higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

BSN740(E)(N19)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

19 November 2014 (X-Paper)
09:00-12:00

QUESTION PAPER AND INSTRUCTIONS TO INVIGILATORS AND CANDIDATES

HAND TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.

Candidates may use the ASCI code table, a computer ruler and dictionaries.

This question paper consists of 24 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

PAPER	TIME	MARKS
TYPING TECHNIQUE - SECTION A	2 HOURS	200
WORD PROCESSING - SECTION B	1 HOUR	100
TOTAL	3 HOURS	300

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

HAND TO CANDIDATES 30 MINUTES BEFORE COMMENCEMENT OF EXAMINATION SESSION.

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE PAPER - INVIGILATORS WILL EXPLAIN IF NECESSARY.

TYPING TECHNIQUE (SECTION A)

1. Candidates who are not READY and ON TIME for the TIMED ACCURACY TEST, will only be allowed to enter the classroom AFTER the expiration of the TEN MINUTES allowed for the TIMED ACCURACY TEST (QUESTION 1).

2. Candidates are allowed to read through QUESTION 1, the TIMED ACCURACY TEST, 3 MINUTES before the commencement of the examination.

3. The TIMED ACCURACY TEST (QUESTION 1) must be keyed in at the beginning of the examination.

4. After the expiration of the TEN MINUTES allowed for the TIMED ACCURACY TEST (QUESTION 1), all the tests must be COLLECTED and INITIALLED after the last typed word on each page. Retain the tests until the examination has been completed where after, it must be put into the candidate's EXAMINATION COVER in the presence of the candidate.

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WORD PROCESSING (SECTION B)

1. QUESTION 1A has already been keyed in by your lecturer and saved on the hard drive/network/disk (floppy/stiffy) as 1AQ.

2. Retrieve QUESTION 1A which has been keyed in and saved beforehand as 1AQ, proofread for keying-in errors, correct errors (if any) and save the corrections. Process according to the instructions given in QUESTION 1B.

3. Answer ALL the questions. Procedure for QUESTIONS 2A and 3A:

   Key in, save and print.

   Retrieve, copy and process according to the instructions in part B of each question. Print and hand in part A as well as part B.

PRINTING: QUESTION PAPER (SECTION A AND SECTION B)

1. Each answer must be printed on a SEPARATE A4 PAPER. Use only one side of the paper.

2. If a letterhead is provided and the printer(s) cannot accommodate the letterhead, you may use A4 paper. Hand in the printout on the A4 paper together with the letterhead in order to determine the positioning of the text on the paper in accordance with the data on the letterhead.

GENERAL: QUESTION PAPER (SECTION A AND SECTION B)

1. You may use a computer ruler, dictionary, ASCII-codes and the template.

   No notes or any nonpermissible 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 for loss of 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 as well as your EXAMINATION NUMBER on each question. NO questions 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 COVER with printouts to be marked, in the same order as the questions in the examination paper.

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

7.3 All other printouts. NO PRINTOUTS may be taken out of the examination room or put into 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 very serious light. If you are found guilty of such a violation steps will be taken against you.

WAIT FOR THE INSTRUCTION FROM THE

INVIGILATOR BEFORE YOU TURN THE PAGE

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TYPING TECHNIQUE

SECTION A

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:	BUSINESS LETTER	35 minutes	57 marks
QUESTION 3:	COLUMNS	29 minutes	47 marks
QUESTION 4:	PARAGRAPHS	34 minutes	56 marks
QUESTION 5:	AFRICAN LANGUAGE	12 minutes	20 marks
		120 minutes	200 marks

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QUESTION 1

DOCUMENT:	TIMED ACCURACY TEST Key in ONCE ONLY	SPEED:	25 wpm (minimum requirement)
LETTER TYPE:	CN12	PAPER:	A4
LINE SPACING:	1.5 or 2	MARKS:	20
MARGINS: LEFT: RIGHT:	 2.5 cm/1" 2.5 cm/1"	TIME:	10 minutes
JUSTIFICATION:	Left		
Key in the timed accuracy test ONCE ONLY. Print and save as QUEST1. Your test must be collected and signed by the invigilator at the beginning of the EXAMINATION. ALL pages need to be signed.			

CANNABIS SATIVA, commonly known as marijuana, is a plant that grows wild, but of course also often planted. It is this plant's flower points or sprouts that is smoked as a drug worldwide in a pipe or as a rolled cigarette. The active ingredient is tetrahidro-cannabinole.

As one of the oldest known drugs marijuana was used before in surgery to cause drowsiness and euphoria. At the moment it is little used in the mainstream of Western medicine, but in alternative medicine and traditional medicine it can still be used. In some circles it is even recommended to relieve the symptoms of terminal cancer.

Western scientists do not agree on exactly how mentally disturbing and addictive marijuana really is. In South Africa it is nevertheless illegal to grow or smoke marijuana. Just to own it may land a person in jail.

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QUESTION 1 **(CONTINUED)**

Just one marijuana cigaret may be enough to have different negative effects on the smoker. Except that he/she experiences palpitations and a loss of muscle coordination, his/her eyes can be bloodshot and his/her sense of time and space can be disturbed. In his/her confused thinking he/she might not even remember recent events. His/Her ability to drive a car or to operate machinery is impaired. In addition, he/she can hallucinate and experience strange and frightening things in his/her thoughts, to which he/she responds to in fear or panic. Smoking marijuana can even lead to serious mental disorders.

25 wpm

Everyone does not react the same

30 wpm

[20]

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QUESTION 2

DOCUMENT:	Business letter	PAPER:	Letterhead
LETTER TYPE:	CN12	JUSTIFICATION:	Left
LINE SPACING:	Single, except where otherwise indicated	HYPHENATION:	No
		MARKS:	57
MARGINS:			
LEFT:	2.5 cm/1"	TIME:	35 minutes
RIGHT:	2.5 cm/1"		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST2. Put the printout in your COVER.

Candidate:
❶ The letter must fit on ONE page.
❷ Retrieve the letterhead from the stiffy/hard drive and leave TWO lines after the letterhead.
❸ Insert today's date in full.

Date

move

Change [child/child's] throughout to bold

Children and drug abuse uc and underline

If you ʎ a child is using drugs, please pay attention to it imediately. ʎ suspect sp

To: ╫ *all parents* *all educators* caps

Candidate: Replace subparagraph numbers with any bullet and ONE letter space.

1. ╫*Signs of drug abuse* uc

1.1╫*The child's behaviour has ~~totally~~ changed.* ¶

1.2╫*He/She does things differently than before.*

1.3╫*There are times when he/she looks intoxicated.*

1.4╫*You discover pills or other drugs in his/her room.*

1.5╫*Medicine disappear from / family's medicine cabinet.* s/s

QUESTION 2 **(CONTINUED)**

2. Indications of certain types of drugs caps

2.1 Marijuana italics

2.1.1 Bloodshot eyes, [2.1.2 Thirst, [2.1.3 Dreaminess, d/s
2.1.4 A smell similar to weed burning in the child's room or on his/her clothes. trs

2.2 Stimulants italics

To be on a high, alternately elated and depressed.

~~present~~ stet

Probably all the signs would not be ~~there~~ simultaneously.

Yours faithfully

NS Buthelezi Sada: Director display correctly

[57]

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QUESTION 3

DOCUMENT:	Columns	JUSTIFICATION:	As indicated
LETTER TYPE:	CN12	TAB STOPS FROM THE MARGIN:	Centre: 9.25 cm/3.7"
LINE SPACING:	As indicated		Right: 18.5 cm/7.4"
MARGINS:			
LEFT:	1.25 cm/0.5"	MARKS:	47
RIGHT:	1.25 cm/0.5"		
		TIME:	29 minutes
PAPER:	A4		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST3. Put the printout in your COVER.

Stop alcohol and drug abuse centre, u/line and caps

Key in all the items under [Drug] in bold.

Indications for marijuana, stimulants, sedatives, inhaling resources and hallucination resources

The indications are endless and this is only to give you an idea of the symptoms.

Insert a horizontal line with 1 line space before and 2 line spaces after the line.

drug	*example*		*indication* uc
Marijuana	*Plant*		*Thirst* *Giggling*
Stimulants	~~*Slimming tablets*~~ ~~*Diet tablets*~~	stet	*Insomnia* *Depression*
Sedatives	*Calming tablets*		*Drowsiness* *Poor inhibitions*
Inhalants	*Glue* ~~*petrol*~~		*Confusion* *Aggression*
Hallucination resources	*LSD*		*Restlessness* *Hallucination*

Insert a horizontal line with 1 line space before and 2 line spaces after the line.

move

[47]

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QUESTION 4

DOCUMENT:	Paragraphs	PAPER:	A4
LETTER TYPE:	CN12	HYPHENATION:	Yes
LINE SPACING:	Single, except where otherwise indicated	JUSTIFICATION:	Left
		MARKS:	56
MARGINS:			
LEFT:	3.75 cm/1.5"	TIME:	34 minutes
RIGHT:	2.5 cm/1"		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST4. Put the printout in your COVER.

Drug abuse: Is there a solution? centre, uc

trs

The solution best to the problem, of course, is prevention. italics

move

2. *Information campaigns* caps and bold

Intensified information campaigns of

2.1 *authorities and [2.2 welfare*

~~*victims*~~ stet

must reach potential ~~customers~~ everywhere.

1. *Inform* caps and bold

Children should be thoroughly informed in time about the real dangers of drug abuse.

Candidate: Replace subparagraph numbers with any bullet and ONE letter space.

QUESTION 4 **(CONTINUED)**

3. Rehabilitation institutions — caps and bold

Outings to rehabilitation instetutions where children can — sp
see with their own eyes how drugs#
destroyed lives of young people. — runs on

4. Why would a person bring a life of ʌ misery on — ʌ horrible
him/herself just to ~~get the~~ feel as if

- he/she is the king of the world and — uc
- all problems have disappeared. [That is stupidity in the — NP
worst degree when a man thinks about it soberly! — bold

Candidate:	Replace bullets with subparagraph numbers and TWO letter spaces. Underline [children] throughout the question.

[56]

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QUESTION 5

DOCUMENT:	African language	PAPER:	A4
LETTER TYPE:	CN12	JUSTIFICATION:	Left
LINE SPACING:	2 (double)	MARKS:	20
MARGINS: LEFT: RIGHT:	 2.5 cm/1" 2.5 cm/1"	TIME:	12 minutes
Key in the document. Proofread, print and save as QUEST5. Put the printout in your COVER.			

AMNTU ONESAZELA

Ulahlwe ngabamthandayo,
Ukwamswele nomvelayo;
Selenje ngobhadulayo,
Emphefunlwen' oncwinayo.

Le nto umnt' onentw' emdlayo
Yinto aph' etyhafileyo;
Angade ongamaziyo
Athi ngumntu ogulayo.

Omoniley' asimazi,
Nesizathu asisazi,
Sijonge nje ngokungazi
Ebuswen' ebe sibazi.

[20]

TOTAL SECTION A: 200

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WORD PROCESSING

SECTION B

WORK FAST AND ACCURATELY

			TIME	MARKS
QUESTION 1:	PARAGRAPHS	A	Already keyed in	-
		B	23 minutes	38
QUESTION 2:	MEMORANDUM	A	10 minutes	17
		B	12 minutes	20
QUESTION 3:	PARAGRAPHS	A	7 minutes	12
		B	8 minutes	13
			60 minutes	100

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QUESTION 1A

DOCUMENT:	Paragraphs	PAPER:	A4
MARGINS:		TABULAR STOPS:	As required
LEFT:	1.25 cm/0.5"		
RIGHT:	1.25 cm/0.5"	HYPHENATION:	No
LINE SPACING:	As indicated	LETTER SIZE:	CN12
JUSTIFICATION:	Full	MARKS:	0
TIME FOR KEYING IN:	0 minutes		

INSTRUCTIONS TO CANDIDATES: Following is the example of QUESTION 1A which has already been keyed in. Use the information to proofread the question on the screen. Make sure that you work on the already keyed-in QUESTION 1A.

SADA
STOP ALCOHOL AND DRUG ABUSE

Drug abuse

What a parent can do after it has been discovered that a child definitely uses drugs:

Stay calm. Do not overreact.

Ask the child to tell you how long

he/she has been using drugs and how much he/she uses.

If the child accepts that he/she needs help, help where you can and arrange for the necessary professional help.

Forget other domestic rifts and form a united front in the family and marriage in order to confront this problem.

Be aware that a confrontation may develop. Do not give in, but put that behind you. Many young people are only willing to undergo treatment after a confrontation.

Drug Abuse: Is there a solution?

BECAUSE the causes of drug abuse are so frequent, a solution for one does not necessarily work for another.

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QUESTION 1A (CONTINUED)

But broadly speaking, the best solution to the problem of course is prevention. 1. Children and young people should be thoroughly informed with the knowledge of the real dangers of drug abuse so that they won't only view the warnings from the older generation as scare stories.

2. Intensified campaign information of and authorities through welfare must reach potential victims everywhere, not only in the furthest corners of the crime holes, but also the rich man's house where children often get more money than love.

3. Someone has suggested that next to Life Orientation in school, a separate subject should be created in which the drug threat must be brought to the attention of all children at an early stage.

4. Outings to rehabilitation institutions where children can see with their own eyes how drugs destroyed lives of young people should do much to address the problem effectively.

Professional help

Drug abuse is always a massive problem, but with team effort be nipped in the bud. The children of South Africa do not need this monster!

NO MARKS ARE ALLOCATED FOR THIS QUESTION.

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QUESTION 1B: PROCESSING

TIME FOR PROCESSING: 23 minutes MARKS: 38

1. Retrieve the document saved as 1AQ and immediately change the document name to 1BQ. Process according to the instructions.
2. Do all the processing as indicated in the text on this and the next pages.
3. Proofread, print and save the document as 1BQ.
4. Put the printouts in your COVER.

Candidate:
- Margins: Left-hand margin: 3.75 cm/1.5" and Right-hand margin: 2.5 cm/1"
- Hyphenation: Yes
- Justification: Left
- Number pages top, right
- Underline [drug abuse] throughout the document except in the name of the business

SADA sp caps and centre
STOP ALCOHOL AND DRUG ABUSE use initial capital letter and centre

Information of sender: *Tel 018 337 7330*
Street address of sender: Use left-tab stop from the margin: 8.75 cm/3.5"
Display correctly *24 Serobele Street Madibogo 8655* caps

Insert today's date in descending order

Address of receiver: Display correctly *Mr SP Phiri 6 Kgokong Street Madikwe 2840* caps

Sir

Drug abuse uc

~~determined~~ stet

What a parent can do after it has been ~~discovered~~ that a child definitely uses drugs:

1. Stay calm. [Do not overreact. NP
2. Ask the child to tell you how long# runs on
he/she has been using drugs and how much he/she uses.

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QUESTION 1B **(CONTINUED)**

3. If the child accepts that he/she needs help, help where you can and arrange for the necessary professional help.

4. Forget other domestic rifts and form a united front in the family and marriage in order to confront this problem.

~~5. Be aware that a confrontation may develop. Do not give in, but put that behind you. Many young people are only willing to undergo treatment after a confrontation.~~ delete paragraph

Candidate, insert page break

Drug Abuse: Is there a solution? caps and centre

Insert a horizontal line 1 line space before and 2 line spaces after the line.

Copy the last sentence [The children ... this monster!] here and align left.

Insert a horizontal line 1 line space before and 2 line spaces after the line.

~~BECAUSE the causes of drug abuse are so frequent, a solution for one does not necessarily work for another.~~

Candidate: Replace numbers with any bullet and ONE letter space.

~~But broadly speaking, the best solution to the problem of course is prevention.~~

1. Children and young people should be thoroughly informed with the knowledge of the real dangers of drug abuse so that they won't only view the warnings from the older generation as scare stories.

2. Intensified campaign information of and authorities through trs welfare must reach potential victims everywhere, not only in the furthest corners of the crime holes, but also the rich man's house where children often get more money than love.

3. Someone has suggested that next to Life Orientation in school, a separate subject should be created in which the drug threat must be brought to the attention of all children at an early stage.

4. Outings to rehabilitation institutions where children bold can see with their own eyes how drugs destroyed lives of young people should do much to address the problem effectively.

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QUESTION 1B **(CONTINUED)**

Professional help caps, right-align and remove bold

Candidate: Change the left- and right-hand margin of paragraph [Drug ... monster!] to 5 cm/2" and justify.

Drug abuse is always a massive problem, but with team effort be nipped in the bud. [The children of South Africa do not need this monster!

new paragraph and centre

Kind regards

KM Lehandri Director

display correctly

[38]

QUESTION 2A

DOCUMENT:	Memorandum	PAPER:	A4
MARGINS:		TABULAR STOPS:	As required
LEFT:	1.25 cm/0.5"		
RIGHT:	1.25 cm/0.5"	HYPHENATION:	No
LINE SPACING:	Double line spacing	LETTER SIZE:	CN12
JUSTIFICATION:	Left	MARKS:	17
TIME FOR KEYING IN:	10 minutes		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 2AQ. Put the printout in your COVER.

Drug abuse is a massive problem. bold

=

Where it emerges, it can be nipped in the bud with a ~~group~~ effort. ~~team~~ stet

The children of SA does not need this monster. [Many in full NP

people do not really know drugs how clouded other souls. Many trs

times they prefer not to know. An informed community is one of uc

the best weapons against this modern plague. u/line

(17)

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QUESTION 2B: PROCESSING

TIME FOR PROCESSING: 12 minutes MARKS: 20

1. Retrieve the document saved as 2AQ and immediately change the document name to 2BQ. Process according to the instructions below.
2. Do all processing as indicated in the text.
3. Proofread, print and save the document as 2BQ.
4. Put the printout in your COVER.

Candidate: Change left- and right-hand margin to 2.5 cm/1". Change to single-line spacing.

move

Drug abuse caps and bold

remove bold

Drug abuse is a **massive problem.** *Always.*

runs on

Where it emerges, it can be nipped in the bud with a team effort. The children of South Africa does not need this monster.

Ignorance always remains an issue. Many people do not really know how drugs clouded other souls. Many times they prefer not to know. An INFORMED COMMUNITY is one of the best l/c weapons against this modern plague.

caps

Sada ☎*#018 462 9876* use symbol

Memorandum sp caps and centre

Insert horizontal line

To: *All educators*
From: *Sada*
Date: *Today's date in full*

uc and d/s

Insert horizontal line

(20)
[37]

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QUESTION 3A

DOCUMENT:	Paragraphs	PAPER:	A4
MARGINS:		TABULAR STOPS:	As required
LEFT:	3.75 cm/1.5"		
RIGHT:	2.5 cm/1"	HYPHENATION:	No
LINE SPACING:	As indicated	LETTER SIZE:	CN12
JUSTIFICATION:	Left	MARKS:	12
TIME FOR KEYING IN:	7 minutes		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 3AQ. Put the printout in your COVER.

Kofi ya Modimo — centre, caps and bold

Botshelo bo jaaka kofi!

Kopi ke sejana feela.

Kopi ga e laole boleng jwa kofi! — d/s

Modimo o re baakanyetsa kofi, e seng kopi. — u/line

Itumelele kofi ya gago.

Dirisa tshono eo botshelo bo go naayang yona. — italics

(12)

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QUESTION 3B: PROCESSING

TIME FOR PROCESSING: 8 minutes MARKS: 13

1. Retrieve the document saved as 3AQ and immediately change the document name to 3BQ. Process according to the instructions below.
2. Do all processing as indicated in the text.
3. Proofread, print and save the document as 3BQ.
4. Put the printouts in your COVER.

Candidate:

Number pages bottom, left
Change the left-hand margin to 2.5 cm/1"
Remove bold at [**KOFI YA MODIMO**]

KOFI YA MODIMO



Botshelo bo jaaka kofi!

Kopi ke sejana feela.

Kopi ga e laole boleng jwa kofi!

Modimo o re baakanyetsa kofi, e seng kopi.

Itumelele kofi ya gago.

Dirisa tshono eo *botshelo* bo go naayang yona.

Candidate:

Insert a page break
Copy page one to page two

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QUESTION 3B **(CONTINUED)**

PAGE 2

↳ Centre page vertically

KOFI YA MODIMO

Insert horizontal line

Change [Botshelo ... jwa kofi!] to justification right and left- and right-hand margin to 6.5 cm/2.4".

Botshelo bo jaaka kofi!

Kopi ke sejana feela.

Kopi ga e laole boleng jwa kofi!

Change [Modimo ... yona.] to centre. Change left- and right-hand margin to 4 cm/1.6".

Modimo o re baakanyetsa kofi, e seng kopi.

Itumelele kofi ya gago.

Dirisa tshono eo *botshelo* bo go naayang yona.

Change left-hand margin to 2.5 cm/1"

Insert horizontal line

Copy [KOFI YA MODIMO] against the left-hand margin

(13)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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