higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

6 NOVEMBER 2018

This marking guideline consists of 32 pages.

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TYPING TECHNIQUE

SECTION A

GUIDELINES FOR MARKING

REMEMBER, THE CANDIDATE CANNOT FAIL BECAUSE HE/SHE COULD NOT COMPLETE OR PASS THE TIMED ACCURACY TEST.

1. The total of the question paper is 200 marks. 80% is accuracy and 20% display (QUESTIONS 2–5).

2. ACCURACY ERRORS must be indicated with a RED /. REPETITIVE accuracy errors must be indicated with a RED CIRCLE.
   –4 MARKS PER ERROR

3. DISPLAY ERRORS must be indicated with a BLUE X. REPETITIVE display errors must be indicated with a BLUE CIRCLE.
   –2 MARKS PER ERROR

   ACCURACY ERRORS = All keying-in errors
   DISPLAY ERRORS = Display errors and proofreading marks

4. **METHOD OF MARKING**

40	10	50	POSSIBLE MARK
2e	4e		NUMBER OF ERRORS
32	2		TOTAL MARK FOR QUESTION
(2 x 4 = 8)	(4 x 2 = 8)	34	Always put accuracy first
RED	BLUE	TOTAL	

5. INCOMPLETE QUESTIONS

If only ¼ of a question is completed, only ¼ of the original mark will be used for the marking of the question. If only ½ of a question is completed, only ½ of the original mark will be used. If only ¾ of a question is completed, only ¾ of the original mark will be used.

EXAMPLE:

TOTAL MARK = 50 ACCURACY = 40 DISPLAY = 10
½ COMPLETE:

40	10	50	POSSIBLE MARK
20	5	25	½ COMPLETED
2e	4e		NUMBER OF ERRORS
12	0		
(2 x 4 = 8)	(4 x 2 = 5 max)	12	Always put accuracy first
RED	BLUE	TOTAL	

6. PROCESSING OF MARKS

Next to QUESTION NUMBERS 1–6: Marks for all questions (Section A)

Next to QUESTION NUMBERS 7–9: Marks for all questions (Section B)

Front page, top:

Raw mark = Mark out of 300 (bottom)

% = Raw mark processed to % in circle (top)

= Raw mark divided by 3

Rounded = .5, .6, .7, .8, .9
Becomes full mark, e.g. 66.5 = 67%

Write initials and surname below circle

QUESTION 1: MARKING SCHEDULE – TIMED ACCURACY TEST

WPM	45	50		WPM	45	50
ERRORS	MARKS	MARKS		ERRORS	MARKS	MARKS
1	19	19		28	5	7
2	19	19		29	5	6
3	18	19		30	4	6
4	18	18		31	4	5
5	17	18		32	3	5
6	17	17		33	3	4
7	16	17		34	2	4
8	16	16		35	1	3
9	15	16		36	1	3
10	15	15		37	0	2
11	14	15		38		2
12	14	14		39		1
13	14	14		40		1
14	13	13		41		0
15	13	13				
16	12	12				
17	11	12				
18	10	11				
19	10	11				
20	9	10				
21	9	10				
22	8	9				
23	8	9				
24	7	8				
25	7	8				
26	6	8				
27	6	7				

QUESTION 1: TIMED ACCURACY TEST **MARKS: 20**

NOTE: RED / = ACCURACY ERRORS

BE SURE TO MARK THE SPEED WITH CARE AS IT MAKES A DIFFERENCE TO THE RESULTS. REMEMBER THAT ONLY ACCURACY IS MARKED.

MARK ACCORDING TO THE ENCLOSED DEPARTMENTAL SCHEDULE.

MARK ACCURACY ERRORS ONLY.

Indicate accuracy errors with a red slash (/).

One or more incorrect characters in a word – 1 error.

Do not penalise incorrect margins.

Do not penalise incorrect line spacing.

Do not penalise incorrect hyphenation.

Do not penalise incorrect capital letters/small letters.

Do not penalise incorrect letter spaces.

Do not penalise incorrect justification.

Do not penalise 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.

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QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

Omission of words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last 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.

If 45 wpm is not completed, count back as indicated in the marking guideline.

The highest mark obtained is indicated. The highest speed passed is indicated.

Indicate the speed obtained with Pass 45 wpm/Pass 50 wpm/Fail where applicable in the following way:

INDICATE AT THE END OF THE SPEED TEST:

Pass 45 wpm/Pass 50 wpm/Fail; Errors; Mark

INDICATE ON THE FRONT OF THE FOLDER DIRECTLY NEXT TO THE MARK OBTAINED FOR QUESTION 1:

Pass 45 wpm/Pass 50 wpm/Fail

(If the candidate did not hand in QUESTION 1, indicate by drawing a line through the block for the mark next to QUESTION 1 on the front of the folder and writing Fail at the appropriate positions.)

INDICATE ON THE FRONT OF THE FOLDER JUST BELOW THE CIRCLE FOR THE MARKS OBTAINED:

Pass 45 wpm/Pass 50 wpm/Fail

Should a candidate fail the examination (less than 40 %) and pass the accuracy test, the word Fail replaces the Pass 45 wpm/Pass 50 wpm as a candidate cannot fail the question paper as a whole and get recognition for the wpm.

THE MARK FOR TYPING TECHNIQUE (200) IS ADDED TO THE AUDIO TRANSCRIPTION MARK (100) TO OBTAIN A MARK OUT OF 300 WHICH IS PROCESSED TO A MARK OUT OF 100 (PERCENTAGE).

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QUESTION 1

Companies often support their employees by helping them financially with a guarantee, collateral, a housing allowance or a monthly subsidy to assist them in buying a home. It is important to find out if your company has an employee housing policy which will help you with your home loan.

When you buy a property, you will need to pay a deposit of five per cent of the value of the property. You will also have to pay, in cash, for the costs of registering the mortgage bond and to have the property transferred to your name. This is also normally about five per cent of the value of the property.

If you do not have enough money for the deposit, then we can help you. All you have to do is to open a savings account at a bank and to start saving regularly. If possible, save a fixed amount every month for at least nine months.

Property probably is the safest investment in the world right now. And since a house can double up as a roof over your head, why not get one? Once the initial hassle over lawyers and interest rates is over, it is always easier dealing with a bank than a difficult landlord.

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QUESTION 1 (CONTINUED)

Sometimes an investment can double or triple in a couple of years. But even if it does not, your money is at least protected against most other economic dangers – the price of a landed property rarely, if ever, falls below its purchase value. Is there anything else in this world that can provide that kind of financial security?

Yes, it's easier said than done – you must have substantial savings to start with, not to mention a sizeable deposit. There are property fairs held several times a year all over the country where you can get first-hand explanation on new projects. Check out the classifieds.

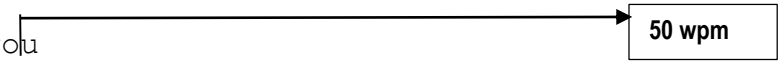
With Home you can search through thousands of home sales across South Africa from anywhere your smart device can find a signal. Find something you like and view the location on the map and get driving directions. What is more, you can see other listings nearby if you need a home near a specific destination like a school or work.

Home makes it easy with an instant home loan pre-approval for qualifying customers. The online affordability assessment based on your current financial situation gives an instant, accurate idea of what you can afford.

45 wpm

QUESTION 1 (CONTINUED)

It also includes deposit requirements so there are no unexpected surprises. There are also tools such as the property report that will give you an indication what you can expect or whether you



[20]

QUESTION 1 (CONTINUED)

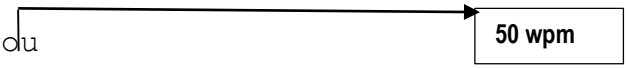
```
        37          36          35          34          33
Find so|mething yo|u like and| view the |location o|n the map
32          31          30          29          28          27
|and get dr|iving dire|ctions.  |What is mo|re, you ca|n see
    26          25          24          23          22          21
othe|r listings| nearby if| you need |a home nea|r a specif|ic
        20          19          18
destina|tion like |a school o|r work.


17          16          15          14          13
|Home makes| it easy w|ith an ins|tant home |loan pre-
 12          11          10          9          8
a|pproval fo|r qualifyi|ng custome|rs.  The |online
   7           6           5           4           3           2
aff|ordability| assessmen|t based on| your curr|ent financ|ial
       1
situat|ion gives
```

45 wpm

[20]

QUESTION 1 (CONTINUED)

```
           41          40          39          38          37
Home makes| it easy w|ith an ins|tant home |loan pre-a|pproval
  36          35          34          33          32          31
fo|r qualifyi|ng custome|rs.  The |online aff|ordability|
          30          29          28          27          26
assessmen|t based on| your curr|ent financ|ial situat|ion
       25          24          23          22          21
gives |an instant|, accurate| idea of w|hat you ca|n afford.
20
|
         19          18          17          16          15
It also |includes d|eposit req|uirements |so there a|re no
    14          13          12          11          10          9
unex|pected sur|prises.  |There are |also tools| such as t|he
        8           7           6           5           4
propert|y report t|hat will g|ive you an| indicatio|n what
    3           2           1
you| can expec|t or wheth|er you
```



[20]

TYPING TECHNIQUE

ACCURACY SCHEDULE – QUESTIONS 2–6					
–4 MARKS PER ERROR DEDUCTED – ACCURACY – RED					
MARKS	**15**	**44**	**32**	**28**	**20**
RED ERRORS	**Q2**	**Q3**	**Q4**	**Q5**	**Q6**
0	**15**	**44**	**32**	**28**	**20**
1	**11**	**40**	**28**	**24**	**16**
2	**7**	**36**	**24**	**20**	**12**
3	**3**	**32**	**20**	**16**	**8**
4	**0**	**28**	**16**	**12**	**4**
5		**24**	**12**	**8**	**0**
6		**20**	**8**	**4**	
7		**16**	**4**	**0**	
8		**12**	**0**		
9		**8**			
10		**4**			
11		**0**			

TYPING TECHNIQUE

DISPLAY SCHEDULE – QUESTIONS 2–5				
–2 MARKS PER ERROR DEDUCTED – DISPLAY – BLUE				
MARKS	**15**	**11**	**8**	**7**
BLUE ERRORS	**Q2**	**Q3**	**Q4**	**Q5**
0	**15**	**11**	**8**	**7**
1	**13**	**9**	**6**	**5**
2	**11**	**7**	**4**	**3**
3	**9**	**5**	**2**	**1**
4	**7**	**3**	**0**	**0**
5	**5**	**1**		
6	**3**	**0**		
7	**1**			
8	**0**			
9				
10				
11				

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QUESTION 2: TABULAR STATEMENT **MARKS: 30**

ACCURACY – 15 MARKS –4 marks per error

Every keying-in error

DISPLAY – 15 MARKS –2 marks per error

1. Margins (equal) incorrect and/or
   Justification (left, centre, right, justify) incorrect and/or
   Line spacing (as indicated) incorrect

2. Paper size (A4 landscape) incorrect and/or
   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

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

4. / – not changed to [the] and/or incorrect and/or
   Del – not deleted and/or incorrect and/or
   Insert – incorrect and/or
   [Examination number] and [Question number] not inserted as header and/or incorrect

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

6. Bold – not changed and/or incorrect and/or
   Italics – not changed and/or incorrect and/or
   Underline – not changed and/or incorrect

7. Move – not moved and/or incorrect and/or
   Sp caps – spaced capital letters incorrect and/or
   Join together – not joined together

8. [& NP – new line and new paragraph incorrect and/or
   Runs on – incorrect and/or
   In full – not in full/in words and/or incorrect

9. Main headings incorrect and/or
   Column headings incorrect and/or
   Columns incorrect and/or
   Columns not merged and/or incorrect

10. Vertical lines omitted and/or incorrect

11. Horizontal lines omitted and/or incorrect

12. Figures incorrect and/or
    Units, tens not underneath one another and/or
    Numbers wrapped

13. Footnote incorrect

¼	**4**	**4**	**8**
½	**8**	**7**	**15**
¾	**12**	**11**	**23**
	15	**15**	**30**

QUESTION 2 (CONTINUED)

1 margins, justification, line spacing 2 landscape, tab stop/indent, hyphenation No 3 font/font size, uc/lc, letter spaces 4 [Examination number] and [Question number] as header 9 main headings, column headings, columns 10 vertical lines 11 horizontal lines 12 figures 13 footnote

STATISTICAL REPORT

4 insert **1 centre 6 u/line, bold 7 sp caps 3 Verdana 16 pt 7 join**

Saving provides a financial "backstop" for life's uncertainties and increased feelings of security and *peace of mind*. **8 in full 6 italics**

8 runs on 1 centre horizontally and vertically Headings: 3 uc 6 bold 10 merge 5 stet 8 NL **8 NL 4 /** **8 NL 4 delete plans**

TYPES OF SAVINGS	POPULATION IN POSSESSION OF THE ACCOUNTS			TOTAL NUMBER OF PEOPLE OPENED ACCOUNTS AROUND THE COUNTRY			NATIONAL PERCENTAGE IN SAVINGS ACCOUNTS		
Deposits accounts	2016	2017	2018	2016	2017	2018	2016	2017	2018
Jumbo savings	524	920	789	100	459	600	25%	63%	49%
Rewards savings	489	324	456	300	325	500	68%	39%	69%
Retirement plans	478	423	126	500	478	590	56%	86%	26%
Health savings	120	456	123	500	786	980	56%	78%	78%
Fixed deposit	120	426	489	811	459	258	87.5%	69.9%	96%
Life cover **5 sp**	896	846	478	966	789	368	19%	69%	42%
Funeral cover	258	153	352	621	452	486	55%	69%	35%

¼ ½ ¾

5 trs

For enquiries call Mr Rakomane at 073 723 1850 **7 move 6 italics**

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QUESTION 3: CIRCULAR LETTER MARKS: 55

ACCURACY – 44 marks -4 marks per error

Every keying-in error

DISPLAY – 11 marks -2 marks per error

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

2. Letterhead not retrieved and/or incorrect and/or
   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

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

4. / not changed to [the] and/or incorrect and/or
   Del – not deleted and/or incorrect and/or
   Insert – incorrect and/or
   Date not inserted in descending order and/or conclusion incorrect and/or
   Page break not inserted and/or incorrect and/or
   Second page not numbered and/or incorrect and/or
   [Examination number] and [Question number] not inserted as a header and/or incorrect

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

6. Bold – not changed and/or incorrect and/or
   Italics – not changed and/or incorrect and/or
   Underline incorrect

7. Move – not moved and/or incorrect and/or
   Sp caps – spaced capital letters incorrect and/or
   Join together - not joined

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

9. Paragraph numbers not inserted and/or incorrect and/or
   Bullets not inserted and/or incorrect and/or
   Footnote not inserted and/or incorrect

10. Double frame not inserted around text and/or incorrect

¼	11	3	14
½	22	6	28
¾	33	8	41
	44	**11**	**55**

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QUESTION 3

1 margins, justification, line spacing 2 letterhead, tab stops/indent, hyphenation Yes 3 font/font size, uc/lc, letter spaces
4 [Examination number] and [Question number] as header

SAVINGS

PO Box 356
JOHANNESBURG
2000

2018-11-06 **4 date in descending order**

TO ALL ACCOUNT HOLDERS **3 uc**

1 centre 3 uc 6 bold 9 footnote

BENEFITS OF SAVINGS ACCOUNTS[1]

9 paragraph numbers, bullets 2 indent 3 letter spaces headings: 3 uc 6 italics 8 NP

1. *EARN INTEREST ON YOUR SAVINGS*

8 in full

- The first and foremost benefit of having a savings account is that it earns interest on your funds deposited. A savings account earns and pays you an interest, which is calculated by multiplying the interest rate with the ← ¼ amount of money deposited and maintained in your account. **4 / 5 sp**

2. *IT SOLVES YOUR PURPOSE*

- A savings account keeps your deposits separate from your other money, such as cash in hand, checking accounts or long-term investments. **5 stet**

3. *YOU CAN EASILY ACCESS YOUR MONEY* **7 move**

- You can easily access the money deposited in your savings account in case of an emergency. You can just withdraw your funds deposited to cover an unforeseen ex- ← ½ pense. **4 / 5 trs**

4 page break

---

[1] *Saving saves lives* **6 italics**

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QUESTION 3 (CONTINED)

2
4 page number

4. *IT KEEPS YOUR MONEY SAFE*

- A savings account in any bank or institution under government insurance helps to keep your money safe.

7 join

5. *NO RISK INVOLVED*

- As mentioned above a savings account is probably one of the safest ways to make an investment without any risk involved. **4 insert** ← ¾

6. *SET AUTOMATIC DEPOSITS*

- Saving money out of your day-to-day expenses and responsibilities can be a difficult habit. But a savings account comes with another benefit to solve this.

4 del income **8 runs on**

S A V I N G I S T H E B E S T

7 sp caps 6 bold 1 centre 10 double frame around text

M SIGASA **uc/lc**
ACCOUNTS MANAGER **4 displayed correctly**

[55]

QUESTION 4: MEMORANDUM **MARKS: 40**

ACCURACY – 32 marks -4 marks per error

Every keying-in error

DISPLAY – 8 marks -2 marks per error

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

2. Paper size (A4 portrait) incorrect and/or
   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

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

4. / not changed to [the] and/or incorrect and/or
   Del – not deleted and/or incorrect and/or
   Insert – incorrect and/or
   Horizontal lines not inserted and/or incorrect and/or
   Date not inserted in a descending order and/or incorrect and/or
   [Examination number] and [Question number] not inserted as a header and/or incorrect

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

6. Bold – not changed and/or incorrect and/or
   Italics – not changed and/or incorrect and/or
   Underline – not changed and/or incorrect

7. Move – not moved and/or incorrect and/or
   Sp caps – spaced capital letters incorrect and/or
   Join together - not joined

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

9. Paragraph numbers not replaced with bullets and/or incorrect

¼	8	2	10
½	16	4	20
¾	24	6	30
	32	**8**	**40**

QUESTION 4

1 margins, justification, line spacing 2 paper size, tab stops/indent, hyphenation Yes 3 font/font size, uc/lc, letter spaces
4 [Examination number] and [Question number] as header

7 sp caps 1 centre 6 bold 3 Verdana 16 pt

M E M O R A N D U M

4 horizontal lines

2 tab stops 3 uc 2 d/s

TO: ALL CUSTOMERS

FROM: R ROSE

DATE: 2018-11-06 **4 date in descending order**

1 centre 3 uc 7 move

SAVINGS METHODS

8 in full **5 stet**

With effect from 1 November 2018 financial institutions have increased the cost of various savings plans on promotions. ¼

8 NP **4 /** **4 /**

No provision has been made in the current budget for this statutory increase. **6 u/line**

7 join **5 trs**

There are informal and formal ways of saving and making your money grow. Using financial institutions and banks are the most popular form of putting your money away, while *stokvels* ½ and group savings are informal methods. **6 ital**

QUICK TIPS TO SAVE EFFICIENTLY **3 uc 6 u/line**

8 runs on

- Adopt a "pay yourself first principle", which means that you save first and then spend. **4 del pay** ¾
- Don't spend more than you earn. **1 s/s**
- Avoid incurring debt unnecessarily. **5 sp**
- Create a clear differentiation between responsibilities, needs and wants. **4 insert**
- Always remain cognisant of what you are saving for.

9 bullets

[40]

QUESTION 5: COLUMNS **MARKS: 35**

ACCURACY – 28 marks -4 marks per error

Every keying-in error

DISPLAY – 7 marks -2 marks per error

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

2. Paper size (A4 landscape) incorrect and/or
   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

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

4. / not changed to [the] and/or incorrect and/or
   Del – not deleted and/or incorrect and/or
   Insert – incorrect and/or
   Equal columns not created and/or distance between columns not 1.27 cm/0.5" and/or incorrect and/or
   Vertical line not inserted between columns and/or incorrect and/or
   Page number not inserted at the bottom centred and/or incorrect and/or
   [Examination number] and [Question number] not inserted as a header and/or incorrect

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

6. Bold – not changed and/or incorrect and/or
   Italics – not changed and/or incorrect and/or
   Underline – not changed and/or incorrect

7. Move – not moved and/or incorrect and/or
   Sp caps – spaced capital letters incorrect and/or
   Join together - not joined

8. [& NP – new line and new paragraph incorrect and/or
   Runs on – incorrect

9. Paragraph numbers in column 1 does not correspond with paragraph numbers in column 2 and/or incorrect

¼	7	2	9
½	14	4	18
¾	21	5	26
	28	**7**	**35**

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QUESTION 5

1 margins, justification, line spacing 2 paper size (landscape), tab stops/indent, hyphenation Yes 3 font/font size, uc/lc, letter spaces 4 [Examination number] and [Question number] as header
1 centre 3 Bradley Hand ITC 18 pt, uc

STAY ON TRACK

6 italics 4 /

Financial stability is a top priority for many of us and at the end of each year we review our spending habits in the hope of being financially more fit in the coming year. 4 / ¼

8 NP 4 /

Yet we get to the middle of the year and find ourselves far from reaching the goals we set when the year started because persistent bad economic conditions continue to put pressure on us. 4 / 6 u/line

1 centre 7 sp caps, move 6 bold

T H E P L A N

6 bold

1. Have a meeting with yourself. 4 del the bank and ½

2. Review your statements.

3. Have an action plan with timelines. 7 join

4. **Deduct your basic expenses from monthly income.** 5 stet

5. Stay informed.

1. Analyse your income and expenses as this will prompt you to change.

8 NP

2. Ensure that you set aside an amount to save. ¾

3. If your expenses exceed your income every month, you have to scale down.

5 trs

4. Make a habit to read financial articles regularly and learn more about money. 5 sp

8 runs on

5. Be charitable. Giving empowers you despite setbacks.

4 page number bottom centred

1 **[35]**

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QUESTION 6: AFRICAN LANGUAGE MARKS: 20

ACCURACY – 20 MARKS –4 marks per error

Every keying-in error

DISPLAY – 0 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 letters/small letters.

Do not penalise incorrect letter spaces.

Do not penalise incorrect justification.

Do not penalise 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 words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last 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

Kuvana xitifikhet (papilla ravumbhoni), swiveka vaxavi ida xiyimo xo antswa ku kanela swiyimo swa mintengo yo xaba ¼ hikokwalaho swinika muxavisi matimba/ntshembo wa leswaku bangi yita pasisa xikombelo xo xava yindlu.

Loko swahatetanu, ½ lavangana swikweleti swintsongo na mali yo hunguta xikweleti, hivona vanga tafikelela nxavo wa yindlu ya lehenhla hikokwalaho ¾ ka ntseng wo hunguta xikweleti.

Tihakelo tale hansi ta tiyindlu ta swikweleti ti nyiketa valombi ntshuxeko

[20]

TOTAL SECTION A: 200

SECTION B – AUDIO TRANSCRIPTION

GUIDELINES FOR MARKING

1. The total of this section is 100 marks. 80% is accuracy and 20% display (QUESTIONS 7–9).

2. ACCURACY ERRORS must be indicated with a RED /. REPETITIVE accuracy errors must be indicated with a RED CIRCLE.
   –1 MARK PER ERROR

3. DISPLAY ERRORS must be indicated with a BLUE X. REPETITIVE display errors must be indicated with a BLUE CIRCLE.
   –1 MARK PER ERROR

   ACCURACY ERRORS = All keying-in errors
   DISPLAY ERRORS = Dictation instruction errors

4. **METHOD OF MARKING**

16	4	20	POSSIBLE MARK
2e	4e		NUMBER OF ERRORS
2	4		TOTAL MARK FOR QUESTION
(2 x 1 = 2)	(4 x 1 = 4)	14	Always put accuracy first
RED	BLUE	TOTAL	

5. **INCOMPLETE QUESTIONS**

   If only ¼ of a question is completed, only ¼ of the original mark will be used for the marking of the question. If only ½ of a question is completed, only ½ of the original mark will be used. If only ¾ of a question is completed, only ¾ of the original mark will be used.

   EXAMPLE:

   TOTAL MARK = 20 ACCURACY = 16 DISPLAY = 4

   ½ COMPLETE:

16	4	20	POSSIBLE MARK
8	2	10	½ COMPLETED
2e	4e		NUMBER OF ERRORS
6	0		
(2 x 1 = 2)	(4 x 1 = 2 max)	6	Always put accuracy first
RED	BLUE	TOTAL	

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6. **PROCESSING OF MARKS**

Penalise and mark as for Typing Technique – only marks per error differ (ONE MARK PER ERROR).

7. THE MARK FOR TYPING TECHNIQUE (200) TOGETHER WITH THE AUDIO TRANSCRIPTION MARK (100) IS ADDED TO OBTAIN A MARK OUT OF 300 WHICH IS PROCESSED TO A MARK OUT OF 100 (PERCENTAGE).

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AUDIO TRANSCRIPTION

SCHEDULE – QUESTIONS 7–9						
–1 MARK DEDUCTED PER ERROR ACCURACY – RED DISPLAY – BLUE						
MARKS:	**ACCURACY**			**DICTATION INSTRUCTIONS**		
	32	**24**	**24**	**8**	**6**	**6**
QUESTION: ERRORS:	**Q7**	**Q8**	**Q9**	**Q7**	**Q8**	**Q9**
0	**32**	**24**	**24**	**8**	**6**	**6**
1	**31**	**23**	**23**	**7**	**5**	**5**
2	**30**	**22**	**22**	**6**	**4**	**4**
3	**29**	**21**	**21**	**5**	**3**	**3**
4	**28**	**20**	**20**	**4**	**2**	**2**
5	**27**	**19**	**19**	**3**	**1**	**1**
6	**26**	**18**	**18**	**2**	**0**	**0**
7	**25**	**17**	**17**	**1**		
8	**24**	**16**	**16**	**0**		
9	**23**	**15**	**15**			
10	**22**	**14**	**14**			
11	**21**	**13**	**13**			
12	**20**	**12**	**12**			
13	**19**	**11**	**11**			
14	**18**	**10**	**10**			
15	**17**	**9**	**9**			
16	**16**	**8**	**8**			
17	**15**	**7**	**7**			
18	**14**	**6**	**6**			
19	**13**	**5**	**5**			
20	**12**	**4**	**4**			
21	**11**	**3**	**3**			
22	**10**	**2**	**2**			
23	**9**	**1**	**1**			
24	**8**	**0**	**0**			
25	**7**					
26	**6**					
27	**5**					
28	**4**					
29	**3**					
30	**2**					
31	**1**					
32	**0**					

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QUESTION 7: PARAGRAPHS MARKS: 40

ACCURACY – 32 marks -1 per error
Every keying-in error
DISPLAY – 8 marks -1 per error

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

2. Paper size (A4 portrait) incorrect and/or
   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

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

4. Heading not in Bookman Old Style 12 pt and/or incorrect

5. I spell incorrect - property; calculate; mortgage

6. Bold – not changed and/or incorrect

7. [Examination number] and [Question number] not inserted as a header and/or incorrect

8. Paragraph numbers not inserted and/or incorrect

9. Hyphens not inserted as bullets and/or incorrect

¼	8	2	10
½	16	4	20
¾	24	6	30
	32	**8**	**40**

QUESTION 7

1 margins, justification, line spacing 2 paper size (portrait), tab stops/indent, hyphenation Yes 3 font/font size, uc/lc, letter spaces 7 [Examination number] and [Question number] as header

1 centre 3 uc 4 Bookman Old Style 12 pt 6 bold

TIPS WHEN BUYING A PROPERTY

8 paragraph numbers

1. **LOCATION, LOCATION, LOCATION** **3 uc 6 bold**

It is often said that there are only three things to consider when buying property – location, location and location. Property should be an investment which will continue to grow in value in the years to come. **5 sp**

2. **BUDGET** **3 uc 6 bold** ¼

5 sp

Before starting to look at properties, calculate how much you can actually afford. In addition, the company can also advise you on getting a preapproved home loan.

3. **SEE WHAT IS AVAILABLE** **3 uc 6 bold**

Potential buyers should start their search online. Property websites that list nationwide properties for sale are very useful. ½

4. **CHOOSING A MORTGAGE** **3 uc 6 bold 5 sp**

Although banks have recently eased their lending criteria and will consider a 100% home loan, a deposit will increase your chances of your home loan being approved at a favourable rate.

5. **STRUCTURAL ASPECTS OF A HOUSE** **3 uc 6 bold**

Always consider the following structural aspects before purchasing a house: ¾

9 hyphens as bullets

- Patent defects
- Cracks in the walls
- Approved plans for all alterations

6. **MAKING AN OFFER** **3 uc 6 bold**

Ensure that you do adequate research on the prices of recent sales in the area and current property market conditions before you make an offer.

[40]

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QUESTION 8: APPLICATION LETTER MARKS: 30

ACCURACY – 24 marks -1 per error
Every keying-in error
DISPLAY – 6 marks -1 per error

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

2. Paper size (A4 portrait) incorrect and/or
   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

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

4. Bullets not inserted and/or incorrect

5. I spell incorrect - manager; advertised; qualified; experience; requirements; welcome

6. Bold – not changed and/or incorrect and/or
   Underline – not underlined and/or incorrect

7. [Examination number] and [Question number] not inserted as a header and/or incorrect

¼	6	2	8
½	12	3	15
¾	18	5	23
	24	**6**	**30**

QUESTION 8

1 margins, justification, line spacing 2 paper size (portrait), tab stops/indent, hyphenation Yes 3 font/font size, uc/lc, letter spaces 7 [Examination number] and [Question number] as header

1 centre 3 uc 6 bold

TO WHOM IT MAY CONCERN

I hereby apply for the post of branch bank manager which was advertised on 1 November 2018 in the Financial Mail. **5 sp**

Branch managers must be focused on their team so being a good communicator and a strong leader are essential. Other skills that will help me in this role include: **1 ¼**

4 bullets

- People skills
- A head for numbers and business
- A flair for sales ½
- Decisive
- Honest and trustworthy
- Discreet

I am a qualified senior accountant with 25 years of experience in the financial world which matches the requirements of the post advertised. **5 sp** **6 u/line**

I would welcome **¾** the opportunity to discuss my knowledge and skills for this position. I am available for an interview at any time convenient to you. **5 sp**

Yours faithfully

K Ketterson
SENIOR ACCOUNTANT **3 uc**

[30]

QUESTION 9: ADVERTISEMENT MARKS: 30

ACCURACY – 24 marks -1 per error
Every keying-in error
DISPLAY – 6 marks -1 per error

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

2. Paper size (A4 landscape) incorrect and/or
   Tabular stops/indentation incorrect and/or
   Hyphenation incorrect

3. Font/font size (Courier New 12 and 20 pt) incorrect and/or
   Capital letters/small letters incorrect and/or
   Letter spaces incorrect

4. Border not inserted and/or not shaded and/or incorrect and/or
   Two equal columns not created with a vertical line and/or incorrect and/or
   Bullets not inserted and/or incorrect

5. I spell incorrect - accountable; discipline; effectively; metrics

6. Bold – not changed and/or incorrect and/or
   Italics – not changed and/or incorrect and/or
   Underline/Double underline – not underlined/double underlined and/or incorrect

7. [Examination number] and [Question number] not inserted as a header and/or incorrect

8. Spaced capital letters incorrect

¼	6	2	8
½	12	3	15
¾	18	5	23
	24	**6**	**30**

QUESTION 9

1 margins, justification, line spacing 2 paper size (landscape), tab stops/indent, hyphenation Yes 3 font/font size, uc/lc, letter spaces 7 [Examination number] and [Question number] as header
4 TWO equal columns with vertical line

1 centre 3 uc, 20 pt 6 double underline 4 border, shading

BRANCH BANK MANAGER

¼

We are looking for a talented Branch manager to assign and direct all work performed in the branch and to supervise all areas of operation. You will manage staff, foster a positive environment and ensure customer satisfaction and proper branch operation. The successful candidate will have a hands-on approach and will be committed to the expansion and success of the business by implementing strategies that increase productivity and enable the achievement of ½ sales targets.

1 centre 8 sp caps 6 bold, italics, u/line

Q U A L I T I E S

4 bullets

- Strategic vision
- Lead by example, be accountable **5 sp**
- Discipline **5 sp**
- Team building and motivating people
- Delegating effectively **5 sp**

S K I L L S

- Bring out the best of branch's personnel ¾ by providing training et cetera.
- Adhere to high ethical standards and comply with all the regulations.
- Network to improve the presence and reputation of the branch.
- Meet goals and metrics **5 sp**

[30]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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