higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INFORMATION PROCESSING N4

21 September 2020

This marking guideline consists of 30 pages.

Copyright reserved

GENERAL REMARKS

ACCURACY ERRORS must be indicated with a RED /. REPETITIVE accuracy errors must be indicated with a RED CIRCLE.

DISPLAY ERRORS must be indicated with a BLUE X. REPETITIVE display errors must be indicated with a BLUE CIRCLE.

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

INDICATE AT THE END OF THE TIMED ACCURACY TEST THE SPEED OBTAINED WITH PASS 35 WPM/PASS 40 WPM/FAIL WHERE APPLICABLE IN THE FOLLOWING WAY:

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

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 timed 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.

Copyright reserved

SECTION A: TYPING TECHNIQUE

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

Copyright reserved

QUESTION 1: TIMED ACCURACY TEST **MARKS: 20**

MARK ACCURACY ERRORS ONLY. MARK WITH CARE AS IT MAKES A DIFFERENCE TO THE RESULTS. USE THE ENCLOSED DEPARTMENTAL SCHEDULE.

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 capital/small letters.

Do not penalise incorrect letter spaces.

Do not penalise incorrect alignment.

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.

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.

Copyright reserved

QUESTION 1 – TIMED ACCURACY TEST

Listeriosis is a serious infection usually caused by eating food contaminated with the bacterium listeria monocytogenes. The disease primarily affects older adults, pregnant women, new-borns and adults with weakened immune systems.

However rarely persons without these risk factors can also be affected. The risk may be reduced by recommendations for safe food preparation, consumption and storage. A person with listeriosis usually has fever and muscle aches sometimes preceded by diarrhoea or other gastrointestinal symptoms. Almost everyone who is diagnosed with listeriosis has invasive infection in which the bacteria have spread beyond the gastrointestinal tract. Listeriosis can be present in different ways depending on the type of infection. Manifestations of listeriosis are host dependent.

In pregnant women they may experience a fever and other nonspecific symptoms such as fatigue and aches followed by fatal loss or bacteraemia and meningitis in their new-borns. In older adults and people with immunocompromising conditions septicaemia and meningitis are the most common clinical presentations.

Copyright reserved

QUESTION 1 (CONTINUED)

Immunocompetent people may experience acute febrile gastroenteritis or no symptoms. However, infections during pregnancy can lead to miscarriage, stillbirth, premature delivery or life threatening infection of the new-born. Symptoms in addition to fever and muscle aches can include headache, a stiff neck, confusion, loss of balance and convulsions.

The bacterium listeria monocytogenes mainly occurs in soil, forage, water, mud, livestock, food and silage. Many different domestic and wild animals can serve as reservoirs and humans can carry the organism asymptomatically.

Incriminated foods associated with listeriosis in people include unpasteurised milk, dairy products and soft cheeses including Mexican-style cheese, prepared ready-to-eat deli foods such as hot dogs, cold cut meats and deli salads, hummus, undercooked poultry and precooked seafood.

35 wpm

40 wpm

20	-	20

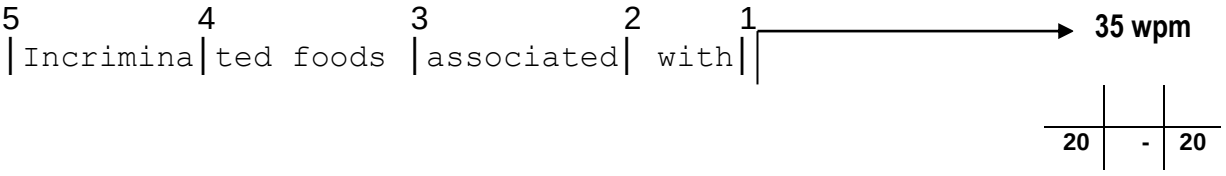
[20]

QUESTION 1 (CONTINUED)

28
|

27 26 25 24 23
The bac|terium lis|teria mono|cytogenes |mainly occ|urs in
22 21 20 19 18 17
soi|l, forage,| water, mu|d, livesto|ck, food a|nd silage.|
16 15 14 13 12
Many di|fferent do|mestic and| wild anim|als can se|rve as
11 10 9 8 7
res|ervoirs an|d humans c|an carry t|he organis|m
6
asymptoma|tically.

5 4 3 2 1
|Incrimina|ted foods |associated| with||



[20]

QUESTION 1 (CONTINUED)

Many different domestic and wild animals can serve as
reservoirs and humans can carry the organism
asymptomatically.

Incriminated foods associated with listeriosis in people
include unpasteurised milk, dairy products and soft
cheeses including Mexican-style cheese, prepared ready-
to-eat deli foods such as hot dogs, cold cut meats and
deli salads, hummus, undercooked poultry and precooked
seafood.

40 wpm

20	-	20

[20]

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

Copyright reserved

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

Copyright reserved

QUESTION 2: TABULAR STATEMENT **MARKS: 50**

25 MARKS – ACCURACY – 4 MARKS PER ERROR **Incomplete – as per schedule**	
ERROR NO	**DISPLAY ERRORS – 25 MARKS – 2 MARKS PER ERROR**
1	Margins not equal and/or incorrect and/or Alignment (left, centred, 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 10 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	Delete – [area] not deleted and/or incorrect and/or Insert – [cases] not inserted and/or incorrect and/or [EXAMINATION NUMBER] left and [QUESTION 2] right not inserted as header and/or incorrect
5	Trs – [Northern Cape] not transposed and/or incorrect and/or Stet – [Kwa-Zulu Natal] not retained and/or incorrect and/or Sp – [Table] spelling incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not underlined and/or incorrect
7	Spaced capital letters incorrect
8	In figures – [1] not in figures and/or incorrect and/or In full – [and] not in full and/or incorrect and/or New lines incorrect and/or Runs on incorrect
9	Headings incorrect and/or Column headings 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	Footnotes incorrect - not aligned on margin and/or Footnotes – 2 letter spaces after numbering or used footnote signs
	Incomplete table – as per schedule

Copyright reserved

Errors	Marks
0	25
1	21
2	17
3	13
4	9
5	5
6	1
7	0

QUESTION 2

QUESTION 2 (CONTINUED)

EXAMINATION NUMBER

1 margins, alignment, line spacing 2 A4 L, tab stops/indent, hyphen 3 CN 10 pt, uc/lc, letter spaces 4 header: EXAMINATION NUMBER left and QUESTION 2 right

T A B L E 1 7 sp caps 6 bold, u/line 5 sp 8 in figures

5 insert 8 in full

NUMBER OF LABORATORY-CONFIRMED LISTERIOSIS CASES AND DEATHS PER PROVINCE 3 uc 6 ital

8 NL 8 NL

PROVINCES 3 uc	FEMALE 3 uc	% OF PROVINCE TOTAL 3 uc	MALE 3 uc	% OF PROVINCE TOTAL 3 uc	% OF TOTAL 3 uc
Gauteng	1 908 575	57.19	1 428 957	42.81	12.67
Western Cape 8 runs on	809 121	55.00	661 878	45.00	5.59[2]
Kwa-Zulu Natal	3 215 834	51.58	3 018 988	48.42	23.68[1]
Mpumalanga	3 052 876	56.42	2 358 361	43.58	20.55
Eastern Cape	1 521 360	59.52	1 034 768	40.48	9.71
4 del [area] Limpopo	1 047 802	54.60	871 414	45.40	7.29
Free State	900 655	52.50	814 805	47.50	6.51
North West	332 780	53.56	288 530	46.66	2.36[2]
Northern Cape 5 trs	1 676 893	54.68	1 389 756	45.32	11.65
TOTAL	14 465 896	54.93	11 867 457	45.07	68.90

¼ → ½ → ¾

5 stet 10 vertical lines 11 horizontal lines

1 Most cases have been reported from Kwa-Zulu Natal

2 Least cases have been reported from North West and Western Cape 8 in full

9 headings, column headings, columns 12 figures 13 footnotes

¼			
A	D	T	
7	6	13	50

½			
A	D	T	
13	12	25	50

¾			
A	D	T	
19	19	38	50

A	D	T
25	25	50

[50]

Copyright reserved

QUESTION 3: CIRCULAR 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 Alignment 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 and 16 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 – date not inserted in descending order and/or recipients' address incorrect and/or conclusion incorrect and/or [raw] not inserted and/or incorrect and/or [EXAMINATION NUMBER] and [COMPUTER NUMBER] not inserted as a footer left and/or incorrect and/or Page break not inserted and/or incorrect and/or Page number not inserted top centred and/or incorrect and/or Del – [other] not deleted and/or incorrect
5	Trs – [most effective ways] not transposed and/or incorrect and/or Sp – [handle] spelling incorrect and/or Stet – [multiply] not retained and/or incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not underlined and/or incorrect
7	Move – [How to … disease] not moved and/or incorrect and/or Paragraphs not arranged in numerical order and/or incorrect and/or Joined – not joined and/or incorrect
8	New paragraphs incorrect and/or In full – [South Africa] not in full 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

Copyright reserved

QUESTION 3 (CONTINUED)

1 margins, alignment, line spacing 2 A4 portrait, letterhead, tab stops/indent, hyphen
3 CN 12 pt, uc/lc, letter spaces

LISTERIOSIS

Reference BA/2019
PO Box 2201
Tel. (015) 963 7000
E-mail: www.listeriosishealth.co.za



22 Main Road
MOKOPANE
0150

2020-05-15 4 insert date in descending order
3 letter spaces 2 indent
TO: PUBLIC HOSPITALS
PRIVATE HOSPITALS 3 uc 4 display
3 16 pt, uc 1 centre 6 ital 7 move

HOW TO AVOID LISTERIOSIS DISEASE

7 paragraphs in numerical order

1. **BLEACH IS YOUR FRIEND** 3 uc 6 bold
8 NP 4 the 5 trs
Experts say one of the most effective ways of cleaning a fridge or surfaces that may have come into contact with contaminated food is by using bleach diluted with water. → ¼

2. **STORE RAW AND COOKED FOOD SEPARATELY** 3 uc 6 bold
8 NP 4 insert
Keeping cooked food away from raw food can help prevent cross-contamination and people should be educated on how to handle these foods separately. → ½
5 sp 4 the

3. **DON'T PUT RECALLED ITEMS IN THE BIN** 3 uc 6 bold
8 NP 4 the 8 in full
The health ministry has urged South Africa not to put affected food in the bin as others could come into contact with the food items. 4 the
4 the

4. **LISTERIOSIS THRIVES IN THE FRIDGE** 3 uc 6 bold → ¾
8 NP 5 stet 4 the
Listeria is easily able to multiply in the fridge if a food item is contaminated, unlike most other foodborne pathogens. 7 join

4 page break

4 footer
EXAMINATION NUMBER

QUESTION 3 (CONTINUED)

4 page number top centred
2

5. **CLEANING UTENSILS** 3 uc 6 bold
8 NP 6 bold, u/line
Cleaning **kitchen utensils properly** is also vital to prevent any cross-contamination.
4 del [other]

DEPARTMENT OF HEALTH 4 conclusion

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

4 footer
EXAMINATION NUMBER

[60]

QUESTION 4: PARAGRAPHS **MARKS: 50**

40 MARKS – ACCURACY – 4 MARKS PER ERROR **Incomplete – as per schedule**	
ERROR NO	**DISPLAY ERRORS – 10 MARKS – 2 MARKS PER ERROR**
1	Margins not 2,54 cm/1" and/or incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing incorrect
2	Paper size (A4 portrait) 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	/ - not changed to [the] and/or incorrect and/or Bullets not inserted and/or incorrect and/or Insert – [nationwide] not inserted and/or incorrect and/or Delete – [and services] not deleted and/or incorrect and/or [EXAMINATION NUMBER] left and [QUESTION 4] right not inserted as a header and/or incorrect
5	Trs – [mainly affects children] not transposed and/or incorrect and/or Sp – [outbreak] spelling incorrect and/or Stet – [humans] not retained and/or incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not underlined and/or incorrect
7	Spaced capital letters incorrect and/or Move – not moved and/or incorrect and/or Runs on – runs on incorrect and/or Joined – not joined and/or incorrect
8	New paragraphs and new lines incorrect and/or In full – [South Africa] and/or [and] not in full and/or incorrect and/or In figures – [70] not in figures and/or incorrect
	Incomplete as per schedule

¼

A	D	T	
10	3	13	50

½

A	D	T	
20	5	25	50

¾

A	D	T	
30	8	38	50

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

A	D	T
40	10	50

QUESTION 4 (CONTINUED)

EXAMINATION NUMBER QUESTION 4

1 margins, alignment, line spacing 2 A4 portrait, tab stops/indent, hyphen 3 CN 12 pt, uc/lc, letter spaces
4 [EXAMINATION NUMBER] left and [QUESTION 4] right as header

7 move, sp caps 6 bold, italics
L I S T E R I A D E A T H T O L L P A S S E S 2 0 0
4 the 4 the
The death toll from the world's worst listeria outbreak in South Africa has risen to more than 200. 8 in full 5 sp
8 NP 4 the 3 uc 6 bold
While the number of cases diagnosed each week has decreased, a total of 1,033 people have contracted **LISTERIOSIS** – a disease caused by ¼
4 insert bullets 2 indent

- bacteria from soil,
- water,
- vegetation and 8 in full
- animal faeces

which can contaminate fresh food, notably meat. ½
6 u/line 8 runs on 4 the
Health officials announced in March that they had traced the outbreak to an Enterprise Food plant in Polokwane and immediately ordered a nationwide recall of the affected products.
4 the 4 del [and services] 4 insert 5 trs 4 the 8 in full ¾
The infection mainly affects children and has an incubation period of up to 70 days making it difficult to track. 8 in figures
8 NP 5 stet
Contamination in humans can result in
4 insert bullets 2 indent

- flu-like illness,
- infection of the bloodstream and 4 the 7 join
- infection of the brain 4 the

which can be fatal.

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

A	D	T
40	10	50

[50]

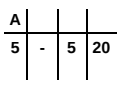
QUESTION 5: AFRICAN LANGUAGE **MARKS: 20**

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

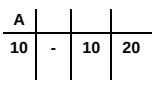
NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS

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 alignment.
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.

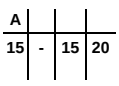
¼



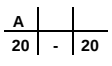
½



¾



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



QUESTION 5 (CONTINUED)

EXAMINATION NUMBER QUESTION 5

Listeriosis ke bolwetse bo bo masisi mme bo kgona go thibelwa ebile bo a alafega. ¼

Boletse bono bo go kaiwang bo bakiwa ke bacterium ya listeria bo tlholega go tswa mo metsing, mo mmung, mo dijong go akaretsa le koo dijo di siamisiwang teng pele di tla marekelong gammogo le kwa dipolaseng. Bao ba se nago le bonnete. ½ ¾

¼

A		T	
5	-	5	20

½

A		T	
10	-	10	20

¾

A		T	
15	-	15	20

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

A		T
20	-	20

[20]

TOTAL SECTION A: 200

SECTION B: WORD PROCESSING

1. The total of the section is 100 marks. Part A of each question is 80% accuracy and 20% display. Part B is 80% processing and 20% accuracy.

2. Part A of each question has to be keyed in correctly, except for Q6A that is already copied to your hard drive/compact disk/memory stick.

3. Part B of each question has to be processed according to the processing instructions.

4. ONE mark per error deducted – accuracy as well as display and processing.

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

5. Questions not completed (only part A) is marked accordingly. In part B the candidate is penalised for each processing not done.

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

   EXAMPLE

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

   ½ of the question 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 out of 20:

   6 1 = 7 = 7
   8 2 = 10 = 20
   2 1 errors

WORD PROCESSING							
	SCHEDULE – QUESTIONS 6B, 7A, 7B, 8A AND 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**	**14**	**10**	**5**	**4**	**2**
QUESTION: ERRORS:	**Q6B**	**Q7B Q8B**	**Q7A**	**Q8A**	**Q6B Q7B**	**Q7A Q8B**	**Q8A**
0	**20**	**18**	**14**	**10**	**5**	**4**	**2**
1	**19**	**17**	**13**	**9**	**4**	**3**	
2	**18**	**16**	**12**	**8**	**3**	**2**	
3	**17**	**15**	**11**	**7**	**2**	**1**	
4	**16**	**14**	**10**	**6**	**1**	**0**	
5	**15**	**13**	**9**	**5**	**0**		
6	**14**	**12**	**8**	**4**			
7	**13**	**11**	**7**	**3**			
8	**12**	**10**	**6**	**2**			
9	**11**	**9**	**5**	**1**			
10	**10**	**8**	**4**	**0**			
11	**9**	**7**	**3**				
12	**8**	**6**	**2**				
13	**7**	**5**	**1**				
14	**6**	**4**	**0**				
15	**5**	**3**					
16	**4**	**2**					
17	**3**	**1**					
18	**2**	**0**					
19	**1**						
20	**0**						
21							
22							

Copyright reserved

QUESTION 6B **MARKS: 25**

PROCESSING: 20 marks – 1 mark per error ACCURACY: 5 marks –1 mark per error	
1	Margins (2,54 cm/1") incorrect and/or alignment (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 (CN 12 pt) incorrect and/or capital letters/small letters incorrect and/or letter spaces incorrect
4	[listeriosis] not replaced with [listeriosis] in capital letters and/or incorrect
5	[NICD] not replaced with [National Institute Communicable Diseases] and/or incorrect
6	[Listeriosis … history] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
7	[March] not retained and/or incorrect
8	New paragraphs not created and/or incorrect
9	[Percent] not replaced with [%] and/or incorrect
10	[6] not in figures and/or incorrect
11	[only available] not transposed and/or incorrect
12	Paragraphs not in numerical order and/or incorrect
13	[Food … scare] not inserted as footer in Arial 10 pt and/or incorrect plus one accuracy error
14	Page break not inserted and/or incorrect
15	Page numbers not inserted at the top centred and/or incorrect
16	[Comprehensive … South Africa.] not inserted and/or not indented and/or incorrect plus one accuracy error
17	[Pretoria-based … country.] not deleted and/or incorrect
18	[2] not in figures and/or incorrect
19	[Deli] not changed to bold and italics and/or incorrect
20	[Chicken … abattoir.] not inserted and/or not left-aligned and/or incorrect plus one accuracy error
21	[JSE … negative.] not inserted and/or not right-aligned and/or incorrect plus one accuracy error
22	[EXAMINATION NUMBER] left and [QUESTION 6B] right not inserted as header and/or incorrect

Copyright reserved

QUESTION 6B

EXAMINATION NUMBER QUESTION 6B

1 margins, alignment, l/s 2 A4 portrait, tab stops/indent, hyphen 3 CN 12 pt, uc/lc, letter spaces
4 listeriosis **replaced with** LISTERIOSIS **in capital letters**
22 [EXAMINATION NUMBER] left and [QUESTION 6B] right as header

6 insert, 16 pt, uc, bold, centre

LISTERIOSIS FLARE-UP SEEN AS WORST DOCUMENTED OUTBREAK IN GLOBAL HISTORY

7 stet

Many cases of LISTERIOSIS were reported between January 2017 and March 2018 bringing the total number of cases confirmed by laboratories up to 978, said the National Institute for Communicable Diseases.

8 NP

1. The death toll rose while all along the source of the outbreak, said to be the worst on record in global history, remained unknown.

9 replace

2. About 40 % of those who died were babies less than four weeks old. Pregnant woman are 20 times more likely than other healthy adults to contract LISTERIOSIS from eating food contaminated with the listeria pathogen.

5 replace 10 in figures

3. The National Institute Communicable Diseases had warned that because of challenges in the data of state laboratory information systems since mid-November and a possible lag in reporting as a result of public holidays, case numbers for the last 6 weeks of 2017 were likely to change on a daily basis and trends had to be interpreted with caution.

5 replace **11 trs**

4. The National Institute Communicable Diseases reported that final data was only available for the percentage of deaths from confirmed cases of LISTERIOSIS. The average mortality rate of LISTERIOSIS was between 20% and 25%.

5. Those with confirmed LISTERIOSIS were patients in state and private hospitals - roughly two thirds in state hospitals (65%) and a third (35%) in private hospitals.

12 paragraphs in numerical order

14 page break

13 footer, Arial 10 pt

Food abattoirs back in operation after LISTERIOSIS scare

Copyright reserved

QUESTION 6B (CONTINUED)

15 page numbers, top, centre

EXAMINATION NUMBER 2 QUESTION 6B

5 replace

6. The National Institute Communicable Diseases had established via genome sequencing that in most cases the listeria came from a single source thought to be a particular product or range of products.

16 insert

Comprehensive investigations to identify the source of infection of all the reported cases had to be conducted through the whole of South Africa.

17 del [Pretoria-based ... country.]

18 figures

7. LISTERIOSIS symptoms develop any time between 2 and 30 days after having eaten food contaminated with the listeria pathogen. In pregnant women they include mild flu-like symptoms, headaches, muscle aches, fever, nausea and vomiting and if the infection spreads to the nervous system it can cause stiffness in the neck, disorientation or convulsions.

8. High on the list of foods known to have caused other LISTERIOSIS outbreaks are ready-to-eat foods which consumers don't cook or heat before eating, primarily deli meats – slices of ham, polony, cooked chicken and the like.

19 bold, italics

9. ***Deli*** meats are obviously consumed by a wide variety of people in the population whether it is a cheaper cut or a more expensive one. But other products might also be just as implicated and it is really difficult to point a finger in a specific direction considering we have absolutely no other leads at this stage.

20 insert

Chicken contaminated with LISTERIOSIS has been traced back to an abattoir.

21 insert, right-align

JSE listed company tests on site have come back negative.

A	P	T
5	20	25

13 footer, Arial 10 pt

Food abattoirs back in operation after LISTERIOSIS scare

[25]

Copyright reserved

QUESTION 7A

EXAMINATION NUMBER QUESTION 7A

What causes listeriosis?

Even freezing does not stop it. When it contaminates food you cannot see, smell or taste it. ¼

Listeria is caused by bacteria that can grow at temperatures cold like those inside a refrigerator. ½

People pickup the infection most often from deli meats that are not processed properly or from dairy products made from milk that is not pasteurised – in other words the milk has not been heated to kill germs. ¾

¼

A	D	T	
4	1	5	18

½

A	D	T	
7	2	9	18

¾

A	D	T	
11	3	14	18

A	D	T
14	4	18

ERROR NO	DISPLAY ERRORS
1	**Margins** **Alignment** **Line spacing**
2	**A4 paper** **Tab stops/Indentation** **Hyphenation**
3	**Font Courier New 12 pt** **Uc/lc** **Letter spaces**
4	**Underline** **[EXAMINATION NUMBER] left and [QUESTION 7A] right as header**

Copyright reserved

QUESTION 7B **MARKS: 23**

PROCESSING: 18 marks – 1 mark per error **ACCURACY: 5 marks – 1 mark per error**	
1	Margins (2,54 cm/1") incorrect and/or alignment (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 (CN 12 pt) incorrect and/or capital letters/small letters incorrect and/or letter spaces incorrect
4	[Listeriosis diseases] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
5	[Memorandum] not inserted in spaced capital letters and italics and/or incorrect plus one accuracy error
6	Horizontal lines not inserted and/or incorrect
7	[To: … Health] not inserted in capital letters and/or incorrect plus one accuracy error
8	[From: … Nurses] not inserted in capital letters and/or incorrect plus one accuracy error
9	[Date:] not inserted in capital letters and/or date not in full and/or incorrect plus one accuracy error
10	[Possible … illness:] not inserted in capital letters and bold and/or incorrect plus one accuracy error
11	[It is … it.] not inserted and/or incorrect plus two accuracy errors
12	[For … two.] not inserted and/or incorrect plus two accuracy errors
13	[listeria] not retained and/or incorrect
14	Underlining at [What causes listeria?] not deleted and not in capital letters and/or incorrect
15	[Even … it.] not moved and/or incorrect
16	[cold temperature] not transposed and/or incorrect
17	Letter space not inserted at [pick up] and/or incorrect
18	[- in other … germs.] not deleted and/or incorrect
19	[For more … www.health.co.za] not inserted in 10 pt and/or incorrect plus one accuracy error
20	[QUESTION 7A] not changed to [QUESTION 7B] in header and/or incorrect

Copyright reserved

QUESTION 7B (CONTINUED)

EXAMINATION NUMBER QUESTION 7B

1 margins, alignment, l/s 2 A4 portrait, tab stops/indent, hyphenation 3 CN 12 pt, uc/lc, letter spaces
20 [QUESTION 7A] changed to [7B] in header

4 insert, 16 pt, uc, bold, centre

LISTERIOSIS DISEASES

M E M O R A N D U M 5 insert, sp caps, ital 6 horizontal lines

---

TO: DEPARTMENT OF HEALTH 7 insert, uc

FROM: DOCTORS AND NURSES 8 insert, uc

DATE: 15 MAY 2020 9 insert, uc, in full

POSSIBLE SOURCE OF THE ILLNESS: 10 insert, uc, bold
11 insert
It is triggered by listeria bacteria that live in soil, water, dust, animal poop and other substances. You can get sick if you eat food that carries it.
12 insert
For most healthy people the infection does not pose much of a threat even if it makes you sick for a day or two.

13 stet
WHAT CAUSES LISTERIA? 14 uc, del u/line

Listeria is caused by bacteria that can grow at cold temperatures like those inside a refrigerator. 16 trs
15 move
Even freezing does not stop it. When it contaminates food you cannot see, smell or taste it.

17 letter space
People pick up the infection most often from deli meats that are not processed properly or from dairy products made from milk that is not pasteurised. 18 del – [in ... germs.]

For more information, visit www.health.co.za 19 insert, 10 pt

A	P	T
5	18	23

(23)
[41]

QUESTION 8A

EXAMINATION NUMBER QUESTION 8A

Fever	Headache	Diarrhea	Nausea	Vomiting	Abdominal pain	Arthromyalgia ¼
100	78	78	78	44	44	78
72	65	79	47	26	55	25/59[a]
57	88	53	60 ½	19	72	45/51[a]
76	86	40	54	40	72	24/20[a]
78	67	33	11	11	NA	89 ¾
76	81	67	76	29	57	NA
83	NA	83	33	33	17	100

¼

A	D	T	
2	1	3	12

½

A	D	T	
5	1	6	12

¾

A	D	T	
7	2	9	12

A	D	T
10	2	12

ERROR NO	DISPLAY ERRORS
1	Margins Alignment Line spacing
2	A4 paper Tab stops/Indentation Hyphenation
3	Font Arial 12 pt Uc/lc Letter spaces
4	[EXAMINATION NUMBER] left and [QUESTION 8A] right as header
5	Table

(12)

Copyright reserved

QUESTION 8B **MARKS: 22**

PROCESSING: 18 marks – 1 mark per error ACCURACY: 4 marks – 1 mark per error	
1	Margins (1,27 cm/0,5") incorrect and/or alignment (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	[Symptoms of listeriosis] not inserted in 14 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
5	[Reference column] and [Reference] not inserted and/or incorrect plus one accuracy error
6	Figures for Reference ([4] … [10]) not inserted and/or incorrect plus one accuracy error
7	[Diarrhoea] spelling incorrect
8	Insert row 4, row 7 and row 11 not inserted and/or incorrect
9	All column headings not changed to bold and/or incorrect
10	[Abdominal] not retained and/or incorrect
11	[Adults] and [Children] not inserted and/or incorrect plus one accuracy error
12	[Cluster 1], [Cluster 2] and figures in row [10] not inserted and/or incorrect plus one accuracy error
13	Figures not right-aligned and/or incorrect
14	[Note: … available] not inserted and/or incorrect plus one accuracy error
15	[(a) Arthralgia/Myalgia] not inserted and/or incorrect plus one accuracy error
16	[(b) For … locations.] not inserted and/or incorrect plus one accuracy error
17	New line not created and/or incorrect
18	[(c) Data … included.] not inserted and/or incorrect plus one accuracy error
19	[QUESTION 8A] not changed to [QUESTION 8B] in header and/or incorrect

Copyright reserved

QUESTION 8B (CONTINUED)

EXAMINATION NUMBER QUESTION 8B

1 margins, alignment, l/s 2 A4 portrait, tab stops/indent, hyphenation 3 Arial 12 pt, uc/lc, letter spaces
19 [QUESTION 8A] changed to [8B] in header

4 insert, 14 pt, uc, bold, centre

SYMPTOMS OF LISTERIOSIS

5 insert Reference column and word [Reference] 7 sp 9 bold headings 10 stet

Reference	Fever	Headache	Diarrhoea	Nausea	Vomiting	Abdominal pain	Arthromyalgia
[4]	100	78	78	78	44	44	78
[5]	72	65	79	47	26	55	25/59[a]
[6] 8 insert row 11 insert							
Adults	57	88	53	60	19	72	45/51[a]
Children	76	86	40	54	40	72	24/20[a]
[8][b] 8 insert row 12 insert							
Cluster 1	78	67	33	11	11	NA	89
Cluster 2	76	81	67	76	29	57	NA
[9][c]	83	NA	83	33	33	17	100
[10]	60	15	88	4	21	54	12 insert 29

6 insert figures in Reference column 8 insert row 13 figures right-align

NOTE: NA - NOT AVAILABLE 14 insert, uc, bold

(a) Arthralgia/Myalgia 15 insert
(b) For reference 8, data are given for 2 clusters at 2 different locations. 16 insert
(c) Data are from confirmed cases only, presumptive were not included. 17 NL 18 insert

A	P	T
4	18	22

(22)
[34]

TOTAL SECTION B: 100
GRAND TOTAL: 300

Copyright reserved