higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

28 MAY 2018

This marking guideline consists of 25 pages.

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		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 **MARKS: 20**

Healthy and beautiful skin is a great confidence booster. Some people have natural beauty and don't tend to use any, whereas there are others who just don't use cosmetics 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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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

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skin for example, go for the products that explicitly say 'for dry skin only'. General products will normally say something like â€˜for 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 longer-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 **shou 2252 45wpm ld** consult a dermatologist before using any type skin care skin disorder to ensure that the cosmetic doesn't cause a reaction.

[20]

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QUESTION 2 TABULAR STATEMENT MARKS: 45

24 MARKS – ACCURACY -4 PER ERROR

EVERY KEYING-IN ERROR

21 MARKS- DISPLAY -2 MARKS PER ERROR

1. Margin incorrect (2.54cm/1" left and right)
   Justification (left, centre, right, justify)
   Line spacing incorrect

1. Paper size (A4 Portrait/landscape) incorrect and or
   Tabular stops/identification
   incorrect and/or
   Hyphenation incorrect

3. Font/font size (Courier New 12) incorrect and/or
   Capital letters/small letters incorrect and/or
   Letter spaces incorrect

4. / not changed to (the) and/or incorrect
   Del- not deleted and/or incorrect
   Insert – incorrect and/or
   Date not inserted in a descending order

5. Trs- not transposed and incorrect
   Stet- not retained and incorrect
   Sp – spelling incorrect

6. Bold- not changed or incorrect
   Italics- not changed or incorrect
   Underline incorrect/Or shading incorrect

7. Moved- not moved and/or incorrect
   Join together- not joined together/incorrect
   Examination and question number not inserted as a header

8. [& NP- no new line and new paragraph incorrect and/or
   Runs on – incorrect
   In full- not in full and/or incorrect

9. Bullets not replaced or incorrect
   Paragraphs not in numerical order

¼	6	5	11
½	12	10	22
¾	18	15	33
	24	**21**	**45**

1. Margin incorrect, Justification, Line spacing,2 Paper size Tabular stops/identification Hyphenation 3. Font/font size Capital letters Letter 4. / not Del- Insert Date 5. Trs- Stet Sp – 6. Bold- Italics- Underline 7. Moved- Join together- Examination and question number 8. [& NP- Runs on 9. Bullets

HEALTH AND BEAUTY **uc, bold, centre**

Statistics on: Report on products sold worldwide **und**

Table 1 Percentages *of sales made worldwide* **ital**

≠

Steps to follow for **BEAUTY TIPS** **uc, UND, BOLD**

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

≠

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shade column heandings (15%)

Types of products **bold**	**National sales** **Women and girls)** **in words**			Total number of consumption of products			Percentage in sales Women only NP		
Creams	2015	2016	2017	2015	2016	2017	2015	2016	2017
Poders **sp**	15 000	500	630	300	150	300	32.7%	28%	8.9%
Lotions	412[1] superscript	685[2]	8951	400	100	200	3.5%	2.1%	5.6%
Make-up	897	478	789	350	90	150	9.2%	5.6%	3.2%
Serums	869	785	500	450	56	480	6.5%	23%	3.4%
Eyeshadows	1 200	562	456	150	80	106	11.5%	8.9%	56%
Mascara	750	600	20 000	45	30	90	109%	6%	2%
Lipstick(matte)	500	700	900	200	500	800	68%	85%	90%

1 health
2 Beauty } *ital.*

[45]

QUESTION 3: CIRCULAR LETTER MARKS: 50

32 MARKS – ACCURACY -4 PER ERROR
EVERY KEYING-IN ERROR
18 MARKS- DISPLAY -2 MARK PER ERROR

1. Margin incorrect (2.54cm/1" left and right)
   Justification (left, centre, right, justify)
   Line spacing incorrect

2. Paper size (A4 Portrait/landscape) incorrect and or
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   Hyphenation incorrect

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9. Bullets not replaced or incorrect
   Paragraphs not in numerical
   order

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¼	8	4	12
½	16	9	25
¾	24	13	37
	32	**18**	**50**

1. Margin incorrect, Justification, Line spacing,2 Paper size Tabular stops/identification Hyphenation 3. Font/font size Capital letters Letter 4. / not Del- Insert Date 5. Trs- Stet Sp – 6. Bold- Italics- Underline 7. Moved- Join together- Examination and question number 8. [& NP- Runs on 9. Bullets

2017/11/7

HYGIENE HABITS FOR GOOD HEALTH

uc, bold, shade centre

≠
TO: Advertisers
Entrepreneurs **Display correctly**
Buyers
≠

1. **Beauty**

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

2. Balanced and Nutritious food:

2.1 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.

3. Hygiene

3.1 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

4. Health

4.1 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.

5. **Pure water**:

5.1 Pure water is another source of good health. A great deal of sickness is caused by using impure water. People in villages often bathe, and wash clothes and cattle in tanks.

5.2 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.

Insert a line tabular stop on 7.62/3cm

CEO 14 pt, uc

[50]

QUESTION 4: INVITATION MARKS: 30

32 MARKS – ACCURACY -4 PER ERROR
EVERY KEYING-IN ERROR
18 MARKS- DISPLAY -2 MARK PER ERROR

1. Margin incorrect (2.54cm/1" left and right)
   Justification (left, centre, right, justify)
   Line spacing incorrect

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   Italics- not changed or incorrect
   Underline incorrect

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9. Bullets not replaced or incorrect
   Paragraphs not in numerical
   order

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¼	8	4	12
½	16	9	25
¾	24	13	37
	32	**18**	**50**

1. Margin incorrect, Justification, Line spacing,2 Paper size Tabular stops/identification Hyphenation 3. Font/font size Capital letters Letter 4. / not Del- Insert Date 5. Trs- Stet Sp – 6. Bold- Italics- Underline 7. Moved- Join together- Examination and question number 8. [& NP- Runs on 9. Bullets

u/line/insert, centre, castellar pt 12

THE MAIN OBJECTIVE OF THE WORKSHOP

A number of exhibitors will be hosting interactive demonstrations to give 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

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

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

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

[30]

Date: 3 December 2017 In full

1. Margin incorrect, Justification, Line spacing,2 Paper size Tabular stops/identification Hyphenation 3. Font/font size Capital letters Letter 4. / not Del- Insert Date 5. Trs- Stet Sp – 6. Bold- Italics- Underline 7. Moved- Join together- Examination and question number 8. [& NP- Runs on 9. Bullets

H E A L T H

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 **und**

You can get more help on our **NP**
diversity pages (www.hse.gov.uk/diversity). **Bold**

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.

To make sure there is health safety
uc, size 14, Broadway

- ✓ good ventilation)
- ✓ lighting suitable for the work being carried out;
- ✓ enough room space **in full/insert any bullets/single line spacing**
- ✓ properly maintain your premises & work equipment;
- ✓ 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 are protected or made of safety material. run on

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QUESTION 5: DISPLAY WORK MARKS: 35

24 MARKS – ACCURACY -4 PER ERROR

EVERY KEYING-IN ERROR

11 MARKS- DISPLAY -2 MARK PER ERROR

1. Margin incorrect (2.54cm/1" left and right)
   Justification (left, centre, right, justify)
   Line spacing incorrect

4. Paper size (A4 Portrait/landscape) incorrect and or
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   incorrect and/or
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   Runs on – incorrect
   In full- not in full and/or incorrect

9. Bullets not replaced or incorrect
   Paragraphs not in numerical order

¼	6	3	9
½	12	5	17
¾	18	8	26
	24	**11**	**35**

[35]

QUESTION 6: AFRICAN LANGUAGE MARKS: 20

20 MARKS – ACCURACY -4 PER ERROR
EVERY KEYING-IN ERROR
0 MARKS- DISPLAY NO MARKS

NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS

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 spacing
Do not penalise incorrect justification
Do not penalise for any 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 works: Count the first 5 strokes and thereafter every 10 strokes as 1 error each.

If the first 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	5	0	5
½	10	0	10
¾	15	0	15
	20	**0**	**20**

QUESTION 6: AFRICAN LANGUAGE

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

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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QUESTION 7: AGENDA MARKS: 25

20 MARKS – ACCURACY -1 PER ERROR
EVERY KEYING-IN ERROR
5 MARKS- DISPLAY -1 MARK PER ERROR

1. Margin incorrect (2.54cm/1" left and right)
   Justification (left, centre, right, justify)
   Line spacing incorrect

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   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

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   Capital letters/small letters incorrect and/or
   Letter spaces incorrect

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   Date not inserted in a descending order

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   Stet- not retained and incorrect
   Sp – spelling incorrect

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   Underline incorrect

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   Examination and question number not inserted as a header

8. [& NP- no new line and new paragraph incorrect and/or
   Runs on – incorrect
   In full- not in full and/or incorrect

9. Numbering not replaced or incorrect
   Paragraphs not in numerical order

¼	5	1	6
½	10	3	13
¾	15	4	19
	20	**5**	**25**

1. Margin incorrect, Justification, Line spacing,2 Paper size Tabular stops/identification Hyphenation 3. Font/font size Capital letters Letter 4. / not Del- Insert Date 5. Trs- Stet Sp – 6. Bold- Italics- Underline 7. Moved- Join together- Examination and question number
8. [& NP- Runs on 9. Bullets

trs
Notice is hereby given of a urgent meeting of Beauty therapists that will be held at Sandton Avenue, 364 Crutze street, Stonehaven on Friday, 2 October 2017 **in full**
at 22:00 → **display correctly**

Sp caps, centre, Tahoma 18pt

A G E N D A

Welcome **DEL bold**

Discussion: sp

1. Beauty tips
2. Healthy tips
3. Nutrition **Insert numbering**
4. Skin care
5. Cosmetic products

Concluion **sp**

By order of the board **trs**

SANDTON **uc**

28 September 2017

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1. Margin incorrect, Justification, Line spacing,2 Paper size Tabular stops/identification Hyphenation 3. Font/font size Capital letters Letter 4. / not Del- Insert Date 5. Trs- Stet Sp – 6. Bold- Italics- Underline 7. Moved- Join together- Examination and question number
8. [& NP- Runs on 9. Bullets

Cell no: 071 209 9124
E-mail: chrisk@gmail.com

5 October 2017

Human Resources Department
OKM company
RUSTENBURG **uc**
2541

Centre, bold
To Whom It May Concern

ADVERTISEMENT: SENIOR BEAUTY THERAPIST **UC**

I am a qualified and registered *beauty therapist* with **ital**
15 years of experience nationally and internationally which match the requirements of post advertised by your company. **sp**

Find attached certified copies of the following:

- Grade 12 / Matric
- Degree in Beauty Therapy
- Curriculum vitae
- Identity document
- Motivational letter

Replace numbers with any bullets

I would welcome the opportunity to further discuss my knowledge and skills on this position. I am available for interview at your convenient time.

Yours faithfully

MANAGING DIRECTOR
S MJOLI **display correctly**

[25]

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QUESTION 8: APPLICATION LETTER MARKS: 30

25 MARKS – ACCURACY -1 PER ERROR
EVERY KEYING-IN ERROR
5 MARKS- DISPLAY -1 MARK PER ERROR
1. Margin incorrect (2.54cm/1" left and right) Justification (left, centre, right, justify) Line spacing incorrect 6. Paper size (A4 Portrait/landscape) incorrect and or Tabular stops/indentation incorrect and/or Hyphenation incorrect 3. Font/font size (Courier New 12) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect 4. / not changed to (the) and/or incorrect Del- not deleted and/or incorrect Insert – incorrect and/or Date not inserted in a descending order 5. Trs- not transposed and incorrect Stet- not retained and incorrect Sp – spelling incorrect 6. Bold- not changed or incorrect Italics- not changed or incorrect Underline incorrect 7. Moved- not moved and/or incorrect Join together- not joined together/incorrect Examination and question number not inserted as a header 8. [& NP- no new line and new paragraph incorrect and/or Runs on – incorrect In full- not in full and/or incorrect 9. Bullets not replaced or incorrect Paragraphs not in numerical order

¼	4	1	5
½	10	3	13
¾	14	6	16
	25	**5**	**30**

1. Margin incorrect, Justification, Line spacing,2 Paper size Tabular stops/identification Hyphenation 3. Font/font size Capital letters Letter 4. / not Del- Insert Date 5. Trs- Stet Sp – 6. Bold- Italics- Underline 7. Moved- Join together- Examination and question number 8. [& NP- Runs on 9. Bullets

B E A U T Y T H E R A P I S T

centre, double u/line,20pt, sp caps

OKM Company has an excellent opportunity for a motivated **bold**

and friendly beauty therapist to join our team to provide a range of *dermal and beauty treatments* for our **ital**

valued clientele. Our treatments include medical-grade peels, facials, laser hair removal, laser skin treatments, and anti-ageing consultations. **und**

The ideal candidate for this role should possess the following:
ital, shade

- A Diploma in Beauty Therapy with a minimum of two years' industry experience
- Excellent communication skills and a friendly/caring personality
- An ability to work within a team and build relationships
- Passion and drive for helping clients achieve their desired results
- A commitment to learning and developing your skills within the industry
- Excellent customer service skills
- A confident and outgoing attitude **insert bullets/1.5/spacing**

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The successful applicant will have the opportunity to grow and develop within a supportive and reputable environment with a team that has more than 10 years of industry experience.

align right

If this sounds like your dream job, we'd love to hear from you! Please send your resume and brief covering letter outlining your experience and skills to S Mjoli, Managing Director, at chrisk@gmail.com. Or, for more information call 071 209 9124

insert dash border, centre

[30]

QUESTION 9: ADVERTISEMENT MARKS: 45

35 MARKS – ACCURACY -1 PER ERROR
EVERY KEYING-IN ERROR
10 MARKS- DISPLAY -1 MARK PER ERROR

1. Margin incorrect (2.54cm/1" left and right)
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   Hyphenation incorrect

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   Letter spaces incorrect

4. Page border not inserted and/or incorrect and or/
   Bullets not inserted and/ or incorrect

5. / not changed to (the) and/or incorrect
   Del- not deleted and/or incorrect
   Insert – incorrect and/or

5. I SPELL incorrect – treatments, communication,
   Consultations; successful; opportunity; skills

6. Bold- not changed or incorrect
   Italics- not changed or incorrect
   Underline incorrect

7. Examination and question number not inserted as a
   header

8. Document not centred vertically and/or incorrect

¼	13	3	16
½	16	5	21
¾	29	8	37
	35	**10**	**45**

[45]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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