higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INFORMATION PROCESSING N4

(6020254)

21 September 2020 (X-paper)
09:00–12:00

The question paper includes the instructions to candidates and invigilators and must be handed to candidates 30 minutes before the commencement of the examination.

This question paper consists of 18 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

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

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

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

SECTION A: TYPING TECHNIQUE

1. Candidates are allowed to read through QUESTION 1 THREE MINUTES before the commencement of the examination.

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

3. After the expiration of the TEN MINUTES allowed for the test, your test will be collected and signed by the invigilator who will retain it until the completion of the examination session whereafter, in your presence, it will be put in your EXAMINATION FOLDER.

4. Answer ALL the questions.

5. Procedure for QUESTIONS 2, 3, 4 and 5: Key in, save and print.

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

SECTION B: WORD PROCESSING

1. Answer ALL the questions.

2. Procedure for QUESTIONS 7A and 8A: Key in, save and print.

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3. 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.

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

GENERAL

1. The ASCII codes may be used.

2. NO notes or any nonpermissible material may be hidden in or transcribed into these articles.

3. Use only COURIER NEW 12 pt except if otherwise indicated in the question paper.

4. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally. NO extra time will be allowed for loss of work.

5. In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

6. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER at each question. NO questions 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 question paper.

   7.2 The compact disk/memory stick on which your work was saved, properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick and then it must be deleted immediately from the hard drive/network. Students' answers must be kept for at least 6 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

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	**10 minutes**	**20**
QUESTION 2: TABULAR STATEMENT	**31 minutes**	**50**
QUESTION 3: CIRCULAR LETTER	**36 minutes**	**60**
QUESTION 4: PARAGRAPHS	**31 minutes**	**50**
QUESTION 5: AFRICAN LANGUAGE	**12 minutes**	**20**
TOTAL	**120 minutes**	**200**

WORK FAST AND ACCURATELY

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QUESTION 1: TIMED ACCURACY TEST

TIME: 10 MINUTES **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" SPEED: 35 wpm (minimum requirement) FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left LINE SPACING: 2 (double)
1. The following timed accuracy test must be keyed in ONCE only. 2. The passage allows for speeds of 35 and 40 words per minute. 3. Key in your EXAMINATION NUMBER left, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right as header. 4. Save the document as Q1 and print it. 5. Your test must be collected and signed by the invigilator at the BEGINNING of the EXAMINATION. ALL pages need to be signed.	

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.

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QUESTION 1 (CONTINUED)

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.

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]

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QUESTION 2: TABULAR STATEMENT

TIME: 31 MINUTES **MARKS: 50**

MARGINS: Equal FONT: Courier New 10 pt PAPER: A4 landscape	ALIGNMENT: As indicated LINE SPACING: As indicated

1. Key in your EXAMINATION NUMBER left, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right as header.
2. Take ALL proofreading signs into consideration.
3. Insert a TABLE.
4. Save the document as Q2 and print it.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Candidate: Change all column headings to capital letters

Tabel one **sp caps, bold, underline sp replace with figures**

Number of laboratory-confirmed listeriosis ʌ & deaths per province ʌ cases **in full** **uc, ital**

Provinces	Female	% of province Total	Male	% of province Total	% of total
Gauteng	1#908#575	57.19	1 428 957	42.81	12.67
Western Cape **runs on**	809 121	55.00	661 878	45.00	5.59[2]
KwaZulu-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
Limpopo ~~area~~	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]
Cape Northern **trs**	1 676 893	54.68	1 389 756	45.32	11.65
Total **uc**	14 465 896	54.93	11 867 457	45.07	68.90

~~Mpumalanga~~ **stet**

1 Most cases have been reported from ~~KwaZulu-Natal~~

2 Least cases have been reported from North-West & Western Cape **in full**

Align all figures right
 # = letter space

[50]

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QUESTION 3: CIRCULAR LETTER

TIME: 36 MINUTES **MARKS: 60**

MARGINS: Left: 3,81 cm/1,5" Right: 2,54 cm/1" FONT: Courier New 12 pt except where indicated otherwise	PAPER: Letterhead HYPHENATION: Yes ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs

1. Retrieve the letterhead QUESTION 3 on your network/hard disk/memory stick.
2. Key in your EXAMINATION NUMBER and your STATION/COMPUTER NUMBER left as footer.
3. Take ALL proofreading signs into consideration.
4. Save the document as Q3 and print it.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Candidate: Arrange paragraphs in numerical order and indent. Change all underlined headings to capital letters and bold.

Insert today's date in descending order

To: Public Hospitals, Private Hospitals **Display correctly**

Move

4. Listeriosis thrives in / fridge [Listeria is easily able to ~~multiply~~ ~~reduce~~ in / fridge if a food item is contaminated, unlike most other food-borne pathogens. **NP** **stet**

5. Cleaning utensils [Cleaning kitchen utensils properly is also vital to prevent any ~~other~~ cross-contamination. **NP** **bold, u/line** **del**

3. Don't put recalled items in / bin [/ health ministry has urged SA not to put affected food in / bin as others could come into contact with / food items. **NP** **in full**

2. Store raw and cooked food separately [Keeping coocked food away from ∧ food can help prevent cross-contamination and people should be educated on how to handdle these foods separately. **NP** ∧ raw **sp**

Candidate: Insert a page break after paragraph 4

How to avoid listeriosis disease **16 pt, uc, italics, centre**

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QUESTION 3 (CONTINUED)

Candidate: Number second page as 2 top centre

1. Bleach is your friend [Experts say one of / effective ways most of **2** **3** **1** **NP** **trs** cleaning a fridge or surfaces that may have come into contact with contaminated food is by using bleach diluted with water.

Department of Health **Display correctly**

[60]

QUESTION 4: PARAGRAPHS

TIME: 31 MINUTES **MARKS: 50**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: Yes ALIGNMENT: Left LINE SPACING: Single except where indicated otherwise
1. Key in your EXAMINATION NUMBER left, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right as header. 2. Take ALL proofreading signs into consideration. 3. Save the document as Q4 and print it. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Move

/ death toll from / world's worst listeria outbrake in SA has risen to sp in full
more than 200. [While / number of cases diagnosed each week has decreased, NP
a total of 1,033 people have contracted listeriosis - a disease caused by

Candidate: Insert any bullets and indent

bacteria from soil, [water, [vegetation & [animal faeces NL

which can contaminate fresh food, notably meat.

Health officials announced in March that they had traced / outbreak u/line
to an Enterprise Food plant in Polokwane & immediately runs on
ordered a ∧ recall of / affected products ~~and services~~. ∧ nationwide del

3 1 2
/ infection children mainly affects & has an incubation period of up to trs
seventy days making it difficult to track. [Contamination in in figures NP
~~animals~~
~~humans~~ can result in stet

Candidate: Insert any bullets and indent

flu-like illness, [infection of / blood stream and [infection of / brain NL

which can be fatal.

Listeria death toll passes 200 sp caps, bold, italics

Candidate:

Find listeriosis and change to capital letters and bold. Replace & with and.

[50]

QUESTION 5: AFRICAN LANGUAGE

TIME: 12 MINUTES **MARKS: 20**

MARGINS: Left: 2,54 cm (1") Right: 2,54 cm (1") FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left LINE SPACING: 1,5 (1½)
1. Key in your EXAMINATION NUMBER left, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right as header. 2. Save the document as Q5 and print it. 3. Put the PRINTOUT in your EXAMINATION FOLDER.	

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

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.

[20]

TOTAL SECTION A: 200

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SECTION B: WORD PROCESSING

QUESTION 6:	**PARAGRAPHS**	**A**	**Already keyed in**	**00**
		B	**15 minutes**	**25**
QUESTION 7:	**MEMORANDUM**	**A**	**11 minutes**	**18**
		B	**14 minutes**	**23**
QUESTION 8:	**TABULAR WORK**	**A**	**7 minutes**	**12**
		B	**13 minutes**	**22**
TOTAL			**60 minutes**	**100**

WORK FAST AND ACCURATELY

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QUESTION 6B: PROCESSING

TIME: 15 MINUTES **MARKS: 25**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: Yes ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs

1. Retrieve the document saved as Q6A.
2. Key in your EXAMINATION NUMBER left, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right as header.
3. Process according to the instructions and as shown below.
4. Save the document as Q6B and print.
5. Place the PRINTOUT in the EXAMINATION FOLDER.

Candidate:
1. **Arrange paragraph numbers in numerical order.**
2. **Find listeriosis and replace with listeriosis in capital letters.**
3. **Find NICD and replace with National Institute for Communicable Diseases.**
4. **Insert page numbers top centred on page 2.**
5. **Insert the footer in Arial 10 pt: Food abattoirs back in operation after listeriosis scare**

Λ Listeriosis flare-up seen as worst documented outbreak in global history } **16 pt, uc, bold, centre**

ǂ

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

[4.╫ The NICD reported that final data was available only **trs** 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.

[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. [2.╫ About 40 percent of those who **replace with %** 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.

Candidate: Insert a page break after paragraph 5

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QUESTION 6B (CONTINUED)

[3.╫ The NICD 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 six weeks of 2017 were likely in figures to change on a daily basis and trends had to be interpreted with caution.

[6.╫ The NICD 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.
╪
Λ Comprehensive investigations to identify the source of infection of all the reported cases had to be conducted through the whole of South Africa.
╪
~~Pretoria-based microbiologist and food safety expert Dr Lucia Anelich said the culprit was most likely a product extremely often eaten by consumers across the country.~~ del

[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.

[9.╫ Deli meats are obviously consumed by a wide bold, ital 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.
╪
[7.╫ Listeriosis symptoms develop any time between two in figures 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 and convulsions.

Λ Chicken contaminated with listeriosis has been traced back to an abattoir.
╪
Λ JSE listed company tests on site have come back negative. right-align

[25]

QUESTION 7A: MEMORANDUM

TIME: 11 MINUTES **MARKS: 18**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left LINE SPACING: Double
1. Key in your EXAMINATION NUMBER left, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right as header. 2. Save the document as Q7A and print. 3. Place the PRINTOUT in the EXAMINATION FOLDER.	

What causes listeriosis?

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

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

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.

(18)

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QUESTION 7B: PROCESSING

TIME: 14 MINUTES **MARKS: 23**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left LINE SPACING: Single except where indicated otherwise
1. Retrieve QUESTION 7A and change the QUESTION NUMBER in the header to 7B. 2. Process according to the instructions and as shown below. 3. Save the document as Q7B and print. 4. Place the PRINTOUT in the EXAMINATION FOLDER.	

Λ Listeriosis diseases **16 pt, uc, bold, centre**
╪
Λ Memorandum **sp caps, italics**
╪ **Candidate: Insert horizontal lines as indicated**

To: ╪ Department of Health
From: ╪ Doctors and Nurses **uc, d/s**
Date: ╪Today's date in full
†
╪
Λ Possible source of illness: **uc, bold**
╪
Λ It is triggered by the listeria bacteria that live in soil, water, dust, animal poop and other substances. You can get sick if you eat food that carries it.
╪
Λ For most healthy people the infection does not pose much of a threat even if it makes you sick for a day or two.
╪ ~~listeria~~ **stet**
What causes ~~listeriosis~~? **uc, del u/line**
╪
Even freezing does not stop it. When it contaminates food you cannot see, smell or taste it.

Listeria is caused by bacteria that can grow at temperatures cold **trs** like those inside a refrigerator.
╪
move
╪ **# 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 ~~– in other words the milk has not been heated to kill germs~~. **del**
╪
Λ For more information, visit www.health.co.za **10 pt**

(23)
[42]

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QUESTION 8A: TABULAR WORK

TIME: 7 MINUTES **MARKS: 12**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Arial 12 pt	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left LINE SPACING: Single
1. Key in your EXAMINATION NUMBER left, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right as header. 2. Save the document as Q8A and print. 3. Place the PRINTOUT in the EXAMINATION FOLDER.	

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

(12)

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QUESTION 8B: PROCESSING

TIME: 13 MINUTES **MARKS: 22**

MARGINS: Left: 1,27 cm/0,5" Right: 1,27 cm/0,5" FONT: Arial 12 pt	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: As indicated LINE SPACING: As indicated
1. Retrieve QUESTION 8A and change the QUESTION NUMBER in the header to 8B. 2. Process according to the instructions and as shown below. 3. Save the document as Q8B and print. 4. Place the PRINTOUT in the EXAMINATION FOLDER.	

Candidate:
1. **Align all figures except the reference column right.**
2. **Change all column headings to bold.**

Λ Symptoms of listeriosis **14 pt, uc, bold, centre**

Candidate: Insert column and rows as indicated

Reference	Fever	Headache	Diarrhea **sp**	Nausea	Vomiting	~~Abdomen~~ ~~Abdominal~~ pain	Arthromyalgia **stet**
[4]	100	78	78	78	44	44	78
[5]	72	65	79	47	26	55	25/59[a]
[6]							
Adults	57	88	53	60	19	72	45/51[a]
Children	76	86	40	54	40	72	24/20[a]
[8][b]							
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	29

Λ Note: NA - not available **uc, bold**

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

(22)
[34]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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