higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

28 May 2021 (X-paper)
09:00–12:00

THE QUESTION PAPER MUST BE HANDED TO THE CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION SESSION.

This question paper consists of 22 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY INFORMATION PROCESSING N4
TIME: 3 HOURS
MARKS: 300

QUESTION PAPER	TIME	MARKS
SECTION A: TYPING TECHNIQUE	2 hours	200
SECTION B: WORD PROCESSING	1 hour	100
TOTAL	3 hours	300

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

CANDIDATES ARE ALLOWED 30 MINUTES TO READ THE INSTRUCTIONS BEFORE ANSWERING THE QUESTION PAPER – INVIGILATORS WILL EXPLAIN IF NECESSARY.

SECTION A: TYPING TECHNIQUE

1. Candidates who arrive late and/or are not ready and on time for the timed accuracy test (QUESTION 1) will only be allowed to enter the examination venue after the TEN minutes allowed for the test have expired.

2. Candidates are allowed to read through the timed accuracy test THREE minutes before the commencement of the examination.

3. The timed accuracy test must be keyed in at the beginning of the examination.

4. After the TEN minutes allowed have expired, the test will be collected and signed by the invigilator. The test will be retained by the invigilator until the completion of the examination session whereafter it must be placed in the candidate's EXAMINATION FOLDER in the presence of the candidate. Timed accuracy tests not signed by the invigilator will not be marked.

5. Answer all the questions.

6. Procedure for QUESTIONS 2, 3, 4, 5 and 6:

   Key in, save, print and place the PRINTOUTS in your EXAMINATION FOLDER.

7. Retrieve the letterhead saved as Q3 on your data diskette/hard drive to answer QUESTION 3.

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WORD PROCESSING (SECTION B)

1. Answer all the questions.

2. Retrieve Q7A that is saved on your data diskette/hard drive and process according to the instructions given in QUESTION 7B.

3. Procedure for QUESTIONS 8A and 9A:

   Key in, save, print and place the PRINTOUTS in your EXAMINATION FOLDER.

4. Retrieve and process according to the instructions in part B of each question.

5. Print and hand in part A as well as part B.

PRINTING: SECTION A AND SECTION B

1. Each answer must be printed on a separate A4 paper. Use only ONE side of the paper.

GENERAL: SECTION A AND SECTION B

1. You may use the ASCII codes and the template. No notes or any non-permissible material may be hidden in or transcribed into these articles.

2. Use only Courier New 12 pt except if otherwise indicated in the question paper.

3. Work fast in order to complete the question paper in time.

4. 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 to redo lost work.

5. 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.

6. Key in the QUESTION NUMBER, your EXAMINATION NUMBER and COMPUTER NUMBER on each PRINTOUT as indicated in the instructions. No PRINTOUTS without EXAMINATION NUMBERS will be marked.

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7. At the end of the examination session hand in the following:

   7.1 EXAMINATION FOLDER with PRINTOUTS to be marked in the same order as the questions in the examination paper.

   7.2 Disk properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick after which the work must immediately be deleted from the hard drive/network. Students' answers must be kept for at least SIX months.

   7.3 No PRINTOUTS may be taken out of the examination room or placed in the wastepaper bins.

8. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be regarded in a serious light. If you are found guilty of such a violation steps will be taken against you.

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SECTION A

TYPING TECHNIQUE

DO NOT TURN THE PAGE BEFORE THE INVIGILATOR INSTRUCTS YOU TO DO SO.

		TIME	MARKS
QUESTION 1	TIMED ACCURACY TEST	10 minutes	20 marks
QUESTION 2	PARAGRAPHS	31 minutes	50 marks
QUESTION 3	BUSINESS LETTER	25 minutes	40 marks
QUESTION 4	PARAGRAPHS IN COLUMNS	30 minutes	50 marks
QUESTION 5	MEMORANDUM	12 minutes	20 marks
QUESTION 6	AFRICAN LANGUAGE	12 minutes	20 marks
		120 minutes	200 marks

WAIT FOR THE INVIGILATOR'S INSTRUCTION BEFORE YOU TURN THE PAGE

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QUESTION 1: TIMED ACCURACY TEST

TIME: 10 minutes **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: 1,5 or double (2) SPEED: 25 wpm (minimum requirement)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left FONT: Courier New 12 pt

1. The timed accuracy test must be keyed in once only.
2. The text allows for speeds of 25 and 35 words per minute.
3. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your WORK STATION/COMPUTER NUMBER (right-aligned) as a header.
4. Save the document as Q1 and make a PRINTOUT.
5. The PRINTOUT will be collected and signed by the invigilator at the end of the timed accuracy test and returned to you at the end of the EXAMINATION SESSION. All pages must be signed by the invigilator.

A new author cannot rely solely on his or her publisher to market their newly published book. Publishers are constantly adjusting budgets with declining sales and an increasingly competitive market. With book stores facing stiff competition from electronic book sellers and self-published authors backed by Amazon, it is more difficult than ever for a new author to enter the market. Authors are required to do most of the promotion for their book, which is essentially their product.

Smaller publishers such as Authors Unlimited, who produce electronic books and print copies ask unpublished authors to include links to their Facebook pages or single user accounts in their follow-up letter if they are interested in working with an author.

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QUESTION 1 (CONTINUED)

A recent success story is American author, Jennifer Zayne, who began her career with independent publisher Spencer Notes Press. Jennifer actively promoted her publisher and her book on her personal Facebook account and later created a Facebook Fan page.

Jennifer also interacts with her fans through her Facebook page. Jennifer also has a blog with a good following that is totally dedicated to her book series. In addition, Jennifer hosts contests to promote upcoming book releases and one of the contest requirements is that entrants spread the word of the new book released through their own Facebook accounts. This requirement is to ensure the author spreads the word about her book. A writer basically needs to entice a reader

25 wpm

30 wpm

[20]

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QUESTION 2: PARAGRAPHS

TIME: 31 minutes **MARKS: 50**

MARGINS: Left: 3,81 cm/1,5" Right: 2,54 cm/1" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: Yes/Automatic ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a footer. 2. Key in the document as indicated. 3. Take all proofreading signs into consideration. 4. Save the document as Q2 and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Candidate:
- **Key in [&] in full throughout the document**
- **Replace bullets with numbers [1.–3.] with two letter spaces and indent**

social media can turn books into best sellers **centre, bold, capitalise each word**

‡ **sp**

It is necessari for / author to interact with fans who are potential readers & will have to purchase / author's book to read it. **[**Author Jennifer Zayne responds to **NP** every 1 of her fans' comments. She also posts ~~hyper~~ links to her book reviews & **in full del** book contests for readers to win copiez of her books before they are ~~released~~. **sp stet**

‡

An author may have a Face book account & present this to their publisher. **ital**

‡

* Does / author know what content ʎ include on Facebook? **[** * Does / author **ʎ to NP** include links on Facebook to ‡ 2.1 promotional articles, **[** 2.2 book trailers, **NL** **[** 2.3 / publisher & **[** 2.4 reviews of Advanced Reader Copies made available **NL u/line** to / reading public before / book is scheduled for release?

‡

* Does / author look at ways in which he or she can use Facebook as a platform to promote his or her potential books (3) & writing career (1)? **trs** (2)

[50]

QUESTION 3: BUSINESS LETTER

TIME: 25 minutes **MARKS: 40**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: 1 (Single) (Except where indicated differently)	PAPER: LETTERHEAD HYPHENATION: No/None ALIGNMENT: Left FONT: Courier New 12 pt
1. Retrieve the letterhead saved as Q3 from the data diskette/hard drive. 2. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a footer. 3. Key in as indicated. 4. Take all proofreading signs into consideration. 5. Save the document as Q3 and make a PRINTOUT. 6. Place the PRINTOUT in your EXAMINATION FOLDER.	

‡

Insert today's date in full

‡

Miss sharlene britz — uc

P.O. Box 132 [kwadukuza [4450 — NL uc

‡

Dear Miss Britz

‡

move

‡ trs

Thank you for your submission recent to Green Hope Publishing. We have — italics

read your sample pages with interest. [While we enjoyed / premise of your — NP

story, we regret to inform you that we will not be requesting more pages. — runs on

This is not a reflection on your writing skills. / traditional

publiching market has taken a tough strain recently & we had to cut back — sp

on / number of titles we usually publish. ~~All of the best for the future~~. [We — del NP

wish you / best of luck ʎ. — ʎ elsewhere

Query: new day – a teen novel — uc, double u/line

‡

QUESTION 3 (CONTINUED)

Sincerely
‡

‡
Publishing Manager

Zoey Nathaniel

display correctly
uc

Candidate:
- **Key in [&] in full throughout the document**

[40]

QUESTION 4: PARAGRAPHS IN COLUMNS

TIME: 30 minutes **MARKS: 50**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left FONT: Arial 12 pt
1. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a footer. 2. Key in the document as indicated. 3. Take all proofreading signs into consideration. 4. Save the document as Q4 and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

uc, bold

According to the authors, being able to identify exactly how, when and where social media influences consumers help executives to craft marketing strategies that take advantage of social media's unique ability to ~~engage~~ with readers. **stet u/line**

***Move text as indicated**

What should first-time authors ask themselves? **16 pt, uc, bold, u/line, centre**

‡

- Does the author have a Facebook account? **[** Does the author have a Facebook fan page? **NP**

‡

- Does the author understand what content appeals to fans of their page? **runs on**

(Fans want to know more about their books and not their lunch date.)

‡

- Does the author interact with readers, book reviewers and book promoters via Facebook?

‡

- Does the author update Facebook statuses regularli to avoid losing fans and gain more fans in stead? **sp**

‡

- Does the author post links to current books ʌ for free download? **ʌ available**

*** Move text here and change to 1,5 lines**

Candidate:

- **Insert two columns with a line between the columns**
- **Key in the text as indicated**
- **Insert bullets as indicated with two letter spaces after the bullet, indent**
- **Key in Facebook in italics throughout the columns**

[50]

QUESTION 5: MEMORANDUM

TIME: 12 minutes **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a footer. 2. Key in the document as indicated. 3. Take all proofreading signs into consideration. 4. Save the document as Q5 and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Memorandum **sp caps, bold, centre**

‡

Set a tab stop at 15 cm/6" right with leader line

---

‡

To: All Debut Writers

From: Publishers Association of South Africa

Date: Today's date in descending order

Re: Writing Scholarship

uc
Text should be aligned d/s

‡

Set a tab stop at 15 cm/6" right with leader line

---

‡

we would like to announce / first scholarship dedicated ever to promote writing in / Southern Hemisphere. **uc trs** **u/line, ital**

‡

Please attach a detailed cv. **in full**

‡

applications close on 15 Oktober 2021. **uc sp**

move

‡

‡

R. Gumede **uc**

[20]

QUESTION 6: AFRICAN LANGUAGE

TIME: 12 minutes **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: 1,5 (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a header. 2. Key in the document as indicated. 3. Save the document as Q6 and make a PRINTOUT. 4. Place the PRINTOUT in your EXAMINATION FOLDER.	

Ngokusho kwababhali, ukukwazi ukubona kahle ukuthi, nini futhi kuphi lapho imithombo yezokuxhumana ithonya abathengi ukusiza amasu wokuqamba.

‡

amasu asebenzise ikhono elikhethekile lemithombo yezokuxhumana yokuxhumana namakhasimende.

[20]

TOTAL SECTION A: 200

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SECTION B

WORD PROCESSING

	TIME	MARKS
QUESTION 7B: PARAGRAPHS	20 minutes	34 marks
QUESTION 8A: ADVERTISEMENT	6 minutes	10 marks
QUESTION 8B: ADVERTISEMENT	10 minutes	16 marks
QUESTION 9A: AFRICAN LANGUAGE	11 minutes	18 marks
QUESTION 9B: AFRICAN LANGUAGE	13 minutes	22 marks
	60 minutes	100 marks

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QUESTION 7B: PARAGRAPHS

TIME: 20 minutes **MARKS: 34**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left FONT: Arial 12 pt

1. Retrieve the document saved as Q7A from the data diskette/hard drive.
2. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a header.
3. Do all processing as indicated in the text.
4. Save the document as Q7B and make a PRINTOUT.
5. Place the PRINTOUT in your EXAMINATION FOLDER.

Candidate:
- **Change the whole document to Arial 12 pt**
- **Change the line spacing to single**
- **Find [Advanced Reader Copies] and replace with [ARCs]**
- **Find [&] and replace with [and]**

Λ Why authors should self-promote **uc, bold, centre**

‡

Authors also need to engage with their readers in order to determine if their books meet the requirements of **ital** the markets and if readers anticipate the release of their books. **runs on**

Authors may also provide links to teasers – excerpts from their soon-to-be-released novels.

Indent left & right-hand margins to 1,27 cm/0,5", justified

‡

Candidate:
- **Insert paragraph and subparagraph numbers with two letter spaces after the numbers and indent**

Λ 1. SOCIAL MEDIA **uc**

Social media helps build brands & opens up new channels for interactions. In the case of authors these interactions include: [1.1 / all-important teasers, **NP**

QUESTION 7B (CONTINUED)

[1.2 links to free **downloads** and **giveaways** ‡ [of highly sought-after Advanced Reader Copies. Advanced Reader Copies give the author a chance to receive pre-release book reviews that can either make or break sales.

NL

‡

ʌ 2. Other methods of self-promoting ☺

uc Insert symbol ☺ (Wingdings 74)

‡

2.1 Giving away Advanced Reader Copies also gives / author a chance to correct errors or inconsistencies in their books before / book goes to final print. ‡ [2.2 The best method of finding eager readers who will provide a review in a short space of time is on Facebook. To achieve this, authors also need to regularly interact with their fans to maintain their fan base. ~~Authors may engage with other authors and offer readers a chance to review their book via a successful author's page.~~

uc, bold

del

‡

2.3 It is imperative for an author to create a ~~buzz~~ before a book release. Popular methods are: ‡ 2.3.1 releasing teasers, [2.3.2 posting links to positive book reviews, [2.3.3 offering Advanced Reader Copies.

stet

NL

NL

Insert page break

2.4 A recent trend in promoting books before they are releast is to post links on Facebook to book trailers – book trailers are similar to movie trailers and feature

sp

QUESTION 7B (CONTINUED)

short film segments of the lead characters in "virtual teasers" related to the book^.

^1 (insert 1 as superscript)

bold, ital

‡

2.5 Readers comment on & share links to books, book reviews and book trailers.

‡

^ This is the type of promotion debut authors need!

Broadway 18 pt, centre

Candidate:
Insert page numbers in the footer, centred

[34]

QUESTION 8A: ADVERTISEMENT

TIME: 6 minutes **MARKS: 10**

MARGINS: Left: 5,08 cm/2" Right: 5,08 cm/2" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a header. 2. Key in as indicated. 3. Take all proofreading signs into consideration. 4. Proofread, save the document as Q8A and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Online writing course **uc**

Improve your writing with this online course that you can take any time.

[Learn in the convenience of your own home. **[**All you will need is a **NL**

Zoom screen.**[**You won't regret this! **[**Limited spaces available^ **NL** ^!

[Call 093#770#3321 Now!!! **NL**

 # = one letter space

(10)

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QUESTION 8B: ADVERTISEMENT

TIME: 10 minutes **MARKS: 16**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left FONT: Arial 12 pt
1. Retrieve the document saved as Q8A. 2. Change QUESTION 8A in the header to QUESTION 8B. 3. Do all processing as indicated in the text. 4. Save the document as Q8B and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Unique Writing Academy — **Comic Sans 16 pt, bold, centre**

‡

Introducing our brand new writing course — **centre, bold, italics**

‡

Register now for our new 'write a teen novel' online course! — **uc, u/line**

‡

~~ONLINE WRITING COURSE~~ — **del**

- Improve your writing with this online course that you can take any time.

‡

- Learn in the convenience of your own home.

‡

- All you will need is a Zoom screen. — **14 pt, uc, bold**

‡

- You won't regret this!

‡

- Limited spaces available!

‡

Call 093 770 3321 — **centre, bold**

‡

Now!!! — **Comic Sans 18 pt, uc, bold, centre**

Insert symbol (Wingdings 64) with two letter spaces after the symbol

Centre the page vertically

(16)
[26]

QUESTION 9A: AFRICAN LANGUAGES

TIME: 11 minutes **MARKS: 18**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left or as indicated FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left-aligned), the QUESTION NUMBER (centred), and your STATION NUMBER/COMPUTER NUMBER (right-aligned) as a header. 2. Key in as indicated. 3. Take all proofreading signs into consideration. 4. Save the document as Q9A and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Ababhali abaningi bama-amateur abakuboni ukubaluleka kokuziqhakambisa bona kanye nethalente labo lokubhala ngamakhasi abo e-Facebook.

bold, u/line

‡

Ukwakha isisekelo sabalandeli nokulandela okuqinile akuyona into umbhali angayenza ubusuku uma nje incwadi ihlelelwe ukukhishwa.

align right, italics

‡

Umbhali ʎ ahlanganyele

ʎ kufanele

‡

nabalandeli abangasabalalisa igama ikakhulukazi ngabahlaziyi kanye nesigubhu inzalo esizonyusa ukuthengiswa kwebhuku njengomphumela.

(18)

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QUESTION 9B: AFRICAN LANGUAGES

TIME: 13 minutes **MARKS: 22**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: Single (1) (Except where indicated differently)	PAPER: A4 portrait HYPHENATION: No/None ALIGNMENT: Left or as indicated FONT: Courier New12 pt
1. Retrieve the document saved as Q9A. 2. Change QUESTION 9A in the header to QUESTION 9B. 3. Do all processing as indicated in the text. 4. Save the document as Q9B and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION FOLDER.	

Ababhali abaningi bama-amateur abakuboni ukubaluleka kokuziqhakambisa bona kanye nethalente labo lokubhala ngamakhasi abo **e-Facebook**.

16 pt, centre, ital

Copy as indicated

‡

Ukwakha isisekelo sabalandeli nokulandela okuqinile akuyona into umbhali angayenza ubusuku uma nje incwadi ihlelelwe ukukhishwa.

bold, d/s

‡

Umbhali kufanele ahlanganyele nabalandeli abangasabalalisa igama ikakhulukazi ngabahlaziyi kanye nesigubhu inzalo esizonyusa ukuthengiswa kwebhuku njengomphumela.

runs on

u/line, bold

‡

Insert two columns of equal width and insert text as indicated in each column
Insert a line between columns

Column 1

Ucwaningo ekuxhumaneni nomphakathi njengethuluzi lokuthuthukisa ukuthengiswa kwebhuku aluthengiwe.

Column 2

Njengoba umbhali omusha kungenzeka asayinwe ukuthi ngumshicileli omusha izinsuku zokuhlelela zihlelelwe iminyaka emibili.

trs

Insert page break

QUESTION 9B (CONTINUED)

Change to ONE column, insert text as indicated, justified, u/line

Lokhu kusho ukuthi incwadi ihlelelwe ukukhululwa iminyaka emibili ngemuva kokuthi umbhali esayine isivumelwano sakhe nomshicileli.

‡

***Copy first paragraph here**

Candidate:

Change the left- and right-hand margins of page 2 ONLY to 3,81 cm/1,5"

Insert a footer with the following text left-aligned in uc: Writer's own Facebook page

(22)
[40]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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