higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN680**(E)**(M20)H

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

20 May 2019 (X-Paper)
09:00–12:00

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

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

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

30 MINUTES ARE ALLOWED TO READ THE INSTRUCTIONS

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

SECTION A: TYPING TECHNIQUE

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

2. Candidates are allowed to read through QUESTION 1, the timed accuracy test THREE MINUTES before the commencement of the examination.

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

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

5. Answer ALL the questions.

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

7. Retrieve the letterhead saved as QUESTION 3 on your data diskette/hard drive.

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SECTION B: AUDIO TRANSCRIPTION

You have received the following:

1. Information regarding the questions

2. Notes regarding the questions

3. Audio cassette or audio software

NOTE:

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

2. Complete the information required for NOTES ON THE EXAMINATION QUESTIONS.

PRINTING

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

GENERAL

1. You may use the ASCII codes.

   NO NOTES OR ANY NONPERMISSIBLE MATERIAL MAY BE HIDDEN IN OR TRANSCRIBED INTO THESE ARTICLES.

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

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

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

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

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

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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 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.

   7.3 The rewound cassette.

   7.4 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 treated in a 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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SECTION A

TYPING TECHNIQUE

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	**10 minutes**	**20**
QUESTION 2: TABULAR STATEMENT	**24 minutes**	**40**
QUESTION 3: CIRCULAR LETTER	**32 minutes**	**50**
QUESTION 4: SPEECH	**21 minutes**	**35**
QUESTION 5: PARAGRAPHS	**21 minutes**	**35**
QUESTION 6: AFRICAN LANGUAGE	**12 minutes**	**20**
TOTAL	**120 minutes**	**200**

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QUESTION 1

TIME: 10 MINUTES **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: 1,5 or 2 SPEED: 45 wpm (minimum requirement)	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left FONT: Courier New 12 pt
1. The TIMED ACCURACY TEST 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 (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 4. Save and print the document as Q1. 5. Your test must be collected and signed by the invigilator at the BEGINNING of the examination. ALL pages need to be signed.	

Abuse can be physical, sexual, emotional or verbal; it is intimidation or manipulation of another person or an intrusion into another's psyche; the purpose is to control another person. It is generally a long term pattern of behaviour although specific short term interactions can be labelled abusive.

Recently the following categories have been included in definitions of abusive behaviour: social, economic, intellectual and spiritual. With child abuse neglect is also an important component.

Abuse cuts across all social categories and classes. It occurs in well-educated high income areas and in low income working class areas; it happens in all races and religions.

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QUESTION 1 (CONTINUED)

It can occur in families, extended families, in neighbourhoods, schools, churches, and community groups. Both men and women can be abusive and it can occur in virtually all age groups. The old can abuse the young and the young the old. While standards are different in various cultures, it occurs in virtually all countries as well.

Because it is often learned at an early age, it can be passed from generation to generation like a family disease. This is called the intergenerational cycle of abuse.

Abuse tends to happen to people in a weaker position or to those who are willing to be accommodating. Thus a stronger brother will abuse a weaker brother; an agreeable and supportive wife may be abused by her uncompromising husband; a teacher may pick on a student who is having learning problems; a spoiled teenage boy may manipulate a parent in an abusive manner.

The site AbusiveLove.com is primarily about verbal abuse although it discusses other abusive behaviours as well. It concentrates on verbal because most abusive behaviour includes verbal elements and because words and tone of voice can be identified and changed more easily than other kinds. Attacking and changing abusive verbal behaviour will go a long way to preventing other abusive problems all of us are guilty of abuse! No one is totally clean. All of

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QUESTION 1 (CONTINUED)

us have said things we wish we had not said, called people names, belittled or become unreasonably angry. Most of us have buttered someone up before asking him/her a favour. So each of us that wants to stop the cycle of abuse can look within ourselves for the same behaviour that we see in others, the abusers who are trying to control us with their abusiveness. 45 w.p.m.

Yet true abusiveness is a pattern of behaviour that is aimed at maintaining or gaining control 50 w.p.m.

[20]

QUESTION 2: TABULAR STATEMENT

TIME: 21 MINUTES **MARKS: 40**

MARGINS: Left: 1,27 cm/0,5" Right: 1,27 cm/0,5" FONT: Courier New 12 pt	PAPER: A4 landscape HYPHENATION: No ALIGNMENT: As indicated LINE SPACING: Singe except where indicates otherwise
1. Key in your EXAMINATION NUMBER (left) and your STATION/COMPUTER NUMBER (right) as a header. 2. Take ALL proofreading signs into consideration. 3. Insert a table. 4. Save and print the document as Q2. 5. Put the PRINTOUT in your EXAMINATION COVER.	

Abuse statistics Tahoma 16 pt, sp caps, bold, u/line, centre

South Africans are urged to report incidents of abuse to / hot line runs on abuse institute 0700 987 123, 10111 ʌ call / centre line at 911. ʌ or ital

For enquiries contact: Ms Maboya uc

Candidate: Centre ALL column headings horizontally and vertically runs on

~~Countries~~ bold ~~Province~~ stet italics →	Statistics on overall abuse per province		NL
	State ~~& Private~~ del	Private	Total
	2016	2017	italics
Gauteng	500	250	750
Limpopo	1500	1000	2500
Mpumalanga	5000	3000	8000
North West	3500	2000	5500
Eastern Cape	220	150	370
Free State	350	200	370
KwaZulu-Natal	4000	2500	7500
Western Cape	150	100	250
Northern Cape	450	300	750
Internationally uc	16240	9500	25740

move

QUESTION 2 (CONTINUED)

Fysical abuse Istatistics sp				Sexual abuse Istatistics				NL
2012	2013	2014	2015	2012	2013	2014	2015	italics
67	82	72	70	20	30	15	10	
10	16	25	2	34	2	trs 5	9	
25	10	16	8	0	21	5	3	
0	5	9	7	0	52	3	0	
15	10	12	0	11	37	2	5	
3	1	0	9	4	3	7	4	
0	6	4	5	0	1	8	7	
0	12	5	6	9	8	7	0	
1	5	8	6	0	4	5	3	
106	137	139	113	67	121	50	36	

Candidate: All column headings must be in capital letters.
All figures must be right-aligned.

[40]

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QUESTION 3: CIRCULAR LETTER

TIME: 31 MINUTES **MARKS: 50**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: Letterhead HYPHENATION: Yes ALIGNMENT: Left LINE SPACING: Single except where indicated otherwise

1. Retrieve the letterhead QUESTION 3 that is saved in the INFORMATION PROCESSING N5 folder.
2. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
3. Take ALL proofreading signs into consideration.
4. Save and print the document as Q3.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Candidate:
1. All paragraph headings that are underlined must be in capital letters and italics.
2. Replace bullets with Arabic figures (1., 2., etc.) and TWO letter spaces.
3. Indent paragraphs below headings.
4. Insert a page number top left-aligned on page 2 only.

Insert today's date in descending order, left-aligned

To all members

5 signs of relationship abuse in full uc, bold, centre

* Verbally abusive If someone calls you derrogatory names, even if they say they are joking, they mean to hurt you and keep you in line. sp NP

* Blames others If your significant other always blames everything on someone else, namely you, this may be a bad sign. NP

* Instills fear If you feel fear around your ~~partner~~ spouse or spouse, there is something very wrong. Abusers may try to intimidate you with violence, dominance or power tactics. NP stet

* Extremely jealous A prominent trait of abusers is their jealousy. An abusive partner or spouse is often jealous of you, other people and even your goals and dreams. NP

2 3 1

QUESTION 3 (CONTINUED)

* Controls you through emotions [An abuser is a great manipulator and will sulk, threaten to leave, and emotionally punish you for not following their idea of how things should be. NP runs on

move

If you see all these signs [get out, there is still time!!! Garamont, 20 pt, uc, centre, double frame around text NL

T Matabane Manager Display correctly

~~Punishes you for time away~~ del

* Punishes you for time away [This goes along with / isolation technique, where abusers want you all to themselves. If you do go somewhere or do something without your partner, an emotional abuser will punish you later. NP

[50]

QUESTION 4: SPEECH

TIME: 21 MINUTES **MARKS: 35**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A5 landscape HYPHENATION: No ALIGNMENT: Left LINE SPACING: 1,5 and as indicated

1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header.
2. Take ALL proofreading signs into consideration.
3. Save and print the document as Q4.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

Candidate:
1. Insert the following footnote as indicated in the text in italics: Report abuse
2. Right align the first three words of the following page, followed by a slash, at the bottom of previous page.
3. Number all the pages except page 1.

move

Address by Ms CN Majeke MP in / National Assembly regarding / high incidence of violence and abuse against ~~men~~ women and children Hon Speaker and honourable members. italics del bold ← s/s, uc

Candidate: Insert bullets of your choice.

20 years into our democracy, our women and children continue to be victims of gender and child abuse. in words runs on

We still need a radical social paradigm shift about gender equality.

The numbers reported daily through the media escallate even during campaigns when the nation is giving specific focus to these vulnerable ~~women~~ groups in society[1]. sp stet

Stop violence, abuse 16 pt, sp caps, bold, centre

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QUESTION 4 (CONTINUED)

Despite ongoing efforts to educate women and society at large about / rights of women and children and / responsibility of all citizens to respect u/line and adhere to such rights and legislations, many women remain un◯aware of their rights. [Certainly, as a nation, we have a NP responsibility and duty, to unite against the ∧ and abuse of ∧ violence children 2 and 3 women 1. trs

[35]

QUESTION 5: PARAGRAPHS

TIME: 21 MINUTES **MARKS: 35**

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. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. Take ALL proofreading signs into consideration. 3. Save and print the document as Q5. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Candidate:

1. Insert paragraph numbers (1., 2., etc.) at all headings marked with an asterisk (*) with TWO letter spaces and indent.
2. Insert subparagraph numbers (1.1, etc.) at sentences marked with two asterisks (**) with TWO letter spaces and indent.
3. All subsubparagraphs numbers (1.1.1, etc.) must be replaced with any bullets and indent in line with the content of the subparagraphs.
4. Underlined main paragraph headings must be in capital letters and bold.

Types if abuse sp caps, bold, centre

‡

~~There are several different types of abuse recognised~~. del

Forms of abuse include: uc, double u/line, italics

‡

* Financial abuse [** Financial abuse is when one person restricts acess NP sp to money from another, e.g. ‡ [1.1.1 cutting off access to ʌ accounts, ʌ bank NL [1.1.2 preventing access to financial information. NL

‡

* Physical abuse [** Physical abuse is any physical act designed to harm another person physically, e.g. NP runs on

‡

2.1.1 slapping, [2.1.2 punching, [2.1.3 hair-pulling, [2.1.4 kicking. NL

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QUESTION 5 (CONTINUED)

move

‡

* Verbal abuse [** This type of abuse occurs when an abuser uses words and body language with the intent to hurt another person, for example ‡ [4.1.1 put-downs, [4.1.2 name-calling, [4.1.3 unreasonable criticisms.

NP use abbreviation NL

* Elder abuse [** Elder abuse consists of other forms of abuse perpetrated against an elder, e.g. ‡ [5.1.1 financial, [5.1.2 emotional, [5.1.3 physical abuse.

NP NL

‡

* Sexual abuse [** Sexual abuse includes any unwanted act sexual forced on the victim, e.g. ‡ [3.1.1 unwanted touching, 3.1.2 [forced sexual contact with another person.

NP trs NL

~~difficult~~

All forms of abuse are illegal, although some are ~~harder~~ to prosecute than others.

uc, bold, centre

[35]

QUESTION 6: AFRICAN LANGUAGE

TIME: 10 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: Double (2)
1. Key in your EXAMINATION NUMBER (left) and your STATION/COMPUTER NUMBER (right) as a header. 2. Key in as indicated. 3. Save and print the document as Q6. 4. Put the PRINTOUT in your EXAMINATION COVER.	

TLHEKEFETSO

Tlhkefetso ya bomme le bana ke sewa se seholo setjhabeng. Matsatsing a kajeno bontate ba robala le bana baradi ba bona, masea, dikgaetsi etc. Bomme ba bolawa ke be lekane ba phedisang mmoho le bona.

Mehleng ya kajeno ha o le motho wa mme, ho kotsi ha haholo hore o tsamaye mebileng bosiu le motsheare kapa hara thota o le mong, kamehla o tlamehile hore le be ngatana ya batho hore le tshireletsehe.

Malapeng a mangata Bomme ha mmoho le Bontate ba tshwareile hamper ...

[20]

TOTAL SECTION A: 200

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SECTION B

AUDIO TRANSCRIPTION

	TIME	MARKS
QUESTION 7: SPEECH	**30 minutes**	**50**
QUESTION 8: APPLICATION LETTER	**18 minutes**	**30**
QUESTION 9: ADVERTISEMENT	**12 minutes**	**20**
TOTAL	**60 minutes**	**100**

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AUDIO TRANSCRIPTION PAPER

INFORMATION REGARDING THE EXAMINATION QUESTIONS

You are a personal assistant. Your manager 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 **SPEECH**.

   WORDS:

   Mangolothi; Ocean; caestism; illiteracy; idleness; disparity

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

   WORDS:

   ambassador; UNICEF; Atlanta; opportunity

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

   WORDS:

   mediator; negotiator; innovative

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QUESTION 7: SPEECH

TIME: 30 MINUTES **MARKS: 50**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. The starting point on the counter/index is ... 3. The reading time is ±25 minutes. 4. Save and print the document as Q7. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[50]

QUESTION 8: APPLICATION LETTER

TIME: 18 MINUTES **MARKS: 30**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: Yes ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. The starting point on the counter/index is ... 3. The reading time is ±15 minutes. 4. Save and print the document as Q8. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[30]

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QUESTION 9: ADVERTISEMENT

TIME: 18 MINUTES **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 landscape HYPHENATION: No ALIGNMENT: Left FONT: Arial 12 pt
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. The starting point on the counter/index is ... 3. The reading time is ±10 minutes. 4. Save and print the document as Q9. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[20]

TOTAL SECTION B: 100

GRAND TOTAL: 300

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