higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN680**(E)**(N6)H

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

6 November 2018 (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 a computer ruler, a dictionary, ASCII codes and the template.

   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**	**19 MINUTES**	**30**
QUESTION 3	**CIRCULAR LETTER**	**34 MINUTES**	**55**
QUESTION 4	**MEMORANDUM**	**24 MINUTES**	**40**
QUESTION 5	**COLUMNS**	**21 MINUTES**	**35**
QUESTION 6	**AFRICAN LANGUAGE**	**12 MINUTES**	**20**
TOTAL		**120 MINUTES**	**200**

DO NOT TURN THE PAGE BEFORE THE

INVIGILATOR INSTRUCTS YOU TO DO SO

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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 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 as Q1 and print the document.
5. Your test must be collected and signed by the invigilator at the BEGINNING of the examination. ALL pages need to be signed.

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.

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QUESTION 1 (CONTINUED)

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.

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.

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QUESTION 1 (CONTINUED)

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

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

50 wpm

[20]

QUESTION 2: TABULAR STATEMENT

TIME: 19 MINUTES **MARKS: 30**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" LINE SPACING: Single (Except where indicated otherwise)	PAPER: A4 landscape 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. Take ALL proofreading signs into consideration. 3. Proofread, save as Q2 and print the document. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Statistical report sp caps, u/line, bold, centre, Verdana 16 pt

‡

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

‡

For enquiries call Mr Rakomane at 073 723 1850 italics

Candidate: Centre column headings horizontally and vertically.
All column headings must be in capital letters and bold.
All figures must be right-aligned.

runs on

Types of savings runs on	Population in possession [of the ~~savings~~ ~~accounts~~ stet NL		
Deposits accounts	2016	2017	2018
Jumbo savings	524	920	789
Rewards savings	489	324	456
Retirement plans	478	423	126
Health savings	120	456	123
Fixed deposit	120	426	489
Live cover sp	896	846	478
Funeral cover	258	153	352

‡

Move

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QUESTION 2 (CONTINUED)

runs on

Total number of people [opened NL accounts around [/ country NL			National percentage in [savings NL accounts ~~plans~~ del		
2016	2017	2018	2016	2017	2018
100	459	600	25%	63%	49%
300	325	500	68%	39%	69%
500	478	590	56%	86%	26%
500	786	980	56%	78%	78%
811	459	258	87.5%	69.9%	96%
966	789	368	19%	69%	42%
621	452	486	55%	35%	69% trs

[30]

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QUESTION 3: CIRCULAR LETTER

TIME: 34 MINUTES **MARKS: 55**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" LINE SPACING: Single with double line spacing between paragraphs	PAPER: Letterhead HYPHENATION: Yes 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. Retrieve the letterhead saved as QUESTION 3 on your data diskette/hard drive.
3. Take ALL proofreading signs into consideration.
4. Proofread, save as Q3 and print the document.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Candidate:

1. Insert paragraph numbers as indicated with TWO letter spaces and indent.
2. All paragraph headings that are underlined must be in capital letters and italics.
3. Insert any bullets. Bullets must be indented below headings with TWO letter spaces.
4. Insert the following footnote as indicated in italics: *Saving saves lives*

‡

Insert today's date in descending order

‡

To all account holders uc

‡

Benefits of savings accounts[1] uc, bold, centre

‡

3. You can easily access your money [You can easily access / money NP
deposited in your savings account in case of an emergency. You can just
withdraw your deposited funds to cover an unforeseen expense. trs

1. Earn interest on your savings [The first & foremost benefit of NP in full
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
mulltiplying / interest rate with / amount of money deposited and sp
maintained in your account. ~~deposits~~ stet

2. It serves a purpose [A savings account keeps your ~~investments~~ separate
from your other money, such as cash in hand, current accounts or long-term
investments.

Move

Insert a page break

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QUESTION 3 (CONTINUED)

4. It keeps your money safe [A savings account in any bank or institution under government in surance helps to keep your money safe. NP

5. No risk involved [As mentioned above a savings account is probably one of the ∧ ways to make an investment without any risk involved. ∧ safest NP

6. Set automatic deposits [Saving money from your day-to-day expenses ~~income~~ and responsibilities can be a difficult habit. del runs on But a savings account comes with another benefit to solve this. NP

‡
Candidate: Insert a double frame around text
Saving is the best sp caps, bold, centre

M Sigasa Accounts manager Display correctly

[55]

QUESTION 4: MEMORANDUM

TIME: 24 MINUTES **MARKS: 40**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" LINE SPACING: Single, except where indicated otherwise	PAPER: A4 portrait HYPHENATION: Yes 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. Take ALL proofreading signs into consideration. 3. Proofread, save as Q4 and print the document. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Memorandum Verdana 16 pt, sp caps, bold, centre

‡

Candidate: Insert horizontal lines as indicated

---

‡

To: (tab 3x) All customers } uc

From: (tab x2) R Rose } d/s

Date: (tab x2) Insert today's date in descending order }

┼

---

‡

Move

‡

in full ~~banks~~

With effect from 2018-11-01 financial ~~institutions~~ have increased / cost of stet

various savings plans on promotions. [No provision has been made in / current NP

budget for this statutory increase. u/line

‡

There are in formal and formal ways of saving and making your money

grow. Using institutions financial and banks are / most popular form of trs

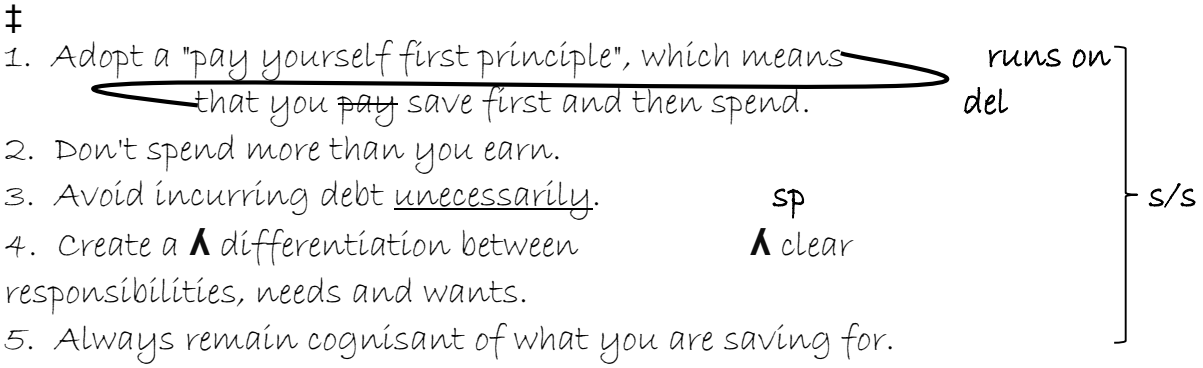
putting your money away, while stokvels and group savings italics

are informal methods.

‡

Savings methods uc, centre

QUESTION 4 (CONTINUED)



Candidate: Replace paragraph numbers with bullets of your choice and indent

[40]

QUESTION 5: COLUMNS

TIME: 21 **MARKS: 35**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/" LINE SPACING: Single, except where indicated otherwise	PAPER: A4 landscape HYPHENATION: Yes 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. Take ALL proofreading signs into consideration. 3. Proofread, save as Q5 and print the document. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Stay on track Bradley Hand ITC 18 pt, uc, centre

‡

Financial stability is a top priority for many of us, and at / end of italics
each year we review our spending habits in / hope of being financially more fit
in / coming year. [Yet we get to the middle of / year and find ourselves far NP
from reaching / goals we set when / year started because persistent bad
economic conditions continue to put pressure on us. u/line

‡

→Move

‡

Candidate:

1. Insert paragraph numbers as indicated with TWO letter spaces and indent.
2. Create TWO equal columns. The distance between columns must be 1.27 cm/0.5" with a vertical line between columns.
3. Numbered paragraphs in column 1 must correspond with the numbered paragraphs in column 2.
4. Bold text in column 1.
5. Insert page numbers bottom centred.

The plan sp caps, bold, centre

Column 1

1. Have a meeting with ~~the bank and~~ yourself. 2. Review your del
statements. 3. Have an action plan with time lines. 4. Deduct your
~~income~~
basic ~~expenses~~ from your monthly income. 5. Stay informed. stet

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QUESTION 5 (CONTINUED)

Column 2

1. Analyse your income and expenses as this will prompt you to change. [2. Ensure that you set aside an amount to save. [3. If your NP
expenses exceed your income month, every you have to scale trs
down. [4. Make a habit to read financial articels regularly and NP sp
learn more about money. [5. Be charitable. runs on NP
Giving empowers you despite setbacks.

[35]

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 words at the end of a line, but key in the whole word on the next line. 4. Proofread, save the document as Q6 and print. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

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

Loko swahatetanu, lavangana swikweleti swintsongo na mali yo hunguta xikweleti, hivona vanga tafikelela nxavo wa yindlu ya lehenhla hikokwalaho 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

WORK FAST AND ACCURATELY.

		TIME	MARKS
QUESTION 7:	**PARAGRAPHS**	**24 MINUTES**	**40**
QUESTION 8:	**APPLICATION LETTER**	**18 MINUTES**	**30**
QUESTION 9:	**ADVERTISEMENT**	**18 MINUTES**	**30**
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 **PARAGRAPHS**.

   WORDS:

   property; calculate; mortgage

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

   WORDS:

   manager; advertised; qualified; experience; requirements; welcome

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

   WORDS:

   accountable; discipline; effectively; metrics

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QUESTION 7: PARAGRAPHS

TIME: 24 MINUTES **MARKS: 40**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: Yes 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. The starting point on the counter/index is ... 3. The reading time is ±20 minutes. 4. Proofread, save the document as Q7 and print. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[40]

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 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. The starting point on the counter/index is ... 3. The reading time is ±15 minutes. 4. Proofread, save the document as Q8 and print. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[30]

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QUESTION 9: ADVERTISEMENT

TIME: 18 MINUTES **MARKS: 30**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" LINE SPACING: As indicated	PAPER: A4 landscape HYPHENATION: Yes 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. The starting point on the counter/index is ... 3. The reading time is ±15 minutes. 4. Proofread, save the document as Q9 and print. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[30]

TOTAL SECTION B: 100
GRAND TOTAL: 300

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