higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN680**(E)**(M28)H

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

28 May 2018 (X-Paper)
09:00–12:00

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

This question paper consists of 21 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INFORMATION PROCESSING N5
TIME: 3 HOURS
MARKS: 300

EXAMINATION PAPER	TIME	MARKS
TYPING TECHNIQUE: SECTION A	**2 hours**	**200**
AUDIO TRANSCRIPTION: SECTION B	**1 hour**	**100**
TOTAL	**3 hours**	**300**

INSTRUCTIONS TO CANDIDATES

30 MINUTES ARE ALLOWED TO READ THE INSTRUCTIONS

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

TYPING TECHNIQUE: SECTION A

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

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

3. The TIMED ACCURACY TEST must be keyed in at the beginning of the examination.

4. After the expiration of the TEN MINUTES allowed for the TIMED ACCURACY TEST, your test will be collected and signed by the invigilator. It will be retained until the completion of the examination session where after in the presence of the candidate, it will be put in the EXAMINATION FOLDER.

5. Answer ALL the questions.

6. Procedure for QUESTIONS 2, 3, 4, 5 and 6: Key in, save and print.

7. Only ONE letterhead per candidate for QUESTION 3 (letterhead attached).

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AUDIO TRANSCRIPTION: SECTION B

You receive the following:

1. Information regarding the questions.

2. Notes regarding the questions.

3. Audio cassette or audio software.

NOTE:

1. If you make use of an audio cassette, rewind the cassette before commencing with the transcription.

2. Complete the information required in NOTES ON THE EXAMINATION QUESTIONS. It will be given to you by the invigilator.

PRINTING: EXAMINATION PAPER (SECTION A AND SECTION B)

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

2. If a LETTERHEAD is provided and the printer(s) cannot accommodate the letterhead, you may use A4 paper. Hand in the printout on A4 paper together with the LETTERHEAD so that the positioning of the text on the paper can be determined in accordance with the data on the letterhead.

GENERAL: EXAMINATION PAPER (SECTION A AND SECTION B)

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

2. NO notes or any non-permissible material may be hidden in or transcribed into these articles.

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

4. Work fast in order to complete the question paper in time.

5. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure. Only the duration of the power failure will be allowed additionally – NO EXTRA TIME WILL BE ALLOWED FOR LOSS OF WORK.

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

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7. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO QUESTIONS WITHOUT EXAMINATION NUMBERS WILL BE MARKED.

8. At the end of the examination session, hand in the following:

   8.1 EXAMINATION FOLDER with printouts to be marked in the same order as the questions in the QUESTION PAPER.

   8.2 Disk (floppy/stiffy) 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.

   8.3 The rewound cassette.

   8.4 All other printouts. NO printouts may be taken out of the examination room or put into bins.

9. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be treated in a very serious light. If you are found guilty of such a violation, serious steps will be taken against you.

WAIT FOR THE INSTRUCTION FROM THE

INVIGILATOR BEFORE YOU TURN THE PAGE

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TYPING TECHNIQUE

SECTION A

DO NOT TURN THE PAGE BEFORE THE INVIGILATOR INSTRUCTS YOU TO DO SO.

		TIME	MARKS
QUESTION 1:	**TIMED ACCURACY TEST**	**10 MINUTES**	**20**
QUESTION 2:	**TABULAR STATEMENT**	**27 MINUTES**	**45**
QUESTION 3:	**CIRCULAR LETTER**	**31 MINUTES**	**50**
QUESTION 4:	**INVITATION**	**22 MINUTES**	**30**
QUESTION 5:	**DISPLAY WORK**	**20 MINUTES**	**35**
QUESTION 6:	**AFRICAN LANGUAGE**	**10 MINUTES**	**20**
TOTAL		**120 MINUTES**	**200**

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QUESTION 1: TIMED ACCURACY TEST

TIME: 10 MINUTES **MARKS 20**

MARGINS: **Left: 2.5 cm/1”** **Right: 2.5 cm/1”** **SPEED: 45 wpm (minimum requirement)**	**PAPER: A4 Portrait** **HYPHENATION: No** **JUSTIFICATION: Left** **FONT: Courier New 12 pt**

1. **The TIMED ACCURACY TEST below must be keyed in ONCE only.**
2. **The passage allows for speeds of 45 and 50 words per minute.**
3. **Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER.**
4. **Save and print the document as Q1.**
5. **The TIMED ACCURACY TEST will be collected and signed by the invigilators. At the end of the examination session, in your presence, the PRINTOUT will be put in your EXAMINATION FOLDER.**

Healthy and beautiful skin is a great confidence booster. Some people have natural beauty and don't tend to use any cosmetics, whereas there are others who just don't use it due to a number of reasons. Some people feel that skin care cosmetics can harm their skin, and therefore choose not to use them.

However, there are a very large number of people (both men and women) who do use skin care as part of their daily routine. This is why the business of is booming!

So then, can the use of skin care cosmetics be helpful, or can they be harmful to us?

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QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

Opinions seem divided, but one thing is for sure "Looking beautiful and healthy is surely nice and very desirable. On the other hand, too much skin care cosmetics can surely be harmful (as such, excess of almost anything is harmful). So, what do we do?

The first thing is to formulate (and follow) skin care routines that will help keep your skin look and feel healthy, as well as clean and bacteria free. The general recommendation is to cleanse and moisturise your skin every day, and to tone and occasionally exfoliate as and when needed.

Beauty enhancing cosmetic products on the other hand can be used as part of your daily skin care routine, or be applied only on special occasions, for example when attending a party.

However, before using any skin care cosmetic (or indeed any other cosmetic) it is very important to select the right for your skin type. Here is a set of five rules that you should follow when selecting any skin care cosmetic.

The general rule is to use products that suit your skin type. This is true both for the routine products and for the skin care cosmetic. So, check the label to see what it says. If you have dry skin for example, go for the products that explicitly say ˜for dry skin only'. General products will normally say something like ˜for

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all skin types'.

Test the skin care cosmetic before using it. This can be done by applying the skin care cosmetic on a small patch of skin that is not easily noticeable, for example on the ear lobes. This will allow you to check for a reaction of the product on your skin before applying it to a large area.

Check the ingredients of the skin care cosmetic for chemicals that you are allergic to. Do not use products that are very harsh on skin, for example products with high alcohol concentrations. These types of cosmetics might work once or twice but can cause long-lasting damage to your skin.

More is not better. Read the instructions and ensure that you apply the products in right quantity. Also, be gentle with your skin and follow the right procedures for the application of skin care products. Rubbing too hard or trying to squeeze a pimple can lead to permanent damage (such as scaring) to your skin.

Finally, if you have a skin disorder (such as acne), you should consult a dermatologist before using any type skin care cosmetic.

[20]

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QUESTION 2: TABULAR STATEMENT

TIME: 27 MINUTES **MARKS: 45**

MARGINS: **Left: 2.5 CM (1"/10)** **Right: 2.5 cm (1"/10⁰)** **FONT: Courier New 12**	**PAPER: A4 landscape** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**

1. **Key in your examination number and your station/computer number as a header.**
2. **Take all proofreading signs into consideration.**
3. **Key in as indicated.**
4. **Proofread, save and print the document as Q2.**
5. **Put the printout in your EXAMINATION COVER.**

Health and beauty uc, bold, centre

Statistics on: Report on products sold worldwide und

Table 1 Percentages of sales made world wide ital.

≠

≠

Candidate: Centre ALL column headings horizontally and vertically runs on

Types of products bold	National sales [Women & girls) in full	shade column headings (15%)	
Creams	2015	2016	2017
Poders sp	15 000	500	630
Lotions	412[1]	685[2]	8951
Make-up	897	478	789
Serums	869	785	500
Eyeshadows	1 200	562	456
Mascara	750	600	20 000
Lipstick (matte)	500	700	900

Steps to follow for beauty tips

move ~~procedure~~

be gentle with your skin and follow the right ~~procedures~~ for the application of stet skin care products.

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runs on

uc, shade column headings (15%)

Total number of consumption of products			Percentage in sales [Women only		
2015	2016	2017	2015	2016	2017
300	150	300	32.7%	28%	8.9%
400	100	200	3.5%	2.1%	5.6%
350	90	150	9.2%	5.6%	3.2%
450	56	480	6.5%	23%	3.4%
150	80	106	11.5%	8.9%	56%
45	30	90	10.9%	6%	2%
200	500	800	68%	85%	90%

centre

1 health
2 Beauty
ital.

[45]

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QUESTION 3: CIRCULAR LETTER

TIME: 31 MINUTES **MARKS: 50**

MARGINS: **Left: 2.5 cm (1"/10)** **Right: 2.5 cm (1"/10⁰)** **FONT: Courier New 12**	**PAPER: A4 Portrait** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**

1. **Key in your examination number and your station/computer number as a header.**
2. **Take all proofreading signs into consideration.**
3. **Key in as indicated.**
4. **Proofread, save and print the document as Q3.**
5. **Put the printout in your EXAMINATION COVER.**

Candidate:

1. Change all main paragraph headings that are underlined to bold and double underlined.
2. Paragraphs must be inserted in correct numerical order.
3. Replace bullets with numbered subparagraph numbers (1.1 etc) and TWO letter spaces.

Insert today's date in descending order.

move

≠

TO: Advertisers Entrepreneurs Buyers Display correctly

≠

1 Beauty [is the normal and sound state of the body. This is a great source of peace NP and happiness.

4. Health [refers to a state of sound mind and physically fit body free from any disorder, sickness or ailment. In simple words, health refers to the physical, emotional and psychological well-being of a person.

3. Hygiene [refers to the good practices that prevent diseases and leads to good health, especially through cleanliness, proper sewage disposal, and supply of safe drinking water. It refers to all those activities that are done for improving and preserving, maintaining sound health

5. Pure water: [Pure water is another source of good health. A great deal of sickness is caused NP
by using impure water. People in villages often bathe, and wash clothes and cattle in tanks.
[✓ Regular physical exercise is necessary to keep good health. Walking in the open air every morning and evening strengthens the muscles of the limbs and quickens the circulation of blood.

Hygiene Habits for Good Health uc, bold, shade centre

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2. Balanced and Nutritious food: [✓Wholesome food keeps our health good. A part of the food we take serves as fuel to keep the body warm; another part forms tissue to give us strength.

Insert a line tabular stop on 7.62/3cm

Ceo 14 pt, uc

[50]

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QUESTION 4: INVITATION

TIME: 22 MIINUTES **MARKS: 30**

MARGINS: **Left: 2.5 cm(1"/10)** **Right: 2.5 cm (1"/10^0)** **FONT: Courier New 12**	**PAPER: A4 Portrait** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**

1. **Key in your examination number and your station/computer number as a header.**
2. **Take all proofreading signs into consideration.**
3. **Proofread, you should also use spell check when proofreading, save and print the document as Q4.**
4. **Put the printout in your EXAMINATION COVER.**

1.Create TWO equal parallel colons- distance between columns must be 1.27cm/0.5"

2. The main heading must not form part of the columns.

The main objective of / workshop Insert u/line/insert, centre, castellar pt 12

≠

A number of exhibitors ~~exhibit~~ will be hosting interactive demonstrations to give DEL you a hands-on opportunity to have fun while you learn. Some of these activities include

Fit games, chair massages, blood typing, blood pressure testing, a laptop identification engraving service and fitness ~~demonstrations~~. stet

~~demos~~

For information, additional please visit the Healthy Workplace trs websit at http://carleton.co.za SP

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Column 2

Date: 3 Dec 2017 In full

Time: 9:00
≠
Venue: Maslow Hotel
Johannesburg uc
≠
Tel.: (011) 909 3030

/ Wellness Committee Insert, Bold
≠
invites you sp
≠
to attend a workshop
≠
by Dr Christopher Mosibe bold, italics

[30]

QUESTION 5: DISPLAY WORK

TIME: 20 MINUTES **MARKS: 35**

MARGINS: **Left: 2.5 cm (1"/10)** **Right: 2.5 cm (1"/10⁰)** **FONT: Courier New 12**	**PAPER: A4 Portrait** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**

1. **Key in your examination number and your station/computer number as a header.**
2. **Take all proofreading signs into consideration.**
3. **Proofread, you should also use spell check when proofreading, save and print the document as Q5.**
4. **Put the printout in your EXAMINATION COVER.**

Health sp caps, tahomo 18pt, centre

Health and safety policy for your business ital

The law does not expect you to remove all risks, but to protect people by putting in place measures to control those risks, so far as reasonably practicable 1.5 l/spacing

Some workers may have particular requirements. [You can get more help on our NP diversity pages (www.hse.gov.uk/diversity). Bold align right

Think about homeworkers, and people who might not be in the workplace all the time, und such as visitors, contractors and maintenance workers. [Take members of the public into NP account, if they could be hurt by your work activities.

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To ensure there is health safety uc, size 14, Broadway, centre

good ventilation)

lighting suitable for the work being carried out;
enough room space

properly maintain your premises & work equipment; in full

keep floors and traffic routes free from obstruction;
have windows that can be opened and also cleaned safely;

make sure that any transparent (e.g. glass) doors or walls runs ou
are protected or made of safety material

Insert bullets of
your choice
align right

[35]

QUESTION 6: AFRICAN LANGUAGE

TIME: 10 MINUTES **MARKS: 20**

MARGINS: **Left: Use LETTERHEAD** **Right: 2.5 cm (1"/10⁰)** **FONT: Courier New 12**	**PAPER: A4 Portrait** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**
1. Key in your examination number and your station/computer number as a header. **2. Take all proofreading signs into consideration.** **3. Key in as indicated.** **4. Proofread, you should also use spell check when proofreading, save and print the document as Q6.** **5. Put the printout in your EXAMINATION COVER.**	

ABAGANANI

Ukuba nabangani kuyinyo enhle kakhulu kodwa nome kunjalo umngani uyena ¼

Umuntu wokuqala ukwazi zonke indaba zakho phinde futhi kube uyena umuntu wokuqala

ukutshela abantu ngedaba zakho.

Ummbono wami uthi ungake ulinge uthembe omunye umuntu emhlabeni.½

Umnagani uyaya azenze ngathi uyakuthanda kodwa uma ungekho enze ngawe ¾

lento izokuphatha kabi kakhulu. Qaphela izinto uzitshela abangani bakho.

[20]

TOTAL SECTION A: 200

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AUDIO TRANSCRIPTION

SECTION B

	TIME	MARKS
QUESTION 7: AGENDA	**15 MINUTES**	**25**
QUESTION 8: APPLICATION LETTER	**18 MINUTES**	**30**
QUESTION 9: ADVERTISEMENT	**27 MINUTES**	**45**
TOTAL:	**60 MINUTES**	**100**

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AUDIO TRANSCRIPTION

INFORMATION REGARDING THE EXAMINATION QUESTIONS

You are an executive personal assistant. Your CEO handed you a cassette with recorded tasks, which you have to complete in an hour while he/she is away.

1. Your first task **(QUESTION 7)** is to key in and print the **AGENDA.**

   WORDS:

Therapist; Stonehaven; Sandton

2. Your first task **(QUESTION 8)** is to key in and print the **APPLICATION LETTER.**

   WORDS:

Human; resources; department; Rustenburg; advertisement; qualified; registered; Experience; senior; requirements; opportunity

3. Your first task **(QUESTION 9)** is to key in and print the **ADVERTISEMENT.**

   WORDS:

Dermal; beauty; treatments; consultations; reputable

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NOTES REGARDING THE EXAMINATION QUESTIONS

NOTE: The starting point of EACH QUESTION as indicated on the tape counter/index must be given to the candidates.

QUESTION 7: AGENDA

TIME: 15 MINUTES **MARKS: 25**

MARGINS: **Left: 2.5 cm (1"/10)** **Right: 2.5 cm (1"/10^0)** **FONT: Courier New 12**	**PAPER: A4 landscape** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. **2. The starting point on the counter/index is …** **3. The reading time is ±15 minutes.** **4. Proofread, save and print the document as Q7.** 5. **Put the PRINTOUT in your EXAMINATION COVER.**	

[25]

QUESTION 8: APPLICATION LETTER

TIME: 18 MINUTES **MARKS: 30**

MARGINS: **Left: Use LETTERHEAD** **Right: 2.5 cm (1"/10^0)** **FONT: Courier New 12**	**PAPER: A4 portrait** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. **2. The starting point on the counter/index is …** **3. The reading time is ±18 minutes.** **4. Proofread, save and print the document as Q8.** **5. Put the PRINTOUT in your EXAMINATION COVER.**	

[30]

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QUESTION 9: ADVERTISEMENT

TIME: 27 MINUTES **MARKS: 45**

MARGINS: **Left: Use LETTERHEAD** **Right: 2.5 cm (1"/10^0)** **FONT: Courier New 12**	**PAPER: A4 portrait** **HYPHENATION: Yes** **JUSTIFICATION: Left Off/No**
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. **2. The starting point on the counter/index is …** **3. The reading time is ± 27 minutes.** **4. Proofread, save and print the document as Q2.** **5. Put the PRINTOUT in your EXAMINATION COVER.**	

[45]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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