PAY DATE minus APPOINTMENT DATE) divided by 365.

5. Display TOTAL EARNINGS, Provident fund, UIF, Medical aid, TOTAL DEDUCTIONS, NET SALARY, HIGHEST DEDUCTION, AVERAGE DEDUCTION and UIF PER *ANNUM* as currency with two decimals.

6. Display YEARS IN SERVICE as an integer.

7. Adjust the column widths to fit the spreadsheet on one A4 portrait page.

8. Save the spreadsheet as QUESTION 6B.

9. Print the spreadsheet and place the printout in your examination folder. (22)

[22]

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MALALANE TRAINS AND TOYS COMPANY

insert the heading in upper case and italics

Insert open row

SALARY ADVICE OF MR P PRENTIS

Identity number:	6507090064081
Job title:	Clerk
Appointment date:	2001/01/01
Pay date:	2014/05/26
Date of birth:	1965/07/09

bold this column

EARNINGS		DEDUCTIONS	
Basic salary	R 26 470.00	PAYE	R 4 764.52
Overtime	R 144.00	Provident fund	**B**
Housing Allowance	R 800.00	UIF	**C**
		Medical aid	**D**
TOTAL EARNINGS	**A**	TOTAL DEDUCTIONS	**E**
		NET SALARY	**F**

HIGHEST DEDUCTION: **G**
AVERAGE DEDUCTION: **H**
UIF PER *ANNUM*: **I**

insert calculations in column B

CONTRIBUTION	
Medical aid	6.5%
Provident fund	7%
UIF	1%

GENERAL

YEARS IN SERVICE: **J**
AGE:

delete text

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QUESTION 6C

1. Retrieve the spreadsheet saved as QUESTION 6B and change the question number in the header to QUESTION 6C.

2. Hide column C.

3. Display the formulae.

4. Adjust the column widths so that ALL the formulae are legible. Use Portrait orientation. Do NOT use the 'fit to page' function.

5. Save the spreadsheet as QUESTION 6C.

6. Print the spreadsheet WITH row and column headings (borders) and place the printout in your examination folder. (15)
[15]

QUESTION 6D

1. Retrieve the spreadsheet saved as QUESTION 6B.

2. Insert the following page header:

   EXAMINATION NUMBER (left) and QUESTION 6D (right aligned).

3. Create a pie graph showing the different kinds of DEDUCTIONS.

4. Insert the following chart titles:

   DEDUCTIONS FOR MR P PRENTIS
   FOR THE MONTH OF MAY } Italics

5. Explode the Provident fund sector.

6. Display only the Category name of the Provident fund sector.

7. Display the legend at the bottom of the graph.

8. Save the spreadsheet as QUESTION 6D.

9. Print the graph on a new sheet and use landscape orientation. Place the printout in your examination folder. (12)
[12]

TOTAL SECTION C: 70

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SECTION D

QUESTION 7

You are requested to prepare a database collected from a survey regarding the number of times that children played board games during the December 2012 school holidays.

7.1 Create a database using the file name GAMES.

7.1.1 Create the following structure:

FIELD	TYPE/SIZE
CHILD	Maximum of 10 characters
GENDER	Maximum of 1 character
AGE	2 Figures
SCRABBLE	2 Figures
MONOPOLY	2 Figures
Key in your examination number as a field	Maximum of 13 characters

7.1.2 Save the document and make a printout of the structure (use portrait orientation). Do not display any properties. (6)

7.2 7.2.1 Create the following records:

CHILD	GENDER	AGE	SCRABBLE	MONOPOLY	EXAMINATION NUMBER
ANITA	F	10	5	4	
JOEY	F	9	3	3	RECORD 1
JAMES	M	12	5	4	
REFILWE	F	11	4	4	
KAGISO	F	14	2	3	
KATLEGO	M	13	3	3	
SARAH	F	16	2	2	
NEPO	M	15	3	1	

7.2.2 Save the document and make a printout of the records. Use landscape orientation. (7)

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7.3 7.3.1 Add the following field (between the SCRABBLE and MONOPOLY fields) and records to the database:

30 SECONDS
4
4
4
4
4
4
4
4

7.3.2 Delete the records of JOEY.

7.3.3 Sort the records according to the age of the children in descending order.

7.3.4 Save the document and make a printout of the records. Use landscape orientation. (7)

7.4 Sort the contents of the database in alphabetical order according to the NAME OF CHILD.

7.5 Create a report to include the following information:

7.5.1 The report must have the following column headings:

NAME OF CHILD AGE SCRABBLE 30 SECONDS MONOPOLY

7.5.2 Display the records of the children who played all three board games more than two times during the December 2012 school holidays.

7.5.3 Key in the word AVERAGE at the end of the report below the NAME OF CHILD column.

7.5.4 Determine the AVERAGE AGE of all the children and display the answer below the AGE column as an integer.

7.5.5 Insert your EXAMINATION NUMBER (left) in the heading of the report.

7.5.6 Print the report. Use portrait orientation and place the printout in your examination folder. (10)
[30]

TOTAL SECTION D: 30
GRAND TOTAL: 200

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ANSWER SHEET
SECTION A

COMPUTER PRACTICE N5
JUNE 2014

EXAMINATION NUMBER:

1.

1.1 _____

1.2 _____

1.3 _____

1.4 _____

1.5 _____

2.

2.1 _____

2.2 _____

2.3 _____

2.4 _____

2.5 _____

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