higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN230**(E)**(N9)H

NATIONAL CERTIFICATE

COMPUTER PRACTICE N6

(6030196)

9 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 SESSION.

This question paper consists of 34 pages and ONE answer sheet of 4 pages.

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMPUTER PRACTICE N6
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS TO INVIGILATORS AND CANDIDATES

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTION PAPER. ASK THE INVIGILATOR TO EXPLAIN IF THERE IS SOMETHING THAT YOU DO NOT UNDERSTAND.

1. The question paper comprises the following THREE sections:

   SECTION A: Theory (50 marks)
   SECTION B: Word processing (150 marks)
   SECTION C: Spreadsheet (150 marks)
   SECTION A is COMPULSORY.

   Candidates must answer either SECTION B or SECTION C.

   SECTION A must be answered on the ANSWER SHEET.

   SECTION B is done on the computer with the aid of a word processing program.

   SECTION C is done on the computer with the aid of a spreadsheet program.

   ALL the PRINTOUTS must be numbered correctly and both the QUESTION NUMBER and EXAMINATION NUMBER (COMPUTER NUMBER) must be printed as instructed. EXAMINATION NUMBERS in writing are NOT acceptable.

2. The time allocated for the question paper is THREE hours. NO additional time will be allowed for the printing of answers after the completion of the examination.

3. In the event of a power failure or a computer or printer breakdown, the invigilator must make the necessary arrangements for the candidates to continue and the actual time lost must be added.

4. If there is a problem with the printer, e.g. it does not print ê, a report regarding this must accompany the answer sheets of the centre.

5. ASCII codes may be used as well as a spelling checker.

Copyright reserved

6. Each answer must be printed on a separate sheet of paper and on ONE side of the paper only. ALL PRINTOUTS must be placed in the EXAMINATION FOLDER.

7. PRINTOUTS must be printed on A4 paper unless a specific paper size is required.

8. Only ONE PRINTOUT per question or subsection of a question may be handed in for marking. If more than ONE is handed in, only the top one will be marked.

9. At the conclusion of the examination session ALL PRINTOUTS to be marked must be placed in the correct sequence in the EXAMINATION FOLDER and handed to the invigilator.

10. PRINTOUTS NOT submitted for marking must be collected at the end of the 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 in wastepaper bins.

11. In SECTIONS B and C only a 12 pt font size may be used, unless a specific size is required, or in the case of a spreadsheet when a smaller font size is required to fit the answer on ONE page. In SECTION B margins of 2.54 cm/1" should be used unless otherwise instructed.

12. Candidates must remember that 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 may be allowed for such loss of work. It is the candidates' responsibility to protect their answers against deletion.

13. In order to print the original as well as the edited answers candidates are reminded to save the work after each separate question before it is printed.

14. At the end of the examination session each candidate must hand in the PRINTOUTS of the answers as well as a disk with the saved answers (properly marked with the candidate's EXAMINATION NUMBER). If the candidate's work is saved on a hard drive/network, the invigilator must copy the work to a compact disk/memory stick and the answers must immediately be deleted from the hard drive/network. These memory sticks/compact disks 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 specialists of education. The disks must NOT be included for marking.

15. 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. These may be returned to candidates on completion of the examination.

Copyright reserved

16. 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.

17. NO candidate may print his/her work for another candidate, make his/her disk/memory stick 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.

WAIT FOR THE INSTRUCTION FROM THE INVIGILATOR BEFORE YOU TURN THE PAGE.

Copyright reserved

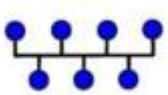
SECTION A: THEORY (COMPULSORY) **MARKS: 50**

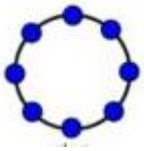
SECTION A must be answered on the ANSWER SHEETS. Remember to write your EXAMINATION NUMBER in the space provided for it and to place the ANSWER SHEETS in your EXAMINATION FOLDER.

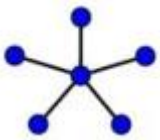
QUESTION 1: INFORMATION SYSTEMS

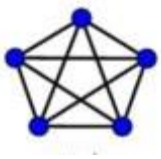
1.1 Name the FIVE basic elements of an information system. (5)

1.2 Identify the network topologies represented by each of the diagrams below. Write the answer next to the question number (1.2.1–1.2.4) on the ANSWER SHEET.

1.2.1 

1.2.2 

1.2.3 

1.2.4 

(4 × 1) (4)

1.3 Physical control involves ALL controls to provide security against the damaging of hardware, software and data.

Name FOUR precautions that can be taken to provide physical security to computers. (4)

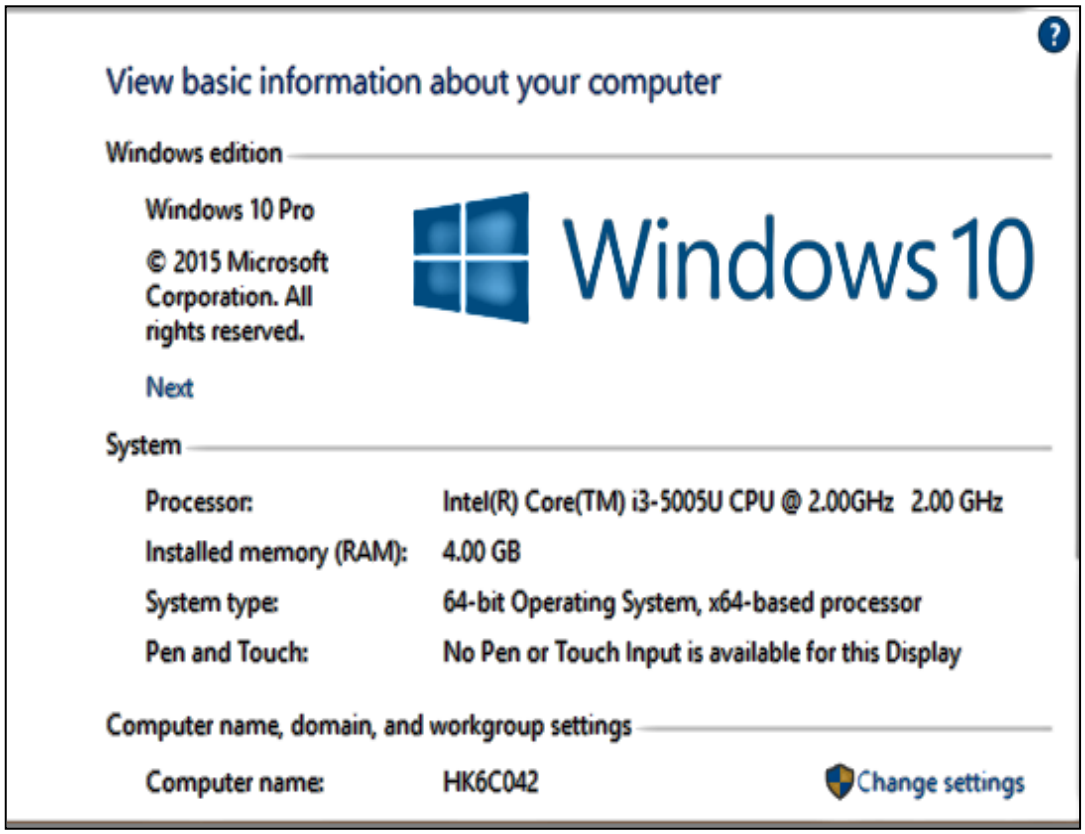
[13]

Copyright reserved

QUESTION 2: OPERATING SYSTEMS – WINDOWS 7

2.1 Name the THREE formatting processes to be undertaken before any data can be written to a new hard disk and briefly explain each process. (6)

2.2 Study the diagram of the system properties of a computer below and answer the questions.



2.2.1 What is the name of the system software used? (1)

2.2.2 What is the name of the central processing unit that is used? (1)

2.2.3 What is the clock speed? (1)

2.2.4 Define *clock speed*. (1)

2.2.5 What is the capacity of the random access memory? (1)

2.2.6 Give TWO reasons why the size of the random access memory is important for the performance of a computer. (2)
[13]

QUESTION 3: VIRUSES

3.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (3.1.1–3.1.10) on the ANSWER SHEETS.

3.1.1 Virus programs can infect advanced cellular telephones (smartphones).

3.1.2 A boot sector virus copies itself into that sector of a disk and spreads whenever a system is boot loaded from an infected disk.

3.1.3 A trojan horse is any malicious computer program which misleads users regarding its true intent.

3.1.4 To back up your work will prevent viruses from attacking the system.

3.1.5 Antivirus software can detect all viruses immediately.

3.1.6 The dormancy period refers to the period when a virus is activated.

3.1.7 A worm is a destructive program that propagates itself over a network, reproducing itself as it continues until the host computer runs out of memory or disk space.

3.1.8 A computer hoax is a message warning the recipient of a computer virus and action has to be taken immediately to delete the virus.

3.1.9 Pirated software can activate a virus on a computer.

3.1.10 Malware is software which is specifically designed to disrupt, damage, or gain authorised access to a computer system.

(10 × 1) (10)

3.2 Name FOUR symptoms that might indicate the presence of a computer virus. (4)

[14]

QUESTION 4: TROUBLESHOOTING

Choose a cause from COLUMN B that matches the fault message in COLUMN A. Write only the letter (A–G) next to the question number (4.1–4.5) and then also the solution to it in the space next to each cause on the attached ANSWER SHEETS.

COLUMN A – FAULT MESSAGE		COLUMN B – CAUSE	
4.1	Do you want to revert to the saved filename? Yes/No	A	bad sectors on the disk
4.2	Data error reading drive E:\	B	cable not securely connected
4.3	Non-system disk or disk error	C	file already open
4.4	File not found	D	computer booted with data disk in drive E:\
4.5	This program is not responding	E	specified file cannot be found
		F	too many programs running simultaneously
		G	no diskette in drive E:\

(5 + 5) **[10]**

TOTAL SECTION A: 50

CANDIDATES MUST ANSWER ONLY SECTION B OR SECTION C.

SECTION B: WORD PROCESSING

INSTRUCTIONS

1. Read the instructions carefully.

2. Use a 12 pt font size, for example Courier New 12 pt, except when receiving other instructions.

3. The following information must appear on each page as a header:

   Align EXAMINATION NUMBER and COMPUTER NUMBER against left-hand margin

   Align QUESTION NUMBER against right-hand margin

   EXAMINATION NUMBER (COMPUTER NUMBER) QUESTION NUMBER

4. Use the date function to insert all dates.

5. Put ALL PRINTOUTS in the correct order in your EXAMINATION FOLDER. Only ONE PRINTOUT per question may be handed in.

Copyright reserved

QUESTION 5A

Use any application to prepare the following data document. Use a font size that is readable, for example Arial 10 pt or Calibri 11 pt.

NAME	EXAM NO (COMP NO)	QUESTION 5A	Sisanda Maseti	Talitha Kotze
ADDRESS	23 Park Lane	33 Bowler Street	43 Sesame Street	53 Main Street
CITY	Nyanga	Elsiesrivier	Cross Roads	Caledon
COMMENCE	1 July 2019	1 August 2019	1 September 2019	1 October 2019
BRANCH	CAPE TOWN	BELLVILLE	KUILSRIVIER	HERMANUS
DIVISION	Administration	Catering	Human Resources	Finance
SALARY	R3 500	R4 000	R3 500	R4 000
FROM	08:00	06:30	08:30	08:00
TO	16:00	14:30	16:30	16:00
LEAVE	15	20	25	15

1. Key in your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated in the table.

2. Make sure that ALL the information in the table is visible and appears in ONE row. Do NOT wrap the text.

3. Adjust the margins if necessary to fit the document on ONE page.

4. Save the document as Q5A CONTRACT.

5. Print on ONE A4 page in landscape orientation and place the PRINTOUT in your EXAMINATION FOLDER.

(10)

Copyright reserved

QUESTION 5B

1. Create a contract between the employer and the new interns as shown on the next page by using the mail merge function.

2. Change the font to Arial Narrow 12 pt for the whole document.

3. Margins must be 1.27 cm/0.5" unless instructed otherwise.

4. Insert your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated in the instructions.

5. Key in the text as indicated on the following pages and edit according to the proofreading signs and instructions.

   Use the mail merge function to insert field names where indicated with [ ]. Do NOT key in the brackets. Underline the fields.

6. Insert a table, fit to contents, where indicated. Use borders, justification and formatting exactly as indicated in the table.

   6.1 Centre the table horizontally.

   6.2 Apply 15% shading to the last row of the table.

   6.3 Sort the THREE allowances in the table in descending order.

   6.4 Use the table formulae and calculate the answer where the ? appears. Display the answer as currency with TWO decimals.

7. Insert a footnote in italics after the word CONTRACT in the heading as indicated. Use 1 as footnote number.

   Footnote text: Any changes to this agreement will only be valid if they are in writing and have been agreed to and signed by both parties.

8. Insert a triple page border.

9. Save the document as Q5B CONTRACT.

10. Print on ONE page in portrait orientation and place the PRINTOUT in your EXAMINATION FOLDER.

Copyright reserved

Insert footnote

CONTRACT OF EMPLOYMENT: INTERNSHIP ‡

Bold, 16 pt

Entered into between: ‡

HR SOLUTIONS
(hereafter referred to as "the employer") ‡

Address of employer: Rembrandt Square, Cape Town ‡

and ‡

[NAME]
[ADDRESS]
[CITY]
(hereafter referred to as "the employee") ‡

Centre

Commencement: This contract will begin on [COMMENCE] and continue for 18 months. ‡

Candidate: Bold all headings that are dotted underline

Place of work: [BRANCH] ‡

Job description: INTERN: [DIVISION] ‡

Termination of employment: Either party can terminate this agreement by four weeks' written notice. ‡

Salary: The employee's salary shall be paid in cash on the last working day of every month and shall be: [SALARY]. ‡

The employee shall be entitled to the following allowances in kind: ‡

A weekly/monthly transport allowance of:	200.00
Meals per week/month to the value of:	300.00
Accommodation per week/month to the value of:	650.00
The total value of the above allowances shall be:	?

Insert table, fit to contents
Centre the table
Sort allowances in descending order
Last row: 15% shading
Use alignment as indicated

‡

The employer shall review the employee's salary after a period of 6 months. ‡

Hours of work: Normal working hours will be from [FROM] to [TO] on Mondays to Fridays. ‡

Annual leave: The employee is entitled to [LEAVE] days' paid leave after 12 months of continuous service. ‡

General: Any changes to this agreement will only be valid if they are in writing and have been agreed to and signed by both parties. ‡

Copyright reserved

Thus agreed and signed on this …… day of …….. 20…..
‡
‡ *Tabular stop on 8 cm / 3.15"*

_____ _____
HR SOLUTIONS [NAME]

(40)

QUESTION 5C

1. Retrieve Q5B CONTRACT. Change the question number in the header to QUESTION 5C.

2. Complete the merge function to create the documents to be sent to the different interns.

3. Ensure that the footnote number stays the same on ALL pages and that the fields are still underlined.

4. Save the merged documents as Q5C CONTRACT.

5. Print and place the PRINTOUTS in your EXAMINATION FOLDER.

(6)

QUESTION 5D

1. Use the mail merge function to create 20 labels (4 columns × 5 rows). (Label vendor: Avery A4/A5: Product number J5101.)

2. Use landscape orientation.

3. Use Century Gothic 12 pt for the whole document.

4. Display single borders of all 20 labels.

5. Key in HR SOLUTIONS in bold and centred on all the labels.

6. Retrieve the picture HR LOGO and change the size to 2.03 cm/0.8" x 1.22 cm/0.48". Copy the picture to the bottom right corner of the label as indicated. Use text wrap to ensure that the picture and text fit on the label. The picture must appear on ALL the labels.

Copyright reserved

7. Use the data in QUESTION 6A to complete the labels. The following fields must appear on the labels, left-aligned:

HR SOLUTIONS

«NAME»
«BRANCH»
«DIVISION»

8. Complete the merge and edit the new label document as follows:

   Insert your EXAMINATION NUMBER (on the second last label) and QUESTION NUMBER (on the last label) of the bottom row. Do NOT insert your EXAMINATION NUMBER and QUESTION NUMBER as a header.

9. Ensure that the picture position stays the same on ALL labels.

10. Save the labels as Q5D LABELS.

11. Print the labels on ONE A4 page in landscape orientation and place the PRINTOUT in your EXAMINATION FOLDER.

(17)
[73]

QUESTION 6

Create a brochure to be handed out to the interns to inform them about the Basic Conditions of Employment Act. (See EXAMPLE BROCHURE after instructions.)

1. Use Calibri 12 pt for the whole document.

2. The document must be printed in landscape orientation on ONE page.

3. Change the margins to 1.27 cm/0.5".

4. Insert your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated in the instructions.

5. Edit the document according to the instructions below and as indicated in the text.

Copyright reserved

6. Insert a double border of 1½ pt directly below the header.

7. Insert and format the headings according to instructions. Insert TWO line spaces and add a double border, 1½ pt, as indicated.

8. Insert TWO line spaces and copy the paragraphs "Ordinary hours … by agreement." from the document CONDITIONS. Use the example brochure as a guide.

9. ALL text must be justified except where specified differently. Use hyphenation.

10. Change the text to THREE columns with equal width. Show vertical lines between the columns.

11. Format the text according to the proofreading signs. Do NOT key in the instructions in text boxes.

12. Divide the text exactly as indicated. (The lines indicate the different columns and where the document will be folded.)

13. 13.1 Format the paragraph headings to capital letters and bold.

    13.2 Format the paragraphs using bullets (Wingdings 196) as indicated, aligned left.

14. Insert the footnote in italics, using * as footnote indication: This section does not apply to senior managers, sales staff who travel and workers who work less than 24 hours a month.

15. Format the footer as follows:

    15.1 Insert a double border (top).

    15.2 Copy the picture saved as HR LOGO to the centre just below the border. The size of the picture must be 1 cm/0.4" × 1 cm/0.4".

16. Save the document as Q6 BROCHURE.

17. Print the document and place the PRINTOUT in your EXAMINATION FOLDER.

Copyright reserved

‡

BASIC CONDITIONS OF EMPLOYMENT ACT

‡

WORKING TIME

*Insert footnote. Use * as footnote indication*

Insert bullets as indicated (Wingdings 196)

A in bold, 18 pt, centre

‡

ORDINARY HOURS OF WORK

A worker must NOT work more than:

- 45 hours in any week.
- Nine hours a day if a worker works five days or less a week.
- Eight hours a day if a worker works more than five days a week.

OVERTIME

- If overtime is needed, workers must agree to do it.
- Overtime must be paid at 1,5 times the workers' normal pay or, by agreement, with paid time off.
- Flexibility of working time can be negotiated if there is a collective agreement with a registered trade union.

MEAL BREAKS AND REST PERIODS

- A worker must have a meal break of 60 minutes after five hours' work.
- A worker must have a daily rest period of 12 continuous hours and a weekly rest period of 36 continuous hours, which, unless otherwise agreed, must include Sunday.

SUNDAY WORK

- A worker who sometimes works on a Sunday must get double pay.
- A worker who normally works on a Sunday must be paid at 1,5 times the normal wage.
- There may be an agreement for paid time off instead of overtime pay.

NIGHT WORK

- Workers working between 18:00 at night and 06:00 in the morning must get extra pay or be able to work fewer hours for the same amount of money.
- Transport must be available but not necessarily provided by the employer.
- Workers who usually work between 23:00 at night and 06:00 in the morning are entitled to regular medical check-ups.

PUBLIC HOLIDAYS

- Workers must be paid for any public holiday that falls on a working day.
- Work on a public holiday is by agreement and paid at double the rate.
- A public holiday is exchangeable by agreement.

[27]

Copyright reserved

QUESTION 7

1. Retrieve the file CONDITIONS.

2. Change the font to Lucida Sans Typewriter 12 pt for the whole document.

3. Margins must be 1.27 cm/0.5".

4. Insert your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated.

5. Edit the document as indicated below and according to the proofreading signs.

6. Use hyphenation and justify the document.

7. Paragraphs marked with an asterisk (*) are main paragraph headings (Level 1). ** indicate Level 2, et cetera.

8. Use the following paragraph numbering style:
   Level 1: A.
   Level 2: a)
   Level 3: 1.
   Level 4: (i) (number alignment right)

9. Paragraphs without numbers must indent with the previous number.

10. Align all the level 1 paragraph headings (A–C) left and change to capital letters and bold.

11. Insert page numbers bottom centre.

12. Insert page breaks where indicated. Centre the second page vertically.

13. Insert the following equation where indicated with ##:

$$\text{Basic conditions} \approx \frac{\text{Working time} - \text{Leave}}{\sqrt[5]{\text{Family responsibi lity}}} - \sum \text{Sick leave}$$

14. Use the correct function to find the word employer and replace it with the word EMPLOYER in capital letters, bold and underlined.

15. Save the file as Q7 CONDITIONS.

16. Print the document and place the PRINTOUTS in your EXAMINATION FOLDER.

Copyright reserved

FOR WHOM IS THIS ACT MEANT?

Insert a text box with single borders. Font size 24 pt, bold, italics, centre

‡

The act applies to all workers and employers except members of the National Defence Force, National Intelligence Agency, South African Secret Service and unpaid volunteers working for charities.

‡

Insert equation here. Change to inline. Font size 18 pt.

------Insert a page break-----

Centre this page vertically

*Working time

This section does not apply to senior managers (those who can hire, discipline and fire), sales staff who travel and workers who work less than 24 hours a month.

**Ordinary Hours of Work

***A worker must NOT work more than:

****45 hours in any week.
****Nine hours a day if a worker works five days or less a week.
****Eight hours a day if a worker works more than five days a week.

**Overtime

***If overtime is needed, workers must agree to do it.
***Overtime must be paid at 1,5 times the workers' normal pay or, by agreement, with paid time off.
***Flexibility of working time can be negotiated if there is a collective agreement with a registered trade union.

------Insert a page break-----

**Meal Breaks and Rest Periods

***A worker must have a meal break of 60 minutes after five hours' work.
***A worker must have a daily rest period of 12 continuous hours and a weekly rest period of 36 continuous hours, which, unless otherwise agreed, must include Sunday.

**Sunday Work

***A worker who sometimes works on a Sunday must get double pay.
***A worker who normally works on a Sunday must be paid at 1,5 times the normal wage.
***There may be an agreement for paid time off instead of overtime pay.

Copyright reserved

**Night Work

***Workers working between 18:00 at night and 06:00 in the morning must get extra pay or be able to work fewer hours for the same amount of money.
***Transport must be available but not necessarily provided by the employer.
***Workers who usually work between 23:00 at night and 06:00 in the morning are entitled to regular medical check-ups.

**Public Holidays

***Workers must be paid for any public holiday that falls on a working day.
***Work on a public holiday is by agreement and paid at double the rate.
***A public holiday is exchangeable by agreement.

------*Insert a page break*-----

*Leave

**Annual Leave

***A worker can take up to 21 continuous days' annual leave or by agreement, one day for every 17 days worked or one hour for every 17 hours worked.
****Leave must be taken not later than six months after the end of the leave cycle.
****An employer can only pay a worker instead of giving leave if that worker leaves the job.

**Sick Leave

***A worker can take up to six weeks' paid sick leave during a 36-month cycle.
***During the first six months, a worker can take one day's paid sick leave for every 26 days worked.

**Maternity Leave

***A pregnant worker can take up to four continuous months of maternity leave.

**Family Responsibility Leave

***Full-time workers employed longer than four months can take three days' paid family responsibility leave per year.
***An employer may want proof that this leave was needed.

------*Insert a page break*-----

Copyright reserved

*Termination of employment

**Notice

A worker or employer must give notice to end an employment contract of not less than:
***One week, if employed for six months or less.
***Two weeks, if employed for more than six months but not more than one year.
***Four weeks, if employed for one year or more.

**Certificate of Service

When a job ends, a worker must be given a certificate of service.

[28]

QUESTION 8

1. Retrieve Q7 CONDITIONS.

2. Change the font for the whole document to Rockwell 12 pt, except the heading in the text box that must stay 16 pt.

3. Margins must be 1.27 cm/0.5".

4. Change the QUESTION NUMBER to QUESTION 8 on ALL pages.

5. Remove the bottom page numbers.

6. Edit the document as indicated below and according to the proofreading signs.

7. Ensure that you have insert page breaks as instructed. Insert additional page breaks where necessary.

    7.1 There must be page breaks before each of the following headings:

    WORKING TIME
    Overtime
    Meal Breaks and Rest Periods
    Night Work
    LEAVE
    Maternity Leave
    TERMINATION OF EMPLOYMENT

    7.2 There must also be a page break after the last paragraph (When a job ends, … certificate of service.) to create the index page (blank). (The document should now be 9 pages.)

8. Insert page numbers top, centre, in line with your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER. Remove the page number from the TABLE OF CONTENTS page. The next page must start at number 10.

9. MANIPULATION OF THE FIRST PAGE: TABLE OF CONTENTS

    9.1 Delete the paragraph "The act applies to all workers … volunteers working for charities." and the equation.

    9.3 Leave TWO line spaces below the text box and key in the text TABLE OF CONTENTS in capital letters, bold and left-aligned and PAGE in capital letters, bold and right-aligned. Use letter size 16 pt for these headings. Leave TWO line spaces.

Copyright reserved

9.4 Remove (suppress) the page number on this page.

9.5 Mark the following headings for the table of contents:
All level 1 and 2 headings

9.6 Generate the table of contents.

9.7 Page numbers must be right-aligned with leader dots.

10. MANIPULATION OF NEXT PAGE (Starting with WORKING TIME):

This page must start with page number 10.

11. MANIPULATION OF LAST (BLANK) PAGE (INDEX):

11.1 Key in the text INDEX in capital letters, bold and left-aligned and PAGE in capital letters, bold and right-aligned. Use letter size 16 pt for these headings.

11.2 Leave TWO line spaces after the heading INDEX and generate the index with the following words:

worker, Sunday, overtime, Leave, agreement, meal break, public holiday, wage

11.3 Page numbers must be right-aligned with leader dots, use TWO columns.

12. Save the document as Q8 CONDITIONS. Print ONLY the following TWO pages: first page (TABLE OF CONTENTS) and last page (INDEX). You will be penalised if you print more pages. Place the PRINTOUTS in your EXAMINATION FOLDER.

[22]

TOTAL SECTION B: 150

OR

Copyright reserved

SECTION C: SPREADSHEET

INSTRUCTIONS

1. Read the instructions for each question carefully before you answer the questions.

2. Use Arial 10 pt, except when instructed otherwise. Do NOT use proportional spaced fonts.

3. The following information must appear on EACH PAGE as a header:

   Align your EXAMINATION and COMPUTER NUMBER against the left-hand margin

   Align the QUESTION NUMBER against the right-hand margin

   EXAMINATION NUMBER (COMPUTER NUMBER) QUESTION NUMBER

4. ALL lines in the spreadsheet must be inserted using the method with which you are familiar.

5. Use the relevant date/time function to insert all dates and time.

6. Refer to ALL values that need to be repeated as absolute cell references.

7. ALL PRINTOUTS must fit on ONE A4 page. You may adjust the margins if a spreadsheet does not fit on ONE page. Do NOT use any scaling to fit the spreadsheet on the page.

8. Put ALL PRINTOUTS in your EXAMINATION FOLDER.

Copyright reserved

QUESTION 9

You are investigating personnel statistics in your company.

1. Retrieve the spreadsheet PERSONNEL.

2. Insert your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated in the instructions.

3. Sort the data of Johannesburg, with all the corresponding departments, in descending order.

4. Change the page orientation to landscape.

5. Create a MIXED/COMBO CHART to display the personnel of all the departments for Durban and Johannesburg.

    5.1 Display the data of Johannesburg as a COLUMN CHART and the data of Durban as a LINE CHART.

    5.2 The Y-axis must display the number of personnel and the X-axis the departments.

6. Place the chart below the data. Do NOT overlap any data.

7. Display the legend at the left of the chart. Do NOT overlap any data.

8. Display the data on the chart as follows:

    8.1 Chart title: PERSONNEL PER DEPARTMENT:
    2018

    8.2 Insert the primary horizontal axis title DEPARTMENTS.

    8.3 Insert the primary vertical axis title PERSONNEL.

9. Resize to fit the chart and data on ONE landscape page.

10. Save the chart as Q9 PERSONNEL.

11. Print the chart and the data on ONE landscape page without row and column headings. Place the PRINTOUT in your EXAMINATION FOLDER.

[15]

Copyright reserved

QUESTION 10A

You are working in the HR department of HR Solutions and must design a spreadsheet to summarise the salaries of the employees.

1. Retrieve the spreadsheet SALARIES.

2. Insert your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated in the instructions.

3. Make the changes as indicated below and on the spreadsheet.

4. Use Arial 10 pt as the default font for the spreadsheet, unless otherwise instructed.

5. Change the page orientation to landscape.

6. Insert SIX open rows at the top of the spreadsheet.

7. Merge and centre A1 to I1 in row 1.

8. Apply light grey shading to the merged cells.

9. Insert the following headings in the merged cell and use text wrap as indicated:

HR Solutions — **Font - Bookman Old Style 48 pt**

Success through people … — **Font: Arial Rounded MT Bold 14 pt**

10. Adjust the height of row 1 to display all text.

11. Insert the picture saved as HR LOGO as indicated on the next page.

    11.1 Ensure the picture is 2.54 cm/1" in width and 2.54 cm/1" in height.

    11.2 Apply the style *Drop Shadow Rectangle* to the picture.

12. Insert the text Employee salaries in Arial Rounded MT Bold 18 pt in cell A3.

13. Insert the word Date: in cell A5.

14. Insert the date in cell B5 and format as indicated on the next page.

15. Format ALL headings in row 7 as follows:

    15.1 Insert new column headings in D7:I7.

    15.2 Display ALL headings in bold.

Copyright reserved

15.3 Centre ALL headings.

16. Insert formulae/functions where letters of the alphabet appear to do the following calculations. Use absolute cell addresses where applicable. Copy formulae as indicated:

A Assign the range name TAX to the reference table A20:B26. Use the appropriate spreadsheet function to determine the Tax rate. Use the Salary notch on the spreadsheet to look up the Taxable income on the reference table and insert the Tax rate. Display the Tax rate as percentage with NO decimal.

B Determine the Tax by multiplying the Salary notch with the Tax rate.

C Determine the Annual salary by deducting the Tax from the Salary notch.

D The date in cell B5 is the date on which the spreadsheet was created at the end of a tax season. Use the Date and Hiring date to determine the Years of service, using a formula or function. Assumption: All years have 365,25 days. Display the answers as a number with ONE decimal.

E Assign the range name BONUS to the reference table B28:F29. Use the reference table and the appropriate spreadsheet function to determine the Bonus. Refer to the Years of service and the reference table in your formulae.

17. Format the following columns and cells as currency with TWO decimals: Salary notch, Tax, Annual salary and Bonus.

18. Display Tax rate as percentage with NO decimals.

19. Display Years of service as a number with ONE decimal.

20. Display Date and Hire date as a short date in the format dd/mm/yyyy.

21. Apply ALL borders and formatting as indicated on the next page.

22. Adjust column widths and row heights so that all text and data are legible.

23. Save the spreadsheet as Q10A SALARIES and print the spreadsheet without row and column headings in landscape orientation on ONE page. Place the PRINTOUT in your EXAMINATION FOLDER.

Copyright reserved

Insert picture
Apply picture style: Drop Shadow Rectangle
Size: 2.54 cm /1" x 2.54 cm/1"

HR Solutions

Merge and centre A1 to I1
Apply light grey shading to the merged cells
Insert heading in row 1: Font - Bookman Old 48 pt

Success through people …

Apply text wrap and change the font on the second line of row 1 to Arial Rounded MT Bold 14 pt

Insert rows and text as indicated

Employee salaries

Arial Rounded MT Bold 18 pt

Date: 28/02/2018 — Use correct date format

Insert all headings

Name	Occupation	Salary notch	Tax rate	Tax	Annual salary	Hire date	Years of service	Bonus
Arries, JK	Admin clerk	R 130 000,00	A	B	C	01/12/2000	D	E
Dini, DE	CFO	R 520 000,00				01/11/2002		
Ezaus, C	COO	R 520 000,00				01/10/2004		
Jones, I	Personal assistant	R 190 000,00				01/09/2006		
Moshabi, F	Accountant	R 325 000,00				01/08/2008		
Nene, AB	CEO	R 650 000,00				01/07/2010		
Sitzer, GH	HR officer	R 280 000,00				01/06/2012		
Smith, L	Office manager	R 140 000,00				01/05/2014		
Zeze, MN	Call centre operator	R 105 000,00				01/04/2016		

All column headings: Bold, centre

Insert dates in correct format

Taxable income	Tax rate
R 0	18%
R 189 881	26%
R 296 541	31%
R 410 461	36%
R 555 601	39%
R 708 311	41%
R 1 500 001	45%

Years of service	0	5	10	15	20
Bonus	R 0	R 500	R 1 000	R 15 000	R 20 000

(35)

Copyright reserved

QUESTION 10B

1. Retrieve the document Q10A SALARIES and change the QUESTION NUMBER in the header to QUESTION 10B.

2. Hide columns A, B and C.

3. Hide rows 27 to 29 (reference tables).

4. Display the formulae. Change the column widths so that ALL formulae are legible.

5. Display the row and column headings.

6. Save the document as Q10B SALARIES FORM.

7. Print the document with row and column headings in landscape orientation on ONE page. Place the PRINTOUT in your EXAMINATION FOLDER.

(17)
[52]

Copyright reserved

QUESTION 11A

Create a spreadsheet to determine the weekly salary of the employees according to the number of hours worked each week. This is excluding income tax and other deductions or allowances to the salary.

1. Key in the spreadsheet exactly as indicated on the next page. Use Arial 10 pt for the whole spreadsheet, unless otherwise instructed.

2. Insert your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated in the instructions.

3. Make the changes as indicated below and on the spreadsheet.

4. Merge the cells as indicated in the instructions on the next page.

5. Adjust row heights to display all information.

6. Insert the NORMAL TIME and OVERTIME (IN and OUT), using the short time format hh:mm.

7. Insert formulae/functions where letters of the alphabet appear to do the following calculations:

   A Insert the current date, using a function. The date must update each time the spreadsheet is reopened.

   B Calculate the QUANTITY NORMAL TIME. Display the answers as a number with ONE decimal. Copy the formula as indicated.

   C Calculate the QUANTITY OVERTIME. Display the answers as a number with ONE decimal. Copy the formula as indicated.

   D Calculate the weekly TOTAL HOURS for QUANTITY NORMAL TIME. Display the answers as a number with ONE decimal.

   E Calculate the weekly TOTAL HOURS for QUANTITY OVERTIME. Display the answers as a number with ONE decimal.

   F Calculate the NORMAL TIME SALARY by multiplying the TOTAL HOURS normal time with the NORMAL TIME RATE.

   G Calculate the OVERTIME SALARY by multiplying the TOTAL HOURS overtime with the OVERTIME RATE.

   H Calculate the BONUS using a spreadsheet function. An employee receives a bonus of R500 if he/she works a total of 10 hours or more overtime. Display R500 or 0 as a result.

   I Determine the TOTAL WEEKLY SALARY.

Copyright reserved

8. All monetary values must be displayed as currency with TWO decimals. The following must be formatted as currency: NORMAL TIME RATE, OVERTIME RATE, NORMAL TIME SALARY, OVERTIME SALARY, BONUS and TOTAL WEEKLY SALARY.

9. APPOINTMENT DATE and CURRENT DATE must be formatted as dd-mm-yyyy.

10. Hours IN and OUT must be displayed as short time format hh:mm.

11. QUANTITY NORMAL TIME, QUANTITY OVERTIME and TOTAL HOURS must be displayed as a number with ONE decimal.

12. Apply ALL borders and formatting as indicated on the next page.

13. Save the spreadsheet as Q11A WEEKLY and print the spreadsheet without row and column headings and in portrait orientation on ONE page. Place the PRINTOUT in your EXAMINATION FOLDER.

Copyright reserved

HR Solutions

Font: Bookman Old Style 48 pt

WEEKLY SALARY CALCULATION

Font: Arial 14 pt, bold

EMPLOYEE: ZEZE, MN

CURRENT DATE: **A**

Insert current date using date function

Use formatting: dd-mm-yyyy

APPOINTMENT DATE: 02-12-2000

NORMAL TIME RATE: R 45,00

OVERTIME RATE: R 67,50

	NORMAL TIME		QUANTITY NORMAL	OVERTIME		QUANTITY OVER-
WEEKDAY	**IN**	**OUT**	**TIME**	**IN**	**OUT**	**TIME**
MONDAY	8:00	16:00	**B**	18:00	20:00	**C**
TUESDAY	8:30	17:00				
WEDNESDAY	9:00	16:30				
THURSDAY	8:00	16:00				
FRIDAY	8:00	16:00				
SATURDAY						
SUNDAY				8:00	16:00	

Merge cells as indicated
All column headings: bold and centre
Adjust the row heights to fit text

Display as a number with 1 decimal

TOTAL HOURS:	**D** **E**
NORMAL TIME SALARY:	**F**
OVERTIME SALARY:	**G**
BONUS:	**H**
TOTAL WEEKLY SALARY:	**I**

Bold

(30)

Copyright reserved

QUESTION 11B

1. Retrieve the document Q11A WEEKLY and change the question number in the header to QUESTION 11B.

2. Display the formula and change the column widths so that ALL formulae are legible.

3. Display the row and column headings.

4. Hide columns B, C, E and F (the columns that display the IN and OUT time).

5. Save the document as Q11B WEEKLY FORM.

6. Print the document with row and column headings in portrait orientation on ONE page. Place the PRINTOUT in your EXAMINATION FOLDER.

(17)
[47]

QUESTION 12A

Create a spreadsheet for HR Solutions to calculate the retirement value of the employees' pension fund and the monthly payments of a loan. Assumptions: equal deposits, fixed interest rate, interest is not withdrawn.

1. Key in the spreadsheet as indicated on the next page. Do NOT change any cell addresses.

2. Insert your EXAMINATION NUMBER (COMPUTER NUMBER) and the QUESTION NUMBER as indicated in the instructions.

3. Follow the proofreading signs and make the changes as indicated below and on the spreadsheet.

4. Insert formulae/functions where letters of the alphabet appear to do the following calculations:

   A Both the employer and employee contribute annually to the pension fund. The employee contributes 7,5% and the employer 8,5% of the annual salary. Determine the amount of the Total yearly contribution. Display this answer as currency with 2 decimals.

   B Calculate the Future Value of the investment towards the pension fund.

   C Calculate the Monthly Payment of a vehicle loan by using the appropriate spreadsheet function.

   D Calculate the Present Value of a loan or an investment, based on a constant interest rate.

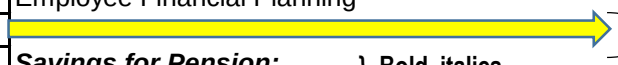
Copyright reserved

5. Display all monetary values as currency with TWO decimals.

6. Display Interest rates as percentage with TWO decimals.

7. Insert all borders as indicated.

8. Save the document as Q12A FIN and print the spreadsheet without row and column headings in portrait orientation on ONE page. Place the PRINTOUT in your EXAMINATION FOLDER.

	A	B	C	D	E	F
1	**HR Solutions** } Arial 18 pt, bold					
2	Employee Financial Planning					
3	 } Insert Shape: Right Arrow Ensure the shape does not overlap any data					
4	***Savings for Pension:*** } Bold, italics					
5	Annual salary	R 145 000,00				
6	Employee contribution	7,50%				
7	Employer contribution	8,50%				
8	Total yearly contribution	**A**				
9	Interest rate (annual)	8,25%				
10	Years contributing	40				
11						
12	***Future Value*** } Bold, italics	**B**				
13						
14						
15	***Vehicle Loan Payments:*** } Bold, italics					
16	Vehicle price	R 250 000,00				
17	Interest rate (annual)	12,25%				
18	Payment term (years)	5				
19						
20	***Monthly Payment*** } Bold, italics	**C**				
21						
22						
23	***Investment Goal:*** } Bold, italics					
24	Interest rate (annual)	8,00%				
25	Years	20				
26	Monthly payment	R 500,00				
27						
28	***Present Value*** } Bold, italics	**D**				
29						

(18)

QUESTION 12B

1. Retrieve the document Q12A FIN and change the QUESTION NUMBER in the header to QUESTION 12B.

2. Display the formulae. Change the column widths so that ALL formulae are legible.

3. Show row and column headings.

4. Show the gridlines.

5. Centre the spreadsheet horizontally and vertically.

6. Save the document as Q12B FIN FORM.

7. Print the document with row and column headings and gridlines, centred on ONE portrait page. Place the PRINTOUT in your EXAMINATION FOLDER.

(18)
[36]

TOTAL SECTION C: 150
GRAND TOTAL: 200

Copyright reserved

ANSWER SHEET EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 1:	
QUESTION 2:	
QUESTION 3:	
QUESTION 4:	

SECTION A

QUESTION 1

1.1 _____

_____

_____

_____

_____

_____ (5)

1.2 1.2.1 _____

1.2.2 _____

1.2.3 _____

1.2.4 _____

(4 × 1) (4)

1.3 _____

_____

_____

_____

_____ (4)

[13]

ANSWER SHEET EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 2

2.1 _____

_____

_____

_____

_____

_____

_____ (6)

2.2 2.2.1 _____

_____ (1)

2.2.2 _____

_____ (1)

2.2.3 _____

_____ (1)

2.2.4 _____

_____ (1)

2.2.5 _____

_____ (1)

2.2.6 _____

_____

_____ (2)

[13]

Copyright reserved

ANSWER SHEET EXAMINATION NUMBER:

QUESTION 3

3.1 3.1.1 _____

3.1.2 _____

3.1.3 _____

3.1.4 _____

3.1.5 _____

3.1.6 _____

3.1.7 _____

3.1.8 _____

3.1.9 _____

3.1.10 _____

(10 × 1) (10)

3.2 _____

_____

_____

_____

_____ (4)

[14]

Copyright reserved

ANSWER SHEET EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 4

	MESSAGE OR PROBLEM	CAUSE (LETTER)	SOLUTION
4.1	Do you want to revert to the saved filename? Yes/No		
4.2	Data error reading drive E:\		
4.3	Non system disk or disk error		
4.4	File not found		
4.5	This program is not responding		

(5 + 5) **[10]**

TOTAL SECTION A: 50

Copyright reserved