higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INFORMATION PROCESSING N4

25 MAY 2018

This marking guideline consists of 32 pages.

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SECTION A: TYPING TECHNIQUE

		TIME	MARKS
QUESTION 1:	**TIMED ACCURACY TEST**	**10 minutes**	**20**
QUESTION 2:	**TABULAR STATEMENT**	**33 minutes**	**54**
QUESTION 3:	**BUSINESS LETTER**	**37 minutes**	**60**
QUESTION 4:	**ADVERTISEMENT**	**28 minutes**	**46**
QUESTION 5:	**AFRICAN LANGUAGE**	**12 minutes**	**20**
TOTAL		**120 minutes**	**200**

SECTION A: TYPING TECHNIQUE

NOTE: THE CANDIDATE CANNOT FAIL BECAUSE HE/SHE COULD NOT COMPLETE OR PASS THE TIMED ACCURACY TEST.

1. The mark for typing technique (200) is added to the word processing mark (100) to obtain a mark out of 300 which is processed to a mark out of 100 (percentage). This mark must be sent to the CD: NATIONAL EXAMINATIONS AND ADMINISTRATION**.**

2. ACCURACY errors must be indicated with a RED /. Repetitive accuracy errors must be indicated with a RED circle.

3. DISPLAY errors must be indicated with a BLUE X. Repetitive display errors must be indicated with a BLUE circle.

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QUESTION 1 – MARKING SCHEDULE – TIMED ACCURACY TEST						
WPM	**35**	**40**		**WPM**	**35**	**40**
ERRORS				**ERRORS**		
1	**19**	**19**		**28**	**4**	**7**
2	**19**	**19**		**29**	**3**	**7**
3	**18**	**19**		**30**	**2**	**6**
4	**18**	**18**		**31**	**1**	**6**
5	**17**	**18**		**32**	**0**	**5**
6	**17**	**17**		**33**		**5**
7	**16**	**17**		**34**		**4**
8	**16**	**16**		**35**		**4**
9	**15**	**16**		**36**		**3**
10	**15**	**15**		**37**		**2**
11	**14**	**15**		**38**		**1**
12	**14**	**14**		**39**		**0**
13	**13**	**14**				
14	**13**	**13**				
15	**12**	**13**				
16	**12**	**13**				
17	**11**	**12**				
18	**10**	**12**				
19	**10**	**11**				
20	**9**	**11**				
21	**9**	**10**				
22	**8**	**9**				
23	**8**	**9**				
24	**7**	**8**				
25	**6**	**8**				
26	**6**	**8**				
27	**5**	**7**				

QUESTION 1: TIMED ACCURACY TEST MARKS: 20

NOTE: / = RED ERRORS = ACCURACY

BE SURE TO MARK THE SPEED WITH CARE, AS IT MAKES A DIFFERENCE TO THE RESULTS. REMEMBER THAT ONLY ACCURACY IS MARKED.

MARK ACCORDING TO THE ENCLOSED DEPARTMENTAL SCHEDULE.

MARK ACCURACY ERRORS ONLY.

Indicate accuracy errors with a red slash (/).

One or more incorrect characters in a word – 1 error.

Do not penalise incorrect margins.

Do not penalise incorrect line spacing.

Do not penalise incorrect hyphenation.

Do not penalise incorrect upper case/lower case.

Do not penalise incorrect letter spaces.

Do not penalise incorrect justification.

Do not penalise incorrect display errors.

Do not penalise if a whole line or paragraph is left out and keyed in at another position.

When exactly the same word is repeatedly keyed in incorrectly, it is penalised once only per question. Thereafter it is encircled as a repetitive error.

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QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

Omission of words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last few strokes at the end are 5 or more, count as another error. If the last few strokes at the end are less than 5, ignore.

If 35 wpm is not completed, count back as indicated in the marking guideline.

The highest mark obtained must be indicated. The highest speed passed must be indicated.

Indicate the speed obtained with Pass 35 wpm/Pass 40 wpm/Fail where applicable in the following way:

INDICATE AT THE END OF THE SPEED TEST:

Pass 35 wpm/Pass 40 wpm/Fail; Errors; Mark

INDICATE ON THE FRONT OF THE FOLDER DIRECTLY NEXT TO THE MARK OBTAINED FOR QUESTION 1:

Pass 35 wpm/Pass 40 wpm/Fail

If the candidate did not hand in QUESTION 1, indicate by drawing a line through the block for the mark next to QUESTION 1 on the front of the folder and writing Fail at the appropriate positions.

INDICATE ON THE FRONT OF THE FOLDER JUST BELOW THE CIRCLE FOR THE MARKS OBTAINED:

Pass 35 wpm/Pass 40 wpm/Fail

Should a candidate fail the examination (less than 40 %) and pass the accuracy test, the word Fail replaces the Pass 35 wpm/Pass 40 wpm, as a candidate cannot fail the question paper as a whole and get recognition for the wpm.

THE MARK FOR TYPING TECHNIQUE (200) IS ADDED TO THE WORD PROCESSING MARK (100) TO OBTAIN A MARK OUT OF 300 WHICH IS PROCESSED TO A MARK OUT OF 100 (PERCENTAGE). THIS MARK MUST BE SENT TO THE NATIONAL DEPARTMENT.

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QUESTION 1: TIMED ACCURACY TEST

Every new business starts with an idea. Maybe there is something you are really knowledgeable and passionate about or perhaps you think you have found a way to fill a gap in the marketplace. Wherever your interests lie, it is almost guaranteed that there is a way to turn it into a business.

Once you have narrowed your list of ideas down to one or two, do a quick search for existing companies in your chosen industry. Learn what the current brand leaders are doing and figure out how you can do it better. If you think your business can deliver something other companies don't, you've got a solid idea and are ready to create a business plan.

Another option is to open a franchise of an established company. The concept, brand following and business model are already in place; all you need is a good location and the means to fund your operation.

A global business consultant and CEO of operational strategy consulting firm BMGI cautioned would-be entrepreneurs against starting a business just for the sake of being a business owner: you need a viable business model not just an idea.

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

Now that you have your idea in place, you need to ask yourself a few important questions: What is the purpose of your business? Who are you selling to? What are your end goals? How will you finance your start-up costs? All of these questions can be answered in a well-written business plan.

A business plan helps you figure out where your company is going, how it will overcome any potential difficulties and what you need to sustain it.

Starting any business has a price, so you need to determine how you are going to cover those costs. Do you have the means to fund your start-up or will you need to borrow money? If **35 wpm**
you are planning to make your new business your full-time job, it is wise to wait until you have at least some money put away for start-up costs and for sustaining yourself in the beginning before you start making a profit.

While many entrepreneurs **40 wpm**

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

32 31 30 29 28
A business plaln helps yolu figure olut where ylour companly is
27 26 25 24 23 22
goingl, how it wlill overcolme any potlential diflficulties land
21 20 19
what ylou need tol sustain ilt.

18 17 16 15 14 13
Startling any bulsiness hasl a price, lso you neeld to deterlmine
12 11 10 9 8 7
how ylou are goilng to covelr those colsts. Do lyou have tlhe
6 5 4 3 2
means tlo fund youlr start-upl or will ylou need tol borrow
1
molney? → **35 wpm**

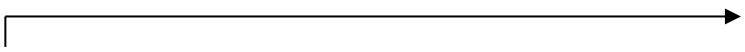
QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

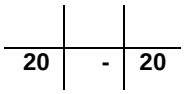
```
                                                        39         38
Starting any business has a price, so you needl to determline
       37         36         35         34         33         32
how yolu are goinlg to coverl those coslts.  Do ylou have thle
         31         30         29         28         27
means tol fund yourl start-up lor will yolu need to lborrow
   26       25         24         23         22         21
monley?  If l you are pllanning to lmake your lnew businelss your
  20         19         18         17         16         15
fulll-time jolb, it is wlise to wailt until yolu have at lleast
    14         13         12         11         10         9
somel money putl away for lstart-up closts and flor sustainling
      8          7          6          5          4          3
yourself in the l beginning lbefore youl start makling a proflit.

    2          1
Whille many entlrepreneurs
```

40 wpm

20	**-**	**20**





[20]

TYPING TECHNIQUE				
SCHEDULE – ACCURACY – QUESTION 2-5				
-4 MARKS DEDUCTED PER ERROR – ACCURACY – RED				
MARKS	**27**	**48**	**37**	**20**
RED ERRORS	**Q2**	**Q3**	**Q4**	**Q5**
0	**27**	**48**	**37**	**20**
1	**23**	**44**	**33**	**16**
2	**19**	**40**	**29**	**12**
3	**15**	**36**	**25**	**8**
4	**11**	**32**	**21**	**4**
5	**7**	**28**	**17**	**0**
6	**3**	**24**	**13**	
7	**0**	**20**	**9**	
8		**16**	**5**	
9		**12**	**1**	
10		**8**	**0**	
11		**4**		
12		**0**		

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TYPING TECHNIQUE			
SCHEDULE – DISPLAY – QUESTION 2-5			
-2 MARKS DEDUCTED PER ERROR – DISPLAY – BLUE			
MARKS	**27**	**12**	**9**
BLUE ERRORS	**Q2**	**Q3**	**Q4**
0	**27**	**12**	**9**
1	**25**	**10**	**7**
2	**23**	**8**	**5**
3	**21**	**6**	**3**
4	**19**	**4**	**1**
5	**17**	**2**	**0**
6	**15**	**0**	
7	**13**		
8	**11**		
9	**9**		
10	**7**		
11	**5**		
12	**3**		
13	**1**		
14	**0**		

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QUESTION 2: TABULAR STATEMENT MARKS: 54

27 MARKS – ACCURACY – 4 MARKS PER ERROR **Incomplete – as per schedule**	
ERROR NO	**DISPLAY ERRORS – 27 MARKS – 2 MARKS PER ERROR**
1.	Margins equal and/or incorrect and/or Justification (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2	Paper size (A4 landscape) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3	Font/font size (CN 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	Delete – [dividends] not deleted and/or incorrect and/or Insert – [the] not inserted and/or incorrect
5	Stet – not retained and/or incorrect and/or Sp – spelling incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect
7	Merge – Columns/Rows incorrect and/or Months not arranged in chronological order and/or incorrect
8	In full – not in full/words and/or incorrect
9	Heading incorrect and/or Column headings not left-aligned and/or incorrect and/or Columns incorrect
10	Vertical lines omitted and/or incorrect
11	Horizontal lines omitted and/or incorrect
12	Figures not right-aligned and/or incorrect
13	Footnote incorrect (not align on margin) and/or Footnote – 2 letter spaces after numbering or can use footnote signs
	Incomplete table – as per schedule

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INFORMATION PROCESSING N4

1 margins, justification, line spacing 2 A4 L, tab/indent, hyphenation 3 CN 12 pt, uc/lc, letter spaces

STATISTICS OF THE SMALL BUSINESS ENTERPRISE

1 centre 3 uc 6 bold, ital 4 insert

Refers to general trade conducted 5 sp

7 merge

MONTH WHICH ENDS ON 3 uc	**INCOME**[1] 3 uc 6 bold			**EXPENDITURE** 4 del 3 uc 6 bold			PROFIT % 3 uc
	Sales	Rent	Other[1]	Wages	Software	Other[2]	→ ¼
8 in full	R'000	R'000	R'000	R'000	R'000	R'000	5 stet
January	400 000	48	700	1 500	45 000	34	25
February	350 000	50	800	1 300	35 000	45	16
March	300 000	70	900	1 600	25 000	40	20
							→ ½
April	250 000	60	600	2 500	50 000	10	25
May	200 000	55	450	3 904	60 000	15	18
June	320 000	60	320	1 700	20 000	20	17
July	500 890	80	560	2 000	65 000	50	19
							→ ¾
August	500 000	92	230	4 200	30 000	25	14
September	600 090	88	430	4 500	69 080	55	24

7 months in chronological order 10 vertical lines 11 horizontal lines

1 Includes cleaning material and postage

2 Comparative information only

9 headings, column headings, columns 12 figures 13 footnote

¼

A	D	T	
7	7	14	54

½

A	D	T	
14	13	27	54

¾

A	D	T	
21	20	41	54

rrors	Marks
0	27
1	23
2	19
3	15
4	11
5	7
6	3
7	0

A	D	T
27	27	54

[54]

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QUESTION 3: BUSINESS LETTER MARKS: 60

48 MARKS – ACCURACY – 4 MARKS PER ERROR **Incomplete – as per schedule**	
ERROR NO	**DISPLAY ERRORS – 12 MARKS – 2 MARKS PER ERROR**
1	Left-hand margin not 3.81 cm/1.5" and right-hand margin not 2.54 cm/1" and/or incorrect and/or Justification incorrect (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2	Letterhead not used or not retrieved and/or incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3	Font/font size (CN 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	Insert – date not insert in full and/or recipient's address incorrect and/or content heading incorrect and/or conclusion incorrect and/or [key] not inserted and/or incorrect and/or / - not changed to [the] and/or incorrect and/or Del – [for] not deleted and/or incorrect
5	Trs – transpose incorrect and/or Sp – spelling incorrect and/or Stet – not retained and/or incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect
7	Move – not moved and/or incorrect
8	New paragraphs incorrect and/or In full – not in full/words and/or incorrect
9	Paragraphs not arranged in numerical order and/or incorrect
10	[Examination number] not inserted as a footer and/or incorrect and/or Page break not inserted and/or incorrect and/or Page number not inserted and/or incorrect
	Incomplete as per schedule

¼

A	D	T	
12	3	15	60

½

A	D	T	
24	6	30	60

¾

A	D	T	
36	9	45	60

Error	Marks
0	48
1	44
2	40
3	36
4	32
5	28
6	24
7	20
8	16
9	12
10	8
11	4
12	0

A	D	T
48	12	60

QUESTION 3 1 margins, justification, line spacing 2 A4 portrait, letterhead, tab stop/indent, hyphen 3 CN12 pt, uc/lc, letter spaces

ZWAVHUDI AND PARTNERSHIPS

Tel: 015 3126288
Fax: 015 3126289
E-mail: www.zwavhupartner.co.za



PO Box 321
POLOKWANE
0150

---

25 May 2018 4 insert date

Mrs M Tshilande
PO Box 248
TSHIDIMBINI 3 uc 4 display
0972

Dear Partner 7 move

STEPS TO STARTING YOUR OWN BUSINESS 3 uc 6 bold 7 move
9 paragraphs in numerical order

1. **PERSONAL EVALUATION** 3 uc 6 bold
   8 NP
   Why do you want to start a business?
   4 insert

2. **ANALYSE THE INDUSTRY** 3 uc 6 bold → ¼
   8 NP
   Who will buy your product or services? 5 sp

3. **MAKE IT LEGAL** 3 uc 6 bold
   8 NP 5 trs
   Name your business, register it.

4. **WRITE A BUSINESS PLAN** 3 uc 6 bold
   8 NP
   Define your strategy, tactics and specific activities for execution including key dates, deadlines, budgets and cash flow. 5 stet 4 insert → ½

5. **GET FINANCE** 3 uc 6 bold
   8 NP
   Most small businesses begin with private financing from credit cards, personal loans, help from the family, etcetera. 8 in full 4 insert

10 footer
EXAMINATION NUMBER

QUESTION 3 (CONTINUED)

2 10 page break, page number

6. **SET UP SHOP** 3 uc 6 bold
8 NP
Find a location, negotiate leases, buy inventory.

7. **EXPECT TO MAKE MISTAKES** 3 uc 6 bold
8 NP 4 insert
The great thing about owning your own business is ¾
that you get to decide what you want to do and in
what direction you want to grow. 4 del for
6 ital 4 insert 3 letter space
For more *information* call the SEDA office on 015 9633490
or send an e-mail to **seda@help.co.za**. 6 bold
with or without line
Yours faithfully

4 conclusion

TSHAMANO WAVHUDI 3 uc/lc
SEDA OFFICER

A	D	T
48	12	60

10 footer
EXAMINATION NUMBER

[60]

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QUESTION 4: ADVERTISEMENT MARKS: 46

40 MARKS: ACCURACY – 4 MARKS PER ERROR **Incomplete – as per schedule**	
ERROR NO	**DISPLAY ERRORS – 6 MARKS – 2 MARKS PER ERROR**
1	Margins incorrect and/or Justification incorrect (left, centred, right, justify) incorrect and/or Line spacing incorrect
2	Paper size as indicated incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3	Font/font size (CN 12 pt and Arial 18 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	/ – not changed to [the] and/or incorrect and/or Insert – incorrect
5	Trs – not transposed and/or incorrect and/or Sp – spelling incorrect and/or Stet – not retained and/or incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not changed and/or incorrect
7	Move – not moved and/or incorrect
8	In full – not in full/words and/or incorrect and/or [@] and [&] not replaced with [at] and [and] and/or incorrect
9	Advertisement not centred vertically and/or incorrect and/or [Examination number] not inserted as a header and/or incorrect

Error	Marks
0	37
1	33
2	29
3	25
4	21
5	17
6	13
7	9
8	5
9	1
10	0

¼

A	D	T	
10	2	12	46

½

A	D	T	
18	5	23	46

¾

A	D	T	
28	7	35	46

A	D	T
37	9	46

QUESTION 4

1 margins, line spacing, justification 2 A4 portrait, tab stops/indentation, hyph 3 font, uc/lc, letter spaces
9 [Examination number] as header, centre vertically

1 centre 3 Arial 18 pt, uc 6 bold 7 move

START YOUR OWN SMALL BUSINESS IN FUTURE

1 centre 3 uc 6 bold

BENEFITS OF REGISTERING A COMPANY THROUGH US

5 stet 8 in full 8 in full

We promise fast and effective online service at CIPC or your money back. ¼

6 u/line 8 in full 4 insert

Our requirements are simple and easy: apply online and e-mail/fax your Identity number. 8 in full

6 ital 8 in full

FREE optional growth services at our partners: tender alerts at trade world, bank account, finance at SEDA, business ½ listings in yellow pages, mentorship at RaizCorp.

8 in full 5 trs 5 sp 8 in full 4 insert

- Disclaimer: Trading since 2006. We are company secretarial specialists and professional accountants ¾ (SAIBA, SAIPA and SAIT) representing clients at institutions – we are not the government. 1 double line spacing

☎ Toll-free consultation: 0800 007 269 (Monday-Friday 9 am–4 pm).

3 letter space 8 in full 1 align right

A	D	T
37	9	46

[46]

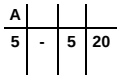
QUESTION 5: AFRICAN LANGUAGE MARKS: 20

20 MARKS – ACCURACY – 4 marks per error
– Every keying-in error
0 MARKS – DISPLAY – no marks

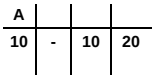
NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS

1. One or more incorrect characters in a word – 1 error.
2. Do not penalise incorrect margins.
3. Do not penalise incorrect line spacing.
4. Do not penalise incorrect hyphenation.
5. Do not penalise incorrect capital/small letters.
6. Do not penalise incorrect letter spaces.
7. Do not penalise incorrect justification.
8. Do not penalise any incorrect display.
9. Do not penalise if a whole line or paragraph has been left out and keyed in at another position.
10. When exactly the same word is repeatedly keyed in incorrectly, it is penalised once only per question. Thereafter it is encircled as a repetitive error.
11. Omission of words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last few strokes at the end are 5 or more, count as another error. If the last few strokes at the end are less than 5, ignore.

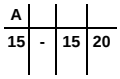
¼



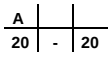
½



¾



Errors	Marks
0	20
1	17
2	14
3	11
4	8
5	5
6	2
7	0

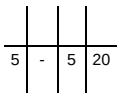


QUESTION 5

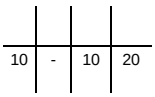
Hi mpfumelelo wo xavisa mimovha na nomboro ku chayela movha lowu wu nga tsarisiwangiki epatwini ra Afrika-Dzonga, u fanele ku sungula u endla xikombelo xa mpfumelelo na nomboro ya ku xavisa movha. ¼ ½

Nomboro ya ku xavisa movha yi tirhisiwa hi vamaki lava va nga titsarisela, vaaki kumbe varhumeli va nhundzu ehandle, ¾

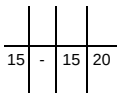
¼



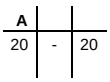
½



¾



Errors	Marks
0	20
1	16
2	12
3	8
4	4
5	0



[20]

TOTAL SECTION A: 200

SECTION B: WORD PROCESSING

QUESTION 6:	PARAGRAPHS	A B	Already keyed in 15 minutes	- 25
QUESTION 7:	INCOME STATEMENT	A B	10 minutes 14 minutes	16 23
QUESTION 8:	LETTER OF APPLICATION	A B	8 minutes 13 minutes	14 22
TOTAL			**60 MINUTES**	**100**

The question paper totals 100 MARKS. 80% of the marks of PART A is allocated for ACCURACY and 20% of the marks for DISPLAY. 80% of the marks of PART B is allocated for PROCESSING and 20% for ACCURACY.

Part A of each question has to be keyed in correctly and part B of each question must be processed according to the instructions.

ACCURACY ERRORS = All keying in errors
DISPLAY ERRORS = All display errors
PROCESSING = All processing instructions

Questions in part A NOT completed will be marked accordingly.

If only ¼ of a question is completed, only ¼ of the original mark will be used for the marking of the question. If only ½ of a question is completed, only ½ of the original mark will be used for the marking of the question. If only ¾ of a question is completed, only ¾ of the original mark will be used for the marking of the question.

EXAMPLE

Total marks = 20: Accuracy = 16; Display = 4

½ of the questions is completed, mark as follows:

½ out of 16 = 8 marks
½ out of 4 = 2 marks

The question will be marked out of 10, but the mark will be allocated out of 20:

7	1	=	8	=	8
8	2	=	10	=	20
1e	1e	=	2e		

A keying-in error occurring repeatedly, must be penalised as ONE accuracy error only, repeated errors will be encircled only.

ONE MARK IS DEDUCTED PER ERROR – ACCURACY AS WELL AS DISPLAY AND PROCESSING.

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		WORD PROCESSING					
		SCHEDULE – QUESTIONS 6B, 7A, 7B, 8A & 8B					
		-1 MARK PER ERROR DEDUCTED – ACCURACY – RED -1 MARK PER ERROR DEDUCTED – DISPLAY – BLUE -1 MARK PER ERROR DEDUCTED – PROCESSING – BLUE					
MARKS:	**20**	**18**	**13**	**11**	**5**	**4**	**3**
QUESTION: ERRORS:	**Q6B**	**Q7B Q8B**	**Q7A**	**Q8A**	**Q6B Q7B**	**Q8B**	**Q7A Q8A**
0	**20**	**18**	**13**	**11**	**5**	**4**	**3**
1	**19**	**17**	**12**	**10**	**4**	**3**	**2**
2	**18**	**16**	**11**	**9**	**3**	**2**	**1**
3	**17**	**15**	**10**	**8**	**2**	**1**	**0**
4	**16**	**14**	**9**	**7**	**1**	**0**	
5	**15**	**13**	**8**	**6**	**0**		
6	**14**	**12**	**7**	**5**			
7	**13**	**11**	**6**	**4**			
8	**12**	**10**	**5**	**3**			
9	**11**	**9**	**4**	**2**			
10	**10**	**8**	**3**	**1**			
11	**9**	**7**	**2**	**0**			
12	**8**	**6**	**1**				
13	**7**	**5**	**0**				
14	**6**	**4**					
15	**5**	**3**					
16	**4**	**2**					
17	**3**	**1**					
18	**2**	**0**					
19	**1**						
20	**0**						

QUESTION 6B **MARKS: 25**

PROCESSING: 20 marks –1 mark per processing error ACCURACY: 5 marks –1 mark per accuracy error	
1	Margins incorrect and/or justification (left, centre, right, justify) incorrect and/or line spacing (as indicated) incorrect
2	Paper size (A4 portrait) incorrect and/or tabular stops/indentation incorrect and/or hyphenation incorrect
3	Font/font size (CN12 pt) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect
4	[Starting your own business] not inserted in Arial 18 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
5	[Support], [Funding], [Registering a business] and [Start-up resources] not changed to capital letters and italics and/or incorrect
6	New paragraphs not created and/or incorrect
7	[Small Enterprise] not transposed and/or incorrect and/or [Labour] not retained and/or incorrect
8	[SAGS] not replaced with South African Government Services and/or incorrect plus one accuracy error
9	Page breaks not inserted and/or incorrect
10	Page numbers not inserted at the top, centred and/or incorrect
11	[10 Steps … business] not inserted in Arial 14 pt, capital letters, bold, italics and centred and/or incorrect plus one accuracy
12	[The Department … self-employment.] and/or [These 10 easy … business.] not changed to capital letters and/or incorrect
13	[Step 1-5 and headings] not changed to capital letters and bold and/or incorrect
14	Paragraphs not indented and/or incorrect
15	[This written … successfully.] not inserted and/or incorrect plus one accuracy error
16	[Step 6-10 and headings] not changed to capital letters and bold and/or incorrect
17	[Learn the legal …employees.] not inserted and/or incorrect plus one accuracy error
18	[The following resources … businesses.] not deleted and/or incorrect
19	[You can save …surplus.] not inserted and/or incorrect plus one accuracy error
20	[From commercial … place.] not inserted and/or incorrect plus one accuracy error

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QUESTION 6B

1 margins, just left, l/s 2 A4 portrait, tab stops/indent, hyphen 3 CN 12 pt, uc/lc, letter spaces
4 insert, Arial 18 pt, uc, bold, centre

STARTING YOUR OWN BUSINESS

Our country needs entrepreneurs. But how do you go about starting a business?

SUPPORT 5 uc, ital
6 NP 7 trs
The Small Enterprise Development Agency (SEDA) provides business development and support services for small enterprises.
6 NP
SEDA will give you all the information you need to start a business, including how to write a business plan, and once you have a business, to develop it.
12 uc 7 stet
THE DEPARTMENT OF LABOUR HAS USEFUL TIPS FOR SELF-EMPLOYMENT.

FUNDING 5 uc, ital
6 NP
Funding for various types of businesses is available through the Industrial Development Corporation or the Department of Trade and Industry's Government Investment Incentives.

REGISTERING A BUSINESS 5 uc, ital
6 NP 8 replace
The South African Government Services website has information on registering a business in all official languages.

9 page break

QUESTION 6B (CONTINUED)
10 page numbers, top centre

2

11 insert, Arial 14 pt, uc, bold, ital, centre

10 STEPS TO STARTING A BUSINESS

6 NP

Starting a business involves planning, making key financial decisions and completing a series of legal activities.

6 NP

THESE 10 EASY STEPS CAN HELP YOU PLAN, PREPARE AND MANAGE YOUR BUSINESS. 12 uc

14 indent

STEP 1: WRITE A BUSINESS PLAN 13 uc, bold

6 NP 15 insert

Use these tools and resources to create a business plan. This written guide will help you map out how you will start and run your business successfully.

STEP 2: GET BUSINESS ASSISTANCE AND TRAINING 13 uc, bold

6 NP

Take advantage of free training and counselling services, from preparing a business plan and securing financing, to expanding or relocating a business.

STEP 3: CHOOSE A BUSINESS LOCATION 13 uc, bold

6 NP

Get advice on how to select a customer-friendly location and comply with zoning laws.

STEP 4: FINANCE YOUR BUSINESS 13 uc, bold

6 NP

Find government-backed loans, venture capital and research grants to help you get started.

STEP 5: DETERMINE THE LEGAL STRUCTURE OF YOUR BUSINESS 13 uc, bold

6 NP

Decide which form of ownership is best for you: sole proprietorship, partnership, limited liability company (LLC), corporation, S corporation, nonprofit or cooperative.

STEP 6 REGISTER A BUSINESS NAME ('DOING BUSINESS AS') 16 uc, bold

6 NP

Register your business name with the Companies and Intellectual Property Commission. Learn which tax identification number you'll need to obtain from SARS.

STEP 7: REGISTER FOR GOVERNMENT AND LOCAL TAXES 16 uc, bold

6 NP

Register with the authorities to obtain a tax identification number, and for workers' compensation, unemployment and disability insurance. 9 page break

QUESTION 6B (CONTINUED)
10 page numbers, top centre

3

STEP 8: OBTAIN BUSINESS LICENCES AND PERMITS 16 uc, bold
6 NP
Get a list of national, provincial and local licences and permits required for your business.

STEP 9: UNDERSTAND EMPLOYER RESPONSIBILITIES 16 uc, bold
6 NP 17 insert
Learn the legal steps you need to take to hire employees.

STEP 10: FIND LOCAL ASSISTANCE 16 uc, bold
6 NP
Contact your local SEDA office to learn more about how they can help.

START-UP RESOURCES 5 uc, ital

There are a number of available programmes to assist start-up, microbusinesses and underserved or disadvantaged groups.
19 insert 18 del [The following ... businesses.]
You can save money when starting or expanding your business by using government surplus.
20 insert
From commercial real estate and cars, to furniture, computers and office equipment, find what you need for your business in one place.

P	A	
20	5	25

[25]

QUESTION 7A

Audited results for the year ended 30 Jun 2017

Income statement	2017 R000	2016 R000
Sales	2246300	2007154
Working profit based on cost	450343	391665
Additional depreciation	18098	18073
Real working profit		
Net interest paid		
Profit before taxation		
Tax		
Profit after taxation		
External shareholders' interest		
Part of retained income of relevant companies		
Profit attributed to shareholders		

¼ ½ ¾

A	D	T	
3	1	4	16

A	D	T	
6	2	8	16

A	D	T	
10	2	12	16

ERROR NO	DISPLAY ERRORS
1	Margins, justification, line spacing
2	A4 paper, tab stops/indentation, hyphenation
3	Font Arial 12 pt, uc/lc, letter spaces

A	D	T
13	3	16

(16)

QUESTION 7B **MARKS: 23**

PROCESSING: 18 marks – 1 mark per error ACCURACY: 5 marks – 1 mark per error	
1	Margins incorrect and/or justification (left, centre, right, justify) incorrect and/or line spacing (as indicated) incorrect
2	Paper size (A4 portrait) incorrect and/or tabular stops/indentation incorrect and/or hyphenation incorrect
3	Font/font size (Arial 12 pt) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect
4	Stet – [after] not retained and/or incorrect Runs on – [relevant companies] does not run on and/or incorrect In full – [June] not in full and/or incorrect
5	[Audited results … 2017] not changed to capital letters and bold and/or incorrect
6	[The directors … 2017] not inserted and/or incorrect plus one accuracy error
7	[Income statement], [2017], [R000], [figures in 2017 column], [2016] and [R000] not changed to bold and/or incorrect
8	Figures for [Real working profit] not inserted and/or incorrect plus one accuracy error
9	Figures for [Net … paid] not inserted and/or incorrect plus one accuracy error
10	Figures for [Profit before taxation] not inserted and/or incorrect plus one accuracy error
11	Figures for [Tax] not inserted and/or incorrect plus one accuracy error
12	Figures for [Profit after taxation] not inserted and/or incorrect plus one accuracy error
13	Figures for [External … interest] not inserted and/or incorrect plus one accuracy error
14	Figures for [Part of … companies] not inserted and/or incorrect plus one accuracy error
15	Figures for [Profit … shareholders] not inserted and/or incorrect plus one accuracy error
16	[Retained … year] not inserted and/or incorrect plus one accuracy error
17	Figures for [Retained … year] not inserted and/or incorrect plus one accuracy error
18	Horizontal and vertical lines not inserted and/or incorrect

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QUESTION 7B

1 margins, just, l/s 2 A4 portrait, tab stops/indent, hyphenation 3 Arial 12 pt, uc/lc, letter spaces

AUDITED RESULTS FOR THE YEAR ENDED 30 JUNE 2017 5 uc, bold

4 in full

The directors announced herewith the audited results for the year ended 30 June 2017 6 insert 4 in full

7 bold 18 horizontal and vertical lines

Income statement		**2017 R000**	**2016 R000**
Sales		**2246300**	2007154
Working profit based on cost		**450343**	391665
Additional depreciation		**18098**	18073
		8 insert	
Real working profit		**403385**	398753
Net interest paid	9 insert	**95393**	69789
Profit before taxation	10 insert	**319883**	295108
Tax	11 insert	**107972**	105613
		12 insert	
Profit after taxation 4 stet		**211066**	189942
External shareholders' interest	13 insert	**11073**	9772
Part of retained income of relevant companies		**620**	1712
14 insert 4 runs on			
Profit attributed to shareholders	15 insert	**200656**	180334
ǂ			
Retained income for the year 16 insert 17 insert		**91086**	82089

P	A	T
18	5	23

(23)
[39]

QUESTION 8A

I would like to apply for the post of manager that was advertised in the Sunday Times. As an ambitious and focused individual, I believe that I would be an ideal candidate for the job. You will see from my CV that I have experience in managing a range of clients. You are welcome to contact me on 072 052 1790 or at wavhudimu@gmail.com.

¼ ½ ¾ ½ ¼

¼

A	D	T	
3	1	4	14

½

A	D	T	
6	1	7	14

¾

A	D	T	
9	2	11	14

ERROR NO	DISPLAY ERRORS
1	Margins, justification, line spacing
2	A4 paper, tab stops/indentation, hyphenation
3	Font CN12 pt, uc/lc, letter spaces

A	D	T
11	3	14

(14)

QUESTION 8B **MARKS: 22**

PROCESSING: 18 marks – 1 mark per error **ACCURACY: 5 marks – 1 mark per error**	
1	Margins incorrect and/or justification (left, centre, right, justify) incorrect and/or line spacing (as indicated) incorrect
2	Paper size (A4 portrait) incorrect and/or tabular stops/indentation incorrect and/or hyphenation incorrect
3	Font/font size (Courier New 12 pt) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect
4	Sender's address [PO Box … 0950] not inserted and/or incorrect plus one accuracy error
5	[Date] not inserted in full and/or incorrect plus one accuracy error
6	Receiver's name [Ms P Tshilande] not inserted and/or incorrect plus one accuracy error
7	Receiver's address [PO Box …0970] not inserted and/or incorrect plus one accuracy error
8	Salutation [Sir/Madam] not inserted and/or incorrect plus one accuracy error
9	Heading [Application … Manager] not inserted and/or incorrect plus one accuracy error
10	[advertised] not retained and/or incorrect
11	[CV] not changed to [Curriculum Vitae] and/or incorrect plus one accuracy error
12	New paragraphs not created and/or incorrect
13	Paragraph starting with [I shall contact … me.] not inserted and/or incorrect plus one accuracy error
14	[Thank you … consideration.] not inserted and/or incorrect plus one accuracy error
15	[Yours faithfully] not inserted and/or incorrect plus one accuracy error
16	[Mudau Wavhudi] not inserted and/or incorrect plus one accuracy error
17	Conclusion incorrectly displayed and/or incorrect
18	[Thohoyandou], [Sibasa] and [Application … Manager] not in capital letters and/or incorrect

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QUESTION 8B

1 margins, just, l/s 2 A4, tab stop/indent, hyphenation 3 CN 12 pt, uc/lc, letter space

2 tab stop at 9 cm/4.5"

P.O. Box 234 4 insert
THOHOYANDOU 18 uc
0950

25 May 2018 5 insert
6 insert
Ms P Tshilande
PO Box 423 7 insert
SIBASA 18 uc
0970

Sir/Madam 8 insert

APPLICATION FOR THE POSITION: MANAGER 9 insert 18 uc
10 stet
I would like to apply for the post of manager that was advertised in the Sunday Times. As an ambitious and focused individual, I believe that I would be an ideal candidate for the job.
12 NP 11 in full
You will see from my Curriculum Vitae that I have experience in managing a range of clients.
12 NP 13 insert
I shall contact you in the next few days to check if you require any additional information from me.
12 NP
You are welcome to contact me on 072 052 1790 or at wavhudimu@gmail.com.

Thank you for your consideration. 14 insert
15 insert
Yours faithfully

17 Display correctly

16 insert
MUDAU WAVHUDI

P	A	T
18	4	22

(22)
[36]

TOTAL SECTION A: 100
GRAND TOTAL: 300

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