higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN680**(E)**(N7)H

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

7 November 2019 (X-Paper)
09:00–12:00

This question paper consists of 21 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INFORMATION PROCESSING N5
TIME: 3 HOURS
MARKS: 300

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

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

30 MINUTES ARE ALLOWED TO READ THE INSTRUCTIONS

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

SECTION A: TYPING TECHNIQUE

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

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

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

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

5. Answer ALL the questions.

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

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

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SECTION B: AUDIO TRANSCRIPTION

You have received the following:

1. Information regarding the questions

2. Notes regarding the questions

3. Audio cassette or audio software

NOTE:

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

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

PRINTING

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

GENERAL

1. You may use the ASCII codes.

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

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

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

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

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

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

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7. At the end of the examination session, hand in the following:

   7.1 EXAMINATION FOLDER with PRINTOUTS to be marked in the same order as the questions in the QUESTION PAPER.

   7.2 Disk - 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	**25 minutes**	**40**
QUESTION 3: CIRCULAR LETTER	**30 minutes**	**50**
QUESTION 4: MINUTES	**21 minutes**	**34**
QUESTION 5: COLUMNS	**22 minutes**	**36**
QUESTION 6: AFRICAN LANGUAGE	**12 minutes**	**20**
TOTAL	**120 minutes**	**200**

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QUESTION 1

TIME: 10 MINUTES **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: 1,5 or 2 SPEED: 45 wpm (minimum requirement)	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left FONT: Courier New 12 pt
1. The TIMED ACCURACY TEST must be keyed in ONCE only. 2. The passage allows for speeds of 45 and 50 words per minute. 3. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 4. Save and print the document as Q1. 5. Your test must be collected and signed by the invigilator at the BEGINNING of the examination. ALL pages need to be signed.	

Poverty is about not having enough money to meet basic needs including food, clothing and shelter. However, poverty is more, much more than just not having enough money.

The World Bank Organisation describes poverty in this way: 'Poverty is hunger. Poverty is lack of shelter. Poverty is being sick and not being able to see a doctor. Poverty is not having access to school and not knowing how to read.

Poverty is not having a job; it is fear for the future, living one day at a time. Poverty has many faces, changing from place to place and across time, and has been described in many ways.

Most often, poverty is a situation from which people want to escape. So poverty is a call to action - for the poor and the wealthy alike - a call to change the world so that many more may have enough to

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QUESTION 1 (CONTINUED)

eat, adequate shelter, access to education and health, protection from violence, and a voice in what happens in their communities.'

In addition to a lack of money, poverty is about not being able to participate in recreational activities; not being able to send children on a day trip with their schoolmates or to a birthday party; not being able to pay for medication for an illness.

These are all costs of being poor. Those people who are barely able to pay for food and shelter simply can't consider these other expenses. When people are excluded within a society, when they are not well educated and when they have a higher incidence of illness, there are negative consequences for society.

We all pay the price for poverty. The increased cost on the health system, the justice system and other systems that provide support to those living in poverty has an impact on our economy.

While much progress has been made in measuring and analysing poverty, the World Bank Organisation is doing more work to identify indicators for the other dimensions of poverty. This work includes identifying social indicators to track education, health, access to services, vulnerability, and social exclusion.

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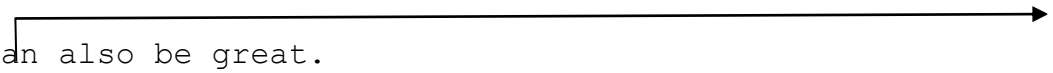
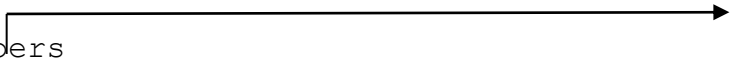
QUESTION 1 (CONTINUED)

There is no one cause of poverty, and the results are different in every case. Poverty varies considerably depending on the situation. The differences between rich and poor within the borders of a country can also be great.



Despite the many definitions, one thing is certain: poverty is a complex societal issue. No matter how poverty is defined, it can be agreed that it is an issue that requires everyone's attention. It is important that all members



[20]

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QUESTION 2: TABULAR STATEMENT

TIME: 25 MINUTES **MARKS: 40**

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

Statistics on report on poverty around the world uc, bold, u/line, centre

ǂ

Table 1: World population and ʌ of people living in poverty italics ʌ number

ǂ

→ Move

ǂ

Candidate: Centre ALL column headings horizontally and vertically

runs on

Country bold	Proportion of population [livving in poverty NL sp		
	2016	2017	2018
Ethiopia	7000	5000	3500
South Africa runs on	5000	3000	2500
Middle East	2000	1500	1000
India	3000	2000	5863
Kenya	1500	785	500
Egypt	7000	3680	5600
Ghana	8000	5600	2520
Lesotho	6000	700	950

~~association~~

In large measure, this sharp increase in absolute poverty is ~~associated~~ stet amongst other things with / transition to market economies which led to high ~~economy~~ inflation. del

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QUESTION 2 (CONTINUED)

runs on

Total number of population [around the world			National per centage [of poverty		
2016	2017	2018	2016	2017	2018
8000	9000	9500	18.8%	25.4%	80%
5300	1200	1410	5.87%	2.6%	42%
2400	1000	1689	3.5%	3.8%	75%
5350	2900	1260	1.2%	5.6%	43%
4450	2056	1590	6.5%	86%	56%
6150	809	1517	87.5%	8.9%	80%
1045	256	569 trs	13.9%	6%	90%
6200	950	520	55%	85%	30%

Cost of living
Global crisis } italics

Candidate: Align all figures right.
Change all the column headings to capital letters and shade.

[40]

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QUESTION 3: CIRCULAR LETTER

TIME: 30 MINUTES **MARKS: 50**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt PAPER: Letterhead	HYPHENATION: Yes ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs

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

Candidate:

1. Change all underlined main paragraph headings to bold and capital letters.
2. Paragraphs must be inserted in numerical order.
3. Replace bullets with numbered subparagraph numbers (1.1, etc.) and TWO letter spaces and indent.
4. Insert a page number at the bottom right-aligned on page 2 only.

‡

Insert today's date in descending order

‡

To all business associates

‡

Poverty: Worldwide Arial 18 pt, uc, bold, shade, double border, centre

‡

2. Lack of access to education

✓ The reasons children do not attend school vary, some children belong to families who cannot afford it, while others are too sick or too hungry to attend. All of these reasons can be traced back to poverty. italics

✓ Changing trends in a country cause the population to struggle to access education due to restrictions & laws laid down by that country particular. in full / trs / runs op

A child from a rural area is twice as likely not to attend school as a child from an urban area. u/line

Insert a page break

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QUESTION 3 (CONTINUED)

1. Epidemic diseases

✓ It is / rapid spread of infectious diseases to a ~~large~~ small number of people in a given population within a short period of time, usually 2 weeks or less. stet in words

✓ Epidemics of infectious diseases are generally caused by several factors including a change in / ecology of / host population, increased stress or increase in the density of a vector specie ~~a genetic change in the pathogen~~. del

3. Over population

✓ Human overpopulation is one of / most pressing environmental issues, silently aggravating the forces behind.

✓ Global warming, environmental pollution, habitat loss, the sixth mass extinction, intensive farming practices and / consumption of finite natural resources, such as fresh water, arable land and fosil fuels. sp

bold

Insert a line tabular stop on 3"/7,62 cm

Secretary 14 pt, uc

} Display correctly

[50]

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QUESTION 4: MINUTES

TIME: 21 MINUTES **MARKS: 34**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt PAPER: A4 portrait	HYPHENATION: No ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. Take ALL proofreading signs into consideration. 3. Save and print the document as Q4. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Notice is hereby given that / annual general meeting of the company will uc
be held at 70 Bendies Avenue, Roodepoort, on Friday 15/11/19 in full
at 11:00. Please read the enclosed documentation in preparation of
items to be discussed.
‡

1. Opening of meeting

~~constitutition~~
The chairman welcomed everyone and declared / meeting properly ~~constituted~~. stet

2. Present

As per attendance register circulated to everyone.

3. Minutes of previous meeting

The minutes of the meeting held on 2 October 2019, runs on
which had been circulated, were taken as read, and then approved
and ~~initialled~~ signed. del

4. Chairman's annual report and financial statements

The above mentioned report was submitted to the meeting and, as a result
of a proposal by Ms R Roos, unannimously approved together with the sp
financial statements.

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QUESTION 4 (CONTINUED)

5. Appointment of auditors

It was decided that Messrs Chase & Vault be appointed as auditors for the year financial next. **in full** **trs**

2

3 1

6. General [Mr Peter reported that the Ocean Stream welfare association had donated books, Λ and food to the towns that experienced most poverty. **NP** Λ clothes **ital**

7. Closure [The meeting adjourned at 18:00. **NP**

By order of the board

Mr Rakomane Chairman **ital, bold**
Ms Badenhorst Secretary **ital, bold**
} **Display correctly**

Date: Insert today's date in full

Candidates: All numbered headings must be in capital letters and underlined. Indent paragraphs below the headings.

[34]

QUESTION 5: COLUMNS

TIME: 22 MINUTES **MARKS: 36**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt PAPER: A4 portrait	HYPHENATION: Yes ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. Take ALL proofreading signs into consideration. 3. Save and print the document as Q5. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Five causes of poverty Bell MT 16 pt, sp caps, centre, bold, u/line
‡
4. Lack of economic divirsification sp

Some sub-Saharan countries tend to ignore areas of their economy which can be extended to attract foreign investments which in turn will grow / gross domestic product which is necessary for the creation of new jobs.

3. Un◯employment

Unemployment is one of the problems biggest of poverty. Without money trs living conditions cannot be improved. It means runs on a family does not have enough money to go to a doctor. It also means education is out of reach for most.

2. Discrimination [It is a world-wide occurrence that being different NP from others, whether it is in belief, or appearance can play a ʌ role in the ʌ huge way society treats them.

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QUESTION 5 (CONTINUED)

1. Poor governance

Governance does not solely reflect a government, but also the civil societies, networks or markets that exercise power over the management of a country's social ~~financial~~ and ~~economic~~ resources for development. stet

5. Environmental degradation uc, bold

Although often overlooked, environmental degradation can have a huge impact on poverty rates & the in full well-being of people. Environmental problems have led to shortages of water, food and materials for housing, as well as other essential resources. Without these items, the poor ~~rich~~ will not only remain poor, but also increase del their chances of premature death.

Comic Sans 16 pt, align right, 1,5 line spacing

Candidate:

- ✓ Create two equal columns, spacing between columns 1,25 cm/0,49" and insert a vertical line between the columns.
- ✓ Paragraph 1 and 2 must be inserted in column 1 and paragraph 3 and 4 in column 2.
- ✓ Paragraph 5 must be on page 2.
- ✓ All paragraph headings must be in capital letters and bold.

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QUESTION 6: AFRICAN LANGUAGE

TIME: 10 MINUTES **MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left LINE SPACING: Double (2)
1. Key in your EXAMINATION NUMBER (left) and your STATION/COMPUTER NUMBER (right) as a header. 2. Key in as indicated. 3. Save and print the document as Q6. 4. Put the PRINTOUT in your EXAMINATION COVER.	

Ho hlopheha a se tekatso ya mang kapa mang empa ka tlase mabaka ao setjhaba se sa kgoneng howa qoba, ke kahoo o tla fumana motho ae phomane a le kahara mathata.

Ho sa kgone ho isa bana sekolong, leho ba fepa, le hob a rekela diphahlo, hob a isa lefapheng la tsa bophelo bo botke ke a mang a mabaka a etsang hore setjhaba se iphomane se le kahara tlhopheho setjhabeng.

Ditheko tse hodimo tsa le tsona di etsa hore batho ba dikojwana mahetleng ba se ke ba kgona ho phela kamoo ba batlang ka teng hobane ho sena motho ka lelapeng a sebetsang. Ke kahoo ho le molemo hore setjhaba se be le tshebedisano mmoho hore bat le bap hele hantle.

[20]

TOTAL SECTION A: 200

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SECTION B

AUDIO TRANSCRIPTION

	TIME	MARKS
QUESTION 7: AGENDA	**15 minutes**	**25**
QUESTION 8: DISPLAY WORK	**18 minutes**	**30**
QUESTION 9: MEMORANDUM	**27 minutes**	**45**
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 **AGENDA**.

   WORDS:

   Victims; Kgotso; Bendies; sibling; Rakomane

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

   WORDS:

   battered; peace; anxiety; conference; auditorium

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

   WORDS:

   councellor; violated; Radebe

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QUESTION 7: AGENDA

TIME: 15 MINUTES **MARKS: 25**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: No ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. The starting point on the counter/index is ... 3. The reading time is ±12½ minutes. 4. Save and print the document as Q7. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[25]

QUESTION 8: DISPLAY WORK

TIME: 18 MINUTES **MARKS: 30**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A5 portrait HYPHENATION: No ALIGNMENT: As indicated FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. The starting point on the counter/index is ... 3. The reading time is ±15 minutes. 4. Save and print the document as Q8. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

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QUESTION 9: MEMORANDUM

TIME: 27 MINUTES **MARKS: 45**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: Yes ALIGNMENT: Left FONT: Arial 12 pt
1. Key in your EXAMINATION NUMBER (left), the QUESTION NUMBER and your STATION/COMPUTER NUMBER (right) as a header. 2. The starting point on the counter/index is ... 3. The reading time is ±22½ minutes. 4. Save and print the document as Q9. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[45]

TOTAL SECTION B: 100

GRAND TOTAL: 300

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