higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN830**(E)**(N16)H

NATIONAL CERTIFICATE

INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

16 November 2018 (X-Paper)
09:00–12:00

THE QUESTION PAPER WHICH INCLUDES INSTRUCTIONS MUST BE HANDED TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.

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

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

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

CANDIDATES ARE ALLOWED 30 MINUTES TO READ THROUGH THE INSTRUCTIONS BEFORE THE COMMENCEMENT OF THE EXAMINATION SESSION. INVIGILATORS WILL EXPLAIN IF NECESSARY.

TYPING TECHNIQUE (SECTION A)

1. Candidates who are not ready and on time for the TIMED ACCURACY TEST (QUESTION 1), will only be allowed to enter the examination venue after the expiration of the TEN MINUTES allowed for the test.

2. Candidates are allowed to read through the test 3 MINUTES before the commencement of the examination.

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

4. After the expiration of the TEN MINUTES allowed for the timed accuracy test, 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 whereafter it must be put in the candidates' EXAMINATION FOLDER in the presence of the candidate. Timed accuracy tests that are not signed by the invigilator will NOT be marked.

5. Invigilators should sign the mark sheet accompanying the answers.

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

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WORD PROCESSING (SECTION B)

1. Answer ALL the questions.

2. QUESTION 7A has already been keyed in by the lecturer and saved on the hard drive/network/disk (floppy/stiffy) as Q7A.

3. Retrieve Question 7A, proofread for keying-in errors. Correct errors (if any) and save the corrections. Process according to the instructions given in QUESTION 7B.

4. Procedure for QUESTIONS 8A and 9A:

   Key in, save and print.

5. 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

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 so that the positioning of the text on the paper can be determined in accordance with the data on the letterhead.

GENERAL

1. You may use a computer ruler, a 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 the 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.

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6. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO question without EXAMINATION NUMBERS will be marked.

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 (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 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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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	30 MINUTES	50 MARKS
QUESTION 3	OFFICIAL LETTER	32 MINUTES	56 MARKS
QUESTION 4	MEMORANDUM	20 MINUTES	34 MARKS
QUESTION 5	COLUMNS	16 MINUTES	20 MARKS
QUESTION 6	AFRICAN LANGUAGE	12 MINUTES	20 MARKS
		120 MINUTES	200 MARKS

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QUESTION 1: TIMED ACCURACY TEST

TIME: 10 MINUTES **MARKS: 20**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**JUSTIFICATION:**	Left
Right:	2.54 cm/1"	**HYPHENATION:**	No
SPEED:	25 wpm (minimum requirement)	**LINE SPACING:**	1.5 (1½) or double (2)
FONT:	Courier New 12 pt		

1. The following TIMED ACCURACY TEST must be keyed in once only.
2. The passage allows for speeds of 25 and 30 words per minute.
3. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.
4. Save as Q1 and print the document.
5. The TIMED ACCURACY TEST will be collected and signed by the invigilators and handed back at the end of the examination session. ALL pages must be signed. Place the PRINTOUTS in your EXMINATION FOLDER.

Fees Must Fall is a student-led protest movement that began in mid-October 2015 in response to an increase in fees at South African universities. Protests started at the University of Cape Town and Rhodes University before rapidly spreading to other universities across the country.

The 2015 protest ended when it was announced by the South African government that there would be no tuition fee increases for 2016. The protest in 2016 began when the South African Minister of Higher Education announced that there would be fee increases capped at 8% for 2017; however, each institution was given the freedom to decide by how much their tuition would increase.

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QUESTION 1 (CONTINUED)

By October 2016 the Department of Education estimated that the total cost in property damage due to the protest since 2015 had amounted to R600 million (equivalent to US$44.25 million).

The protests followed a three-day student lock-down of the University of Witwatersrand campus the week before following an announcement by the university that fees would be increasing by 10.5% in the following year despite an inflation rate of only around 6% for the same year. The university's chief financial officer stated that the cause of the high increase in fees was:

25 wpm

The rand-dollar exchange rate has fallen by approximately 22%, which has resulted in a substantial increase in the amount of money that we pay for all library books, journals, electronic resources and research equipment that are procured

30 wpm

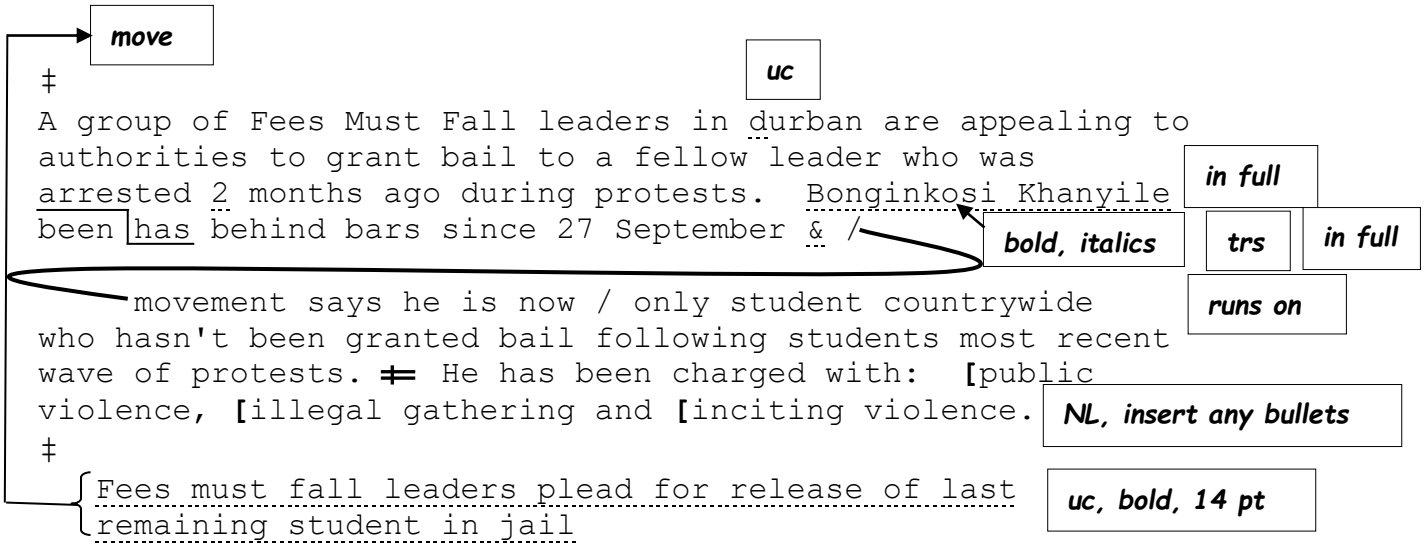
[20]

QUESTION 2: PARAGRAPHS

TIME: 30 MINUTES **MARKS: 50**

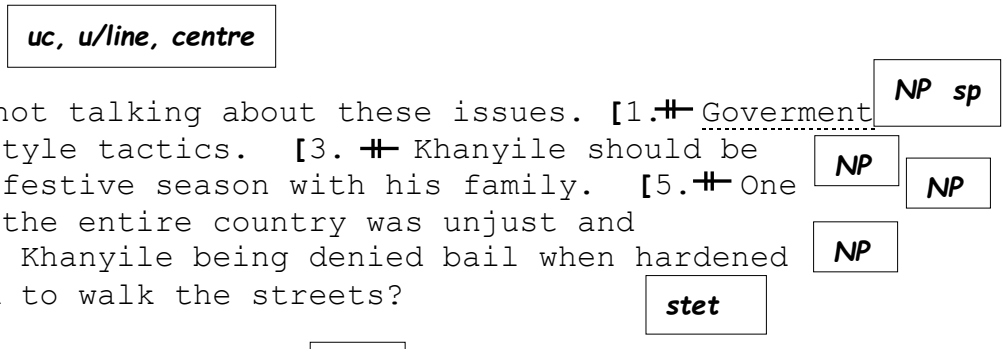
MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**JUSTIFICATION:**	Left
Right :	2.54 cm/1"	**HYPHENATION:**	No
FONT:	Courier New 12 pt	**LINE SPACING:**	Single, except where indicated otherwise

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as header.
2. Key in the document and take all proofreading signs into consideration.
3. Proofread, save as Q2 and print the document.
4. Put the PRINTOUT in your EXAMINATION FOLDER.



‡
A group of Fees Must Fall leaders in durban are appealing to authorities to grant bail to a fellow leader who was arrested 2 months ago during protests. Bonginkosi Khanyile been has behind bars since 27 September & /
movement says he is now / only student countrywide who hasn't been granted bail following students most recent wave of protests. ⫢ He has been charged with: [public violence, [illegal gathering and [inciting violence.
‡
Fees must fall leaders plead for release of last remaining student in jail

These protests are:
‡
[2.⫢ Government are not talking about these issues. [1.⫢ Goverment was using apartheid-style tactics. [3. ⫢ Khanyile should be allowed to spend the festive season with his family. [5.⫢ One student in prison in the entire country was unjust and unfair. [4.⫢Why was Khanyile being denied bail when hardened ~~criminals~~ are allowed to walk the streets?
~~crime~~
~~These protests are our June 16 crime~~



Candidate: Arrange numbering in correct numerical order.

[50]

QUESTION 3: OFFICIAL LETTER

TIME: 32 MINUTES **MARKS: 56**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/"	**HYPHENATION:**	No
Right:	2.54 cm/1"	**JUSTIFICATION:**	Left
FONT:	Courier New 12 pt	**LINE SPACING:**	Single, except where indicated otherwise

1. Retrieve the letterhead saved on your diskette/computer.
2. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as header.
3. Key in the document and take all proofreading signs into consideration.
4. Proofread, save as Q3 and print the document.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

‡

To: ~~=~~ Principals of universities, CEOs of universities, Rectors of universities

Display correctly, uc, del commas

‡

move

‡ ~~decreased~~ d

stet

Protests at universities over the purported fee ~~increases~~ lead to the suspension of the academic programmes at those affected universities ~~and colleges~~.

del

‡

On 10 October 2016 students at the University of / Witwatersrand gathered at / Great Hall, an area on / campus. The police, in order to disperse / protesters, fired rubber bullets. 2 students were injured & 11 were arrested by / police. ≠ [By the afternoon / students throwing started rocks. Police were deployed to some other universities in anticipation of protests. No decision had been reached over fees for 2017.

in full

trs

‡

in full

bold, italics

bold, italics

SA President Jacob Zuma instructed finance minister Pravin Gordhan to find the money to ensure a 0Λ increase in 2017. Λ%

‡

Please infom your students to stop vandalising properties.

sp

≣

Display correctly

Blade Nzimande, Minister of Higher Education

Violence of Fees Must Fall protests has damaged cause:

uc, bold, centre

[56]

QUESTION 4: MEMORANDUM

TIME: 20 MINUTES **MARKS: 34**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**HYPHENATION:**	No
Right:	2.54 cm/1"	**JUSTIFICATION:**	Left
FONT:	Courier New 12 pt	**LINE SPACING:**	Single, except where indicated otherwise

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER number as header.
2. Key in the document and take all proofreading signs into consideration.
3. Proofread, save as Q4 and print the document.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

University of Cape Town *uc, bold, centre, 18 pt*

‡

Memorandum *sp caps, bold*

‡

To:~~=~~All students
From: ~~=~~ SRC president *uc, d/s* *Insert horizontal lines*
Date: ~~=~~ Today's date in full

‡

~~Subject:~~ Fees must Fall Protest *del* *uc, bold*

‡

Free education is a good cause, yes, but vandalism is not good. I understand that / protesters are fighting for our freedom but they need to vandalising stop the universities. They are not helping us in any way, they are only damaging / future of those who are still coming. *trs*

‡ *sp*

Our parents were woried about / Fees Must Fall movement because they wanted to see us furthering our studies.

‡

I am sure our parents don't want to see us taking a gap year because of the situation that / universities are currently facing. [/ government said that there will be free education & now / promise is not being fulfilled. They are trying to do something, but this is not / right way of doing it. *NP in full*

‡ ~~defacing~~

Nothing can be achieved by ~~damaging~~ university property. Let us do it in / right way. *stet*

‡

Thank you

‡

SRC president, Jordan Louw *Display correctly*

[34]

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QUESTION 5: COLUMNS

TIME: 16 MINUTES **MARKS: 20**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**HYPHENATION:**	No
Right:	2.54 cm/1"	**JUSTIFICATION:**	Left
FONT:	Courier New 12 pt	**LINE SPACING:**	Single, except where indicated otherwise

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as header.
2. Key in the document and take all proofreading signs into consideration.
3. Proofread, save as Q5 and print the document.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

Cape Peninsula University of Technology ***uc, bold, centre, 18 pt***

‡

Fees must fall need to be stopped with immediate effect! ***uc, bold***

Candidate: Create TWO columns

‡

20 October 2016 ***italics***

‡

On Tuesday 20 October students ~~meeting~~ ~~assembled~~ at the University of Cape Town and marched down to the local police station to demand that the students who were arrested the previous be night released. ***stet*** ***trs***

Column 1

21 October 2016 ***italics***

‡

The Cape Peninsula University of Technology students started protesting and locked down the campus. At the Fort Hare University students also began protests and a campus lock down. ~~They refuse to disperse or write exams.~~ ***del***

Column 2

‡

Candidate: Change to ONE column

move

[20]

QUESTION 6: AFRICAN LANGUAGE

MARKS: 20

TIME: 12 MINUTES

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**HYPHENATION:**	No
Right:	2.54 cm/1"	**JUSTIFICATION:**	Left
FONT:	Courier New 12 pt	**LINE SPACING:**	1.5 (1½)

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as header.
2. Proofread, save as Q6 and print the document.
3. Put the PRINTOUT in your EXAMINATION FOLDER.

NQANDA UBUGEBENGU OBENZEKE EMISHINI YOKUKHIPBA IMALI

1. Ukwanda kobugebengu kusho ukuthi ukuphepha nokusizalala ekusebenziseni imishini yokukhipha imali akusekho. Ngokuba novuso olwanele lokuthi ungaziyikela kanjani wena nemali yakho, ungayisebenzisa kahle kakhulu indlela yokusebenzisa imishini yokukhipha imali.

2. Izimbangela ezinkulu zobugebengu emishinini yokukhipha imali.

3. Ukushintsha ikhadi, ukucekelwa phansi kwemishini yokukhipha imali.

4. Ngokuhlala uqaphile futhi ukhumbule ...

[20]

TOTAL SECTION A: 200

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SECTION B

WORD PROCESSING

	TIME	MARKS
QUESTION 7A	**ALREADY KEYED IN**	**0 MARKS**
QUESTION 7B	**18 MINUTES**	**25 MARKS**
QUESTION 8A	**9 MINUTES**	**15 MARKS**
QUESTION 8B	**12 MINUTES**	**20 MARKS**
QUESTION 9A	**9 MINUTES**	**19 MARKS**
QUESTION 9B	**12 MINUTES**	**21 MARKS**
	60 MINUTES	**100 MARKS**

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QUESTION 7A: PARAGRAPHS

TIME: ALREADY KEYED IN **MARKS: 0**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**HYPHENATION:**	No
Right:	2.54 cm/1"	**JUSTIFICATION:**	Left
FONT:	Courier New 12 pt	**LINE SPACING:**	Double line spacing

INSTRUCTIONS TO CANDIDATES: QUESTION 7A below has already been keyed in and saved as Q7A. Proofread the question on the screen. Make sure that you work on the already keyed-in QUESTION 7A.

On Wednesday 21 October 2015 students from both / University of Cape Town as well as / Cape Peninsula University of Technology formed a crowd of around 5 000 protesters and marched to / which coincided with / meeting of / National Assembly - with both Higher Education Minister Blade Nzimande and President Jacob Zuma in attendance – which was in session to hear / medium-term budget.

Following / finance minister's address, Nzimande tried to address / crowd but was repeatedly booed whilst President Zuma left / buildings through a side entrance. Other parliamentarians were advised by / speaker of / house to wait out / protests in their offices.

Protesters broke through / gates of / parliamentary precinct and began to stage a sit-in, but riot police soon moved in to disperse them using stun grenades, tasers, coloured gas, riot shields and truncheons.

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QUESTION 7A (CONTINUED)

After / riot police had cleared / precinct of protesters & shut / gates, police warned protesters that they were contravening / National Key Points Act & that if they did not disperse within 15, they would be arrested. / protesters did not leave & police went ahead and arrested a number of them.

It was claimed that protesters identified by police as particular troublemakers were arrested. / presence of riot was police questioned by / press. Mass meetings at Stellenbosch University were held on / same day to demonstrate against fee increases.

Protest action also started at Nelson Mandela Metropolitan University in Port Elizabeth, when students blocked / main roads onto / Summerstrand campuses. At least one altercation with / police took place when tear gas and rubber bullets were used to push students back onto campus. Higher Education Minister Blade Nzimande and President Jacob Zuma.

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QUESTION 7B: PARAGRAHS

TIME: 18 MINUTES **MARKS: 25**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**HYPHENATION:**	No
Right:	2.54 cm/1"	**JUSTIFICATION:**	Left
FONT:	Courier New 12 pt	**LINE SPACING:**	Single, except where indicated otherwise

1. Retrieve the document saved as Q7A and change to Q7B.
2. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER number as header.
3. Process according to the instructions as indicated in the text.
4. Proofread, save as Q7B and print the document.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Λ University of Cape Town & Cape Peninsula *uc, centre, bold in full*

‡

On Wednesday 21 October 2015 students from both / University of Cape Town as well as / Cape Peninsula University of Technology formed a crowd of around 5 000 protesters and marched to *in words*

/ Λ which coincided with / meeting of / Λ South African Parliament National Assembly – with both Higher Education Minister Blade Nzimande and President Jacob Zuma in attendance – which was in session to hear / medium-term budget. *bold, italics* *bold, italics*

‡

Following / finance minister's address, Nzimande tried to address / crowd but was repeatedly booed whilst President Zuma left / Λ buildings through Λ parliamentary a side entrance. ~~Other parliamentarians were advised by / speaker of / house to wait out / protests in their offices.~~ *bold, italics* *del*

‡

Protesters broke through / gates of / parliamentary precinct and began to stage a sit-in, but riot police soon moved in to disperse them using stun grenades, tasers, coloured gas, riot shields and truncheons. *uc*

Candidate: ***Indent the paragraph [Protesters ... truncheons.] left and right on 5 cm/2" and justify. Insert a page break thereafter.***

Candidate: ***Replace [/] with [the]. Insert University Protesters as footer, right-aligned, bold, 10 pt***

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QUESTION 7B (CONTINUED)

Λ Riot Police *uc, centre, bold*

‡ *in full*

After / riot police had cleared / precinct of protesters & shut / gates, police warned protesters that they were contravening / National Key Points Act & that if they did not disperse within 15 Λ, they would be arrested. ≠ [/ protesters Λ minutes did not leave & police went ahead and arrested a number of them. *in full* *in full* *runs on*

It was claimed that protesters identified by police as particular troublemakers were arrested. / presence of riot was police questioned by / press. *trs*

Mass meetings at Stellenbosch University were held on / same day to ~~demonstrate~~ against fee increases. *stet*

‡ ~~show~~

Protest action also started at Nelson Mandela Metropolitan University in Port Elizabeth, when students blocked / main roads onto / Summerstrand campuses. At least one altercation with / police took place when tear gas and rubber bullets were used to push students back onto campus. ~~Higher Education Minister Blade Nzimande and President Jacob Zuma.~~ *u/line* *u/line* *del*

[25]

QUESTION 8A: APPLICATION LETTER

TIME: 9 MINUTES **MARKS: 15**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**JUSTIFICATION:**	Left
Right:	2.54 cm/1"	**HYPHENATION:**	No
FONT:	Courier New 12 pt	**LINE SPACING:**	1.5 (1½)

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER number as header.
2. Key in the document and take all proofreading signs into consideration.
3. Proofread, save as Q8A and print the document.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

This is to bring to your attention that I have just graduated at the UFS & am interested to follow it up with a masters degree at your reputed institution. I am sure that after completing my masters at your university, my career prospects become will brighter. I would be grateful to you if you could send me the prospectus and the details regarding the course.

I am also enclosing my current marked sheet for your refirence.

(15)

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QUESTION 8B: APPLICATION LETTER

TIME: 12 MINUTES **MARKS: 20**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**JUSTIFICATION:**	Left
Right:	2.54 cm/1"	**HYPHENATION:**	No
FONT:	Courier New 12 pt	**LINE SPACING:**	Single except where indicated otherwise

1. Retrieve the document saved as Q8A and change to Q8B.
2. Change QUESTION 8A in the header to QUESTION 8B.
3. Process according to the instructions in the text.
4. Proofread, save as Q8B and print the document.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Move and display correctly

Λ Sir/Madam
‡
Λ Application for a position *uc, bold*
‡
This is to bring to your attention that I have just graduated at the UFS & am interested to follow it up with a *in full*
italics ~~college~~ *stet*
masters degree at your reputed ~~institution~~. I am sure that after completing my masters at your university, my career prospects become will brighter. I would be grateful to you *trs*
if you could send me the prospectus and the details regarding the course.
runs on
I am also enclosing my current mark~~ed~~ sheet for your *del*
refirence. Λ [I trust that my application will receive your *sp* *NP*
favourable consideration.
‡
Λ Yours faithfully, Bonginkosi Khanyile *Display correctly*

Set a tabular stop at 11 cm/4.33" from the margin and insert sender's address:
Λ Private Bag X1345
Bergville *uc*
3350
‡
Λ Today's date in full
‡
Insert recipient's address correctly:
University of the Free State
Private Bag X40
Bethlehem *uc*
9700
‡

(20)
[35]

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QUESTION 9A: PARAGRAPHS

TIME: 9 MINUTES **MARKS: 19**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**JUSTIFICATION:**	Left
Right:	2.54 cm/1"	**HYPHENATION:**	No
FONT:	Courier New 12 pt	**LINE SPACING:**	Single except where indicated otherwise

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER number as header.
2. Key in the document and take all proofreading signs into consideration.
3. Proofread, save as Q9A and print the document.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

Indlela yokusebenza ehhovisi elivulekile **uc, centre, bold, u/line**

‡

1. Bheka okushoyo uma ukhuluma ocingweni. Osebenza nabo bangezwa izimfihlo zakho.

‡

2. Umsindo wokukhala kocingo awumuhle. Phendula ucingo lwakho ngokushesha ukhethe i-ring tone ye-cellphone engeke ibaphazamise osebenza nabo-noma uyisethe ukuze ingakhiphi msindo.

‡

3. Ungazithatheli into ungayicelanga. **bold, u/line**

‡

4. Ungayidleli edeskini into ungayicelanga. **bold, u/line**

‡

5. Ungabaphazamisa abantu ngezinkinga eziphathelene ngomsebenzi uma bedla.

‡

6. Uma kudingeka ukuba uze emsebenzini amagciwane ungula ...

(19)

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QUESTION 9B: PARAGRAPHS

TIME: 12 MINUTES **MARKS: 21**

MARGINS:		**PAPER:**	A4 portrait
Left:	2.54 cm/1"	**JUSTIFICATION:**	Left
Right:	2.54 cm/1"	**HYPHENATION:**	No
FONT:	Courier New 12 pt	**LINE SPACING:**	Single except where indicated otherwise

1. Retrieve the document saved as Q9A and change to Q9B.
2. Change QUESTION 9A in the header to QUESTION 9B.
3. Process according to the instructions in the text.
4. Proofread, save as Q9B and print the document.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Remove underlining

INDLELA YOKUSEBENZA EHHOVISI ELIVULEKILE

‡

1. Bheka okushoyo uma ukhuluma ocingweni. Osebenza nabo bangezwa izimfihlo zakho.

‡

2. Umsindo wokukhala kocingo awumuhle. Phendula ucingo lwakho ngokushesha ukhethe i-ring tone ye-cellphone engeke ibaphazamise osebenza nabo-noma uyisethe ukuze ingakhiphi msindo.

‡

3. Ungazithatheli into **ungayicelanga**. ***uc***
4. ‡
5. Ungayidleli edeskini into **ungayicelanga**. ***uc***

‡

6. Ungabaphazamisa abantu ngezinkinga eziphathelene ngomsebenzi uma bedla.

‡

7. Uma kudingeka ukuba uze emsebenzini amagciwane ungula ...

italics

Candidate:

Insert a page break after paragraph 6.
Copy page one to page two.
Insert a page number bottom, centred on both pages.

QUESTION 9B (CONTINUED)

Centre page horizontally

INDLELA YOKUSEBENZA EHHOVISI ELIVULEKILE

Candidate: Delete numbers

Right-align [Bheka ... ocingweni.]

1. Bheka okushoyo uma ukhuluma ocingweni.=[Osebenza nabo bangezwa izimfihlo zakho.

Enter once and insert a horizontal line after [Osebenza ... zakho.]

Indent the paragraph [Umsindo ... msindo.] on 5 cm/2" left and right and justify

2. Umsindo wokukhala kocingo awumuhle. Phendula ucingo lwakho ngokushesha ukhethe i-ring tone ye-cellphone engeke ibaphazamise osebenza nabo-noma uyisethe ukuze ingakhiphi msindo.

Right-align [Ungayidleli ... ungayicelanga.]

3 Ungazithatheli into **ungayicelanga**. ***del underlining***

4. Ungayidleli edeskini into **ungayicelanga**. ***del underlining***

Enter once and insert a horizontal line

Indent the paragraph [Ungabaphazamisa ... bedla.] on 3.81 cm/1.5" left and right and justify

5. Ungabaphazamisa abantu ngezinkinga eziphathelene ngomsebenzi uma bedla.

Indent the paragraph [Uma ... ungula ...] on 4 cm/1.6" left and right and justify

6. Uma kudingeka ukuba uze *emsebenzini* amagciwane ungula ...

(21)
[40]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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