higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

(GS)N680**(E)**(N10)H

NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

10 November 2016 (Y-Paper)
13:00–16:00

THE QUESTION PAPER MUST BE HANDED TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.

This question paper consists of 21 pages and 1 letterhead.

Copyright reserved

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

Copyright reserved

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 for NOTES ON THE EXAMINATION QUESTIONS.

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 the printer(s) cannot accommodate the LETTERHEAD provided, 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 nonpermissible 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 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.

Copyright reserved

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.

Copyright reserved

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:	**AGENDA**	**13 minutes**	**20**
QUESTION 5:	**MINUTES**	**27 minutes**	**45**
QUESTION 6:	**AFRICAN LANGUAGE**	**12 minutes**	**20**
TOTAL		**120 minutes**	**200**

Copyright reserved

QUESTION 1: TIMED ACCURACY TEST

TIME: 10 minutes **MARKS: 20**

MARGINS: **LEFT: 2.54 cm/1"** **RIGHT: 2.54 cm/1"** **LINE SPACING: 1.5 (1½) or 2** **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 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.**

Facebook and Twitter are the leading social media applications, but in the past few years they have been joined by additional social networks including Instagram, Snapchat, Vine and Pinterest. What is the next big thing in the social space for 2016? We bring you seven applications that aim to become social successes this year.

The latest social network to get the world talking is Peach, a new application for iOS that has been created by the co-founder of Vine. It combines lots of our favourite elements from familiar applications into one single application. It is a combination of Facebook, Path, Slack, Snapchat and Tumblr all rolled into one.

The social shopping application Wanelo, which is derived from the phrase Want, Need, Love, features millions of products from the likes of big brands all the way through to independent Etsy sellers.

Copyright reserved

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

See what your friends have favourited in the application and add items to your wish list. You might see the Wanelo Save button cropping up on your favourite online shops throughout 2016 as the network continues to grow in popularity among millions of users.

Yik Yak allows you to share your thoughts with people nearby, making it a hugely popular application among students and campuses. You can also take a look at what is being posted in other locations, for example New York rather than your location.

If you have heard of Yik Yak, chances are you have also heard of Kik. They tend to be used by the same circle of people and meeting someone via Yik Yak often results in exchanging Kik details.

Kik is a messaging application that lets you chat with friends via the web and does not require a phone number for setting up. You simply choose a username. You can share pictures, videos, games and of course text with friends via Kik and there is a handy feature that uses your camera to add new friends to your contact list.

Shots is a smartphone application that lets you capture photographs or videos through the front-facing camera, which then get shared with other Shots users. The Shots are VHS-style with a time stamp

Copyright reserved

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

included. You cannot comment on the photos, because the developers are concerned about cyberbullying, so it is simply a scrolling wall of selfies. → 45 wpm

There is also a private chat feature built in that you can use to talk to friends and if you've got an Apple Watch there is a dedicated Apple Watch application too.

Hyper is a new photo-sharing application that uses hashtags and → 50 wpm

[20]

QUESTION 2: TABULAR STATEMENT

TIME: 27 minutes **MARKS: 45**

MARGINS: Equal margins **LINE SPACING: As indicated** **FONT: Calibri 12 pt**	**PAPER: A4 landscape** **HYPHENATION: No** **JUSTIFICATION: As indicated**

1. **Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.**
2. **Take ALL proofreading signs into consideration.**
3. **Insert a TABLE.**
4. **Proofread, save and print the document as Q2.**
5. **Put the printout in your EXAMINATION FOLDER.**

List of social networking websites centre, sp caps, bold

‡

Move

‡

Candidate: Centre ALL content in columns VERTICALLY. runs on

This list is not exhaustive and is limited to well-known notable, sites. italics runs on trs centre

Name	Description/focus uc, centre, bold, shade columns	Date launched
Academia.edu	Social networking site for academics/researchers	September 2008
Facebook	General: ∧ videos, blogs ∧ photos,	February 2004
~~Yik Yak~~ ~~Flickr~~ stet	Photo sharing, commenting, photography related networking ~~worldwide~~ del	February 2004
Instagram	Photo and video sharing site	October 2010
LinkedIn	Business and proffessional networking sp	May 2003
Tumblr	Micro blogging platform and social networking website	February 2007
Twitter	General, microblogging, RSS, updates	15 July 2006

1 Share research

2 Retrieved 23 Jan 2014 in full

This is a list of major active social networking websites. double u/line

Copyright reserved

QUESTION 2: TABULAR STATEMENT (CONTINUED)

runs on

uc, centre, bold, shade columns

Registered Users	Registration	Global Alexa page ranking
18 000 000[1] →	Open	824[2] →
1 280 000 000	Open to people 13 years and older	2
32 000 000	Open to people 13 years and older (Yahoo! login)	48
300 000 000	Open to people 13 years and older	41
200 000 000	Open to people 18 years and older	12
226 950 000	Open	41
645 750 000	Open to all ages	8

[45]

QUESTION 3: CIRCULAR LETTER

TIME: 31 minutes **MARKS: 50**

MARGINS: **LEFT: 2.54 cm/1"** **RIGHT: 2.54 cm/1"** **LINE SPACING: Single (1)** **(Except where indicated otherwise)**	**PAPER: Letterhead** **(Only ONE per candidate)** **HYPHENATION: Yes** **JUSTIFICATION: Left** **FONT: Arial 12 pt** **(Except where indicated otherwise)**

1. **Key in your EXAMINATION NUMBER, the QUESTION 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 FOLDER.**

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.
4. Insert a page break before paragraph 5.

‡

Insert today's date in descending order.

‡

To: Advertisers Marketers Entrepreneurs Publishers Display correctly

‡

→ Move

‡

1. Facebook

‡

♥ If you are intending to create a professional online portfolio for networking ~~employees~~ purposes to attract future ~~employers~~, it could be a useful channel. [♥ If stet NP you are organising events public or gatherings, it is a great way to send out trs invitations.

‡

Social Media Web sites And How You Can Benefit From Them uc, bold, shade

QUESTION 3: CIRCULAR LETTER (CONTINUED)

5. Digg [♥ Entrepreneers could search for popular and interesting NP sp
topics that dominate over a period and decide on a niche market to enter.

3. MySpace [♥ Music producers who are searching NP runs on
for new talent could learn more about uprising ∧ works ∧ independent
and their popularity online.
‡
2. LinkedIn [♥ If you are a graduate who is ready to step into / NP
working society it is / starting place to prepare your résumé and make your
strengths and abilities known to attract ~~employees~~ employers. del
‡
♥ Also advantageous for recruiters looking for passive yet qualified candidates to
match them to / right job or profession.
‡
4. Twitter [♥ It is a practical & useful way of disseminating NP in full
information of your organisation online.
‡
‡
‡
Insert a line tabular stop on 7.62 cm/3"

_____

Director: It Solutions 14 pt, uc, italics

[50]

Copyright reserved

QUESTION 4: AGENDA

TIME: 13 minutes **MARKS: 20**

MARGINS: **LEFT: 1.27 cm/0.5"** **RIGHT: 1.27 cm/0.5"** **LINE SPACING: As indicated**	**PAPER: A5 portrait** **HYPHENATION: No** **JUSTIFICATION: Left** **FONT: Tahoma 12 pt** **(Except where indicated otherwise)**

1. **Key in your EXAMINATION NUMBER, the QUESTION 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 Q4.**
5. **Put the printout in your EXAMINATION FOLDER.**

Candidate:

1. Replace bullets with 1., 2., etc.
2. Align the names against the right-hand margin.

Move

‡

Notice is hereby given of a ~~meeting~~ special of IT Solutions that will be held trs at Protea ʌ Gordon Hood Avenue, Centurion on Monday ʌ Hotel, 24 October 2016 at 19:00.

‡

Agenda sp caps, italics, centre, insert a double border around Agenda

‡

- Opening and welcome runs on JT Motsepe

‡

- Atendance sp

‡

- Discussion on ~~the following~~: del

‡

Notice To All It Specialists uc, bold, move

QUESTION 4: AGENDA (CONTINUED)

3.1 Face book C Brown
3.2 LinkedIn K Riba
3.3 MySpace P Ntuli
3.4 Twitter D Christians
~~Google+~~
3.5 ~~Digg~~ A Jackson stet
‡
- Adjournment

‡
‡
B Mohlala
Secretary uc, u/line
‡
Centurion uc

2016-10-03 in full

[20]

QUESTION 5: MINUTES

TIME: 27 minutes **MARKS: 45**

MARGINS: **LEFT: 1.27 cm/0.5"** **RIGHT: 1.27 cm/0.5"** **LINE SPACING: Single (1)** **(Except where indicated otherwise)**	**PAPER: A4 landscape** **HYPHENATION: Yes** **JUSTIFICATION: As indicated** **FONT: Comic Sans MS 10 pt** **(Except where indicated otherwise)**

1. **Key in your EXAMINATION NUMBER, the QUESTION 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 Q5.**
5. **Put the printout in your EXAMINATION FOLDER.**

Candidate:

1. Create a table as indicated.
2. Column headings must be shaded with 'n double line as indicated.

IT Solutions 14 pt, uc, centre, bold

‡

Minutes Of A Special Meeting 12 pt, uc, underline

‡

Candidate: Set a left tabular stop from the margin on 2.54 cm/1" and indent as indicated.

2.54 cm/1"

Venue: Protea Hotel, Centurion [Date: 11 Nov 2016 italics, NP, in full

‡

Time: 19:00

‡ runs on

No	Item 12 pt, bold, centre
1.	Opening and welcome
2.	Attendance
3.	Discussion on:
3.1	Facebook
3.2	LinkedIn
3.3	MySpace
3.4	Twitter
3.5	Digg
4.	Adjournment

Copyright reserved

QUESTION 5: MINUTES (CONTINUED)

Move two columns

runs on

Who should use it?	Discussion 12 pt, bold, centre
	Mr Motsepe opened / meeting and welcomed everybody present.
	The attendance register was circulated and signed.
~~entrepreneurs~~ Freelancers, ~~organisers~~, advertisers and anyone who wants to connect with people stet runs on	Users are connected to their friends as soon as they receive notifications.
Professionals in all industries, job recruiters and head hunters	To be more successful and productive by using their own professional and trusted network.
Independent bands	Integration of features such as blogs, bulletins groups, and widgets. trs
New organisations, marketers and advertisers runs on	It started as a means to communicate and it developed into a powerful social meddium as an extremely fast sp way to disseminate information.
Online publishers, ^ and ^ bloggers marketers runs on	Users 'digg' for web content and submitted links.
	Meeting adjourned at 21.00.

‡
‡
‡

Candidate: Set a leader dot tabular stop on 5.08 cm/2". Align against left-hand margin.

.....

~~L Motsepe~~ del

Director 12 pt, sp caps, bold

[45]

QUESTION 6: AFRICAN LANGUAGE

TIME: 12 minutes **MARKS: 20**

MARGINS: **LEFT: 2.54 cm (1")** **RIGHT: 2.54 cm (1")** **LINE SPACING: Double (2)**	**PAPER: A4 portrait** **HYPHENATION: No** **JUSTIFICATION: Left** **FONT: Courier New 12 pt**

1. **Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.**
2. **Key in the following text exactly as it is.**
3. **Do not break off the words at the end of a line, but key in the whole word on the next line.**
4. **Proofread, save and print the document as Q6.**
5. **Put the printout in your EXAMINATION FOLDER.**

KHULUMA NEZINGANE ZAKHO MAYELANA NEZINGOZI

Chaza ukuthi imininingwane inthanethi kanye nemifanekiso bangaphila phakade. Kungaba nzima kakhulu futhi ngezinye izikhathi akunakwenzeka ukuba sehlise ulwazi posted, nezithombe kanye nokwaziswa kungenzeka kakade ziye co Pied futhi posted nakwezinye izindawo.

Tshela izingane zakho ukuthi ingathumeli yiluphi ulwazi olugagulayo online. Lokhu kuhlanganisa cell phone yakhe yocingo, ikheli, edolobheni, igama lesikole,

[20]

TOTAL SECTION A: 200

AUDIO TRANSCRIPTION

SECTION B

YOU HAVE TO WORK FAST AND ACCURATELY

	TIME	MARKS
QUESTION 7: MEMORANDUM	**21 minutes**	**35**
QUESTION 8: COLUMNS	**6 minutes**	**10**
QUESTION 9: TABULAR WORK	**33 minutes**	**55**
TOTAL	**60 minutes**	**100**

Copyright reserved

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 **MEMORANDUM**.

   WORDS:

   guardians, networking, profiles, usually, photos

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

   WORDS:

   platforms; growth; Pinterest; YouTube

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

   WORDS:

   analysis; ratings; exposure; traffic; notifications; moderate; enquiries; favorable; potential; messages; sought; spontaneous; retweet; garner; sufficient; interested

Copyright reserved

NOTES REGARDING THE EXAMINATION QUESTIONS

QUESTION 7: MEMORANDUM **MARKS: 35**

MARGINS: **LEFT: 2.54 cm/1"** **RIGHT: 2.54 cm/1"** **LINE SPACING: Single (1)** **(Except where indicated otherwise)**	**PAPER: A4 portrait** **HYPHENATION: Yes** **JUSTIFICATION: Left** **(Except where indicated otherwise)** **FONT: Batang 12 pt** **(Except where indicated otherwise)**
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a footer. **2. The starting point on the counter/index is …….** **3. The reading time is ±17½ minutes.** **4. Proofread, save and print the document as Q7.** **5. Put the printout in your EXAMINATION FOLDER.**	

[35]

QUESTION 8: COLUMNS **MARKS: 10**

MARGINS: **LEFT: 2.54 cm/1"** **RIGHT: 2.54 cm/1"** **LINE SPACING: Single (1)** **(Except where indicated otherwise)**	**PAPER: A4 portrait** **HYPHENATION: No** **JUSTIFICATION: As indicated** **FONT: Courier New 12 pt** **(Except where indicated otherwise)**
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a footer. **2. The starting point on the counter/index is …….** **3. The reading time is ±5 minutes.** **4. Proofread, save and print the document as Q8.** **5. Put the printout in your EXAMINATION FOLDER.**	

[10]

Copyright reserved

QUESTION 9: TABULAR WORK **MARKS: 55**

MARGINS: **LEFT: 1.27 cm/0.5"** **RIGHT: 1.27 cm/0.5"** **LINE SPACING: Single (1)** **(Except where indicated otherwise)**	**PAPER: A4 landscape** **HYPHENATION: Yes** **JUSTIFICATION: Left** **FONT: Arial 12 pt** **(Except where indicated otherwise)**

1. **Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a footer.**
2. **The starting point on the counter/index is …….**
3. **The reading time is ±27½ minutes.**
4. **Proofread, save and print the document as Q9.**
5. **Put the printout in your EXAMINATION FOLDER.**

[55]

TOTAL SECTION B: 100
GRAND TOTAL: 300

Copyright reserved

QUESTION 3



IT SOLUTIONS

PO Box 12529
JOHANNESBURG
2000

Tel. (011) 660 7896

Copyright reserved