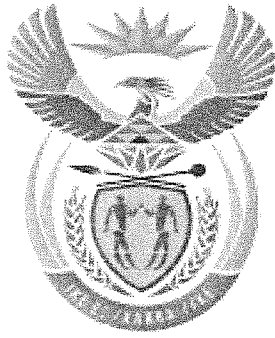
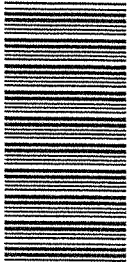


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE
JUNE EXAMINATION
INFORMATION PROCESSING N6

29 MAY 2013

This marking guideline consists of 50 pages.

SECTION A

TYPING TECHNIQUE

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	10 minutes	20
QUESTION 2: TABULAR STATEMENT	25 minutes	40
QUESTION 3: PAMPHLET	32 minutes	50
QUESTION 4: FLOW CHART	18 minutes	30
QUESTION 5: FINANCIAL STATEMENT	25 minutes	40
QUESTION 6: AFRICAN LANGUAGE	10 minutes	20
TOTAL	120 minutes	200

GENERAL REMARKS:

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

1. The mark for typing technique (200) together with the word processing mark (100) is added to obtain a mark out of 300 which is processed to a mark out of 100 (percentage). This mark must be sent to the cd: national examinations and administration.
2. **ACCURACY ERRORS** must be indicated with a **RED /**. **REPETITIVE** accuracy errors must be indicated with a **RED CIRCLE**.
3. **DISPLAY ERRORS** must be indicated with a **BLACK X**. **REPETITIVE** display errors must be indicated with a **BLACK CIRCLE**.

QUESTION 1: MARKING SCHEDULE – TIMED ACCURACY TEST

WPM	50	55		WPM	50	55
ERRORS				ERRORS		
1	19	19		28	7	8
2	19	19		29	6	7
3	19	19		30	6	7
4	18	18		31	5	6
5	18	18		32	5	6
6	17	17		33	4	6
7	17	17		34	4	5
8	16	17		35	3	5
9	16	16		36	3	4
10	15	16		37	2	4
11	15	15		38	2	3
12	14	15		39	1	3
13	14	14		40	1	3
14	13	14		41	0	2
15	13	13		42		2
16	12	13		43		1
17	12	13		44		1
18	11	12		45		0
19	11	12				
20	10	11				
21	10	11				
22	9	10				
23	9	10				
24	8	10				
25	8	9				
26	8	9				
27	7	8				

QUESTION 1: TIMED ACCURACY TEST**MARKS: 20****NOTE: / = RED ERRORS = ACCURACY****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 upper case/lower case.

Do not penalise incorrect letter spaces.

Do not penalise incorrect justification.

Do not penalise any incorrect 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.

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 50 w.p.m. is not completed, count back as indicated in the memorandum.

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

Indicate the speed obtained with Pass 50 w.p.m./Pass 55 w.p.m./Fail, where applicable, in the following way:

INDICATE AT THE END OF THE SPEED TEST:

Pass 50 w.p.m./Pass 55 w.p.m./Fail; Errors; Mark

INDICATE ON THE INSIDE BACK/OUTSIDE FRONT OF THE FOLDER COVER, DIRECTLY NEXT TO THE MARK OBTAINED FOR QUESTION 1:

Pass 50 w.p.m./Pass 55 w.p.m./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 inside back/outside front of the folder cover and writing "Fail" at the appropriate positions.)

INDICATE ON THE FRONT PAGE OF THE COVER, JUST BELOW THE CIRCLE FOR THE MARKS OBTAINED:

Pass 50 w.p.m./Pass 55 w.p.m./Fail

Should a candidate fail the examination (less than 40 %) and pass the accuracy test, the word "Fail" will replace the "Pass 50 w.p.m./Pass 55 w.p.m.", as a candidate cannot fail the examination paper as a whole and get recognition for the w.p.m.

THIS MARK FOR TYPING TECHNIQUE (200) TOGETHER WITH THE WORD PROCESSING MARK (100) IS ADDED TO OBTAIN A MARK OUT OF 300 WHICH IS PROCESSED TO A MARK OUT OF 100 (PERCENTAGE). THIS MARK MUST BE SENT TO THE NATIONAL DEPARTMENT.

QUESTION 1: TIMED ACCURACY TEST

Hiking can be a form of low cost, independent international travel. It includes the use of a backpack or other luggage that is easily carried for long distances or long periods, the use of public transport, inexpensive lodging such as a youth hostel, a longer trip when compared with conventional vacations and an interest in meeting the locals as well as seeing the sights.

It is typically associated with young adults who generally have fewer obligations and thus more time to travel. They also have less money to spend on hotels or private vehicles. It may include wilderness adventures or to travel within settled areas.

Hiking has evolved as travellers from different cultures and regions participated. A newspaper said that hikers are a heterogeneous group with respect to diversity and who attach meanings to their travel experiences. They also display a common commitment to a non-institutionalised form of travel which is part of their self-identification as hikers. Hiking as a lifestyle and as a business has grown considerably as a result of low cost airlines and hostels or budget accommodations in many parts of the world.

While many people have travelled through the history with their possessions on their backs, the concept of modern hiking can be traced, at least partially, to the sixties and seventies. In fact, some hikers today seek to recreate that journey, albeit in a more comfortable manner.

While travel along the old routes is complicated due to unrest

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

in many countries, hiking has expanded to other regions of the world. At present new trails are being planned to other countries.

Technological developments and improvements have also contributed to changes in hiking. Traditionally hikers did not travel with expensive electronic equipment because of concerns about theft, damage and additional luggage weight. The desire to stay connected, coupled with breakthroughs in lightweight electronics, has given rise to a new trend. Not only is there a shift in what hikers carry now, there is also a change in what they use to carry that gear. Hikers are becoming less and less reliant on the physical hiking in its initial form.

Of importance in hiking is a sense of authenticity. Hiking is perceived as more than a vacation and a means of gaining experience.

Hikers want to experience the real destination rather than the packaged version that is often associated with tourism, which has led to the assertion that hikers are against tourism/.

50 w.p.m.

Hikers are criticised with criticism dating back many years. For example, the host countries and other travellers do not always agree with the actions of hikers. The perception of hikers seems to improve as hiking has become more mainstream./

55 w.p.m.

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

Technological developments and improvements have also contributed to changes in hiking. Traditionally hikers did not travel with expensive electronic equipment because of concerns about theft, damage and additional luggage weight. The desire to stay connected, coupled with breakthroughs in lightweight electronics, has given rise to a new trend. Not only is there a shift in what hikers carry now, there is also a change in what they use to carry that gear. /Hikers
 41 40 39 38 37 36
 ar/e becoming/ less and /less relia/nt on the /physical
 35 34
 h/iking in i/ts initial/ form.

33 32 31 30 29 28
 O/f importan/ce in hiki/ng is a se/nse of aut/henticity./
 27 26 25 24 23 22
 Hiking /is perceiv/ed as more/ than a va/cation and/ a means
 21 20 19 18 17
 o/f gaining /experience/. Hikers/ want to e/xperience /the
 16 15 14 13 12 11
 real d/estination/ rather th/an the pac/kaged vers/ion that
 10 9 8 7 6
 i/s often as/sociated w/ith touris/m, which h/as led to /the
 5 4 3 2 1
 assert/ion that h/ikers are /against to/urism/. 50 w.p.m.

20	-	20
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QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

Of importance in hiking is a sense of authenticity. Hiking
 is perceived as more than a vacation and a means of gaining
 experience/. Hikers/ want to e/xperience/ the real
 d/estination/ rather th/an the pac/kaged vers/ion that i/s
 often as/sociated w/ith touris/m, which h/as led to /the
 assert/ion that h/ikers are /against to/urism/. 50 w.p.m.

H/ikers are /criticised/ with crit/icism dati/ng back ma/ny
 years. / For exam/ple, the h/ost countri/es and oth/er
 travel/lers do no/t always a/gree with /the action/s of
 hike/rs. The /perception/ of hikers/ seems to/improve as/
 hiking ha/s become m/ore mainst/ream./ 55 w.p.m.

20	-	20
----	---	----

QUESTIONS 2-6: ACCURACY SCHEDULE**-3 MARKS DEDUCTED PER ERROR (ACCURACY – RED)**

MARKS	20	40	24	32	20
RED ERRORS	Q2	Q3	Q4	Q5	Q6
	20	40	24	32	20
	17	37	21	29	17
	14	34	18	26	14
	11	31	15	23	11
	8	28	12	20	8
	5	25	9	17	5
	2	22	6	14	2
	0	19	3	11	0
		16	0	8	
		13		5	
		10		2	
		7		0	
		4			

QUESTION 2-5: DISPLAY SCHEDULE**-2 MARKS PER ERROR DEDUCTED (DISPLAY – BLACK)**

MARKS	20	10	6	8
BLACK ERRORS	Q2	Q3	Q4	Q5
0	20	10	6	8
1	18	8	4	6
2	16	6	2	4
3	14	4	0	2
4	12	2		0
5	10	0		
6	8			
7	6			
8	4			
9	2			
10	0			

QUESTION 2: TABULAR STATEMENT**MARKS: 40****20 MARKS - ACCURACY - 3 marks per error (every keying-in error)****20 MARKS - DISPLAY - 2 marks per error**

1. margins (equal) incorrect and/or
justification (left, centre, right, full) incorrect and/or
line spacing (as indicated) incorrect
2. paper size (as indicated) incorrect and/or
tabular stops/indentation incorrect and/or
hyphenation incorrect
3. font/font size (CN12) 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
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

QUESTION 2: TABULAR STATEMENT (CONTINUED)

- 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
- 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
- 13. footnote incorrect

¼

5	5	10	40
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½

10	10	20	40
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¾

15	15	30	40
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Errors	Marks
0	20
1	17
2	14
3	11
4	8
5	5
6	2
7	0

20	20	40
----	----	----

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QUESTION 2: TABULATION 1 marg, just, /s 2 A4L, tab/indent, hyph 3 font, uc/lc, spaces 9 headings, columns 10 vertical lines 11 horizontal lines 12 figures 13 footnote

HIGHLIGHTS OF THE RESULTS 3 uc 4 the 6 u/line 7 join

T A B L E A : KEY LABOUR MARKET INDICATORS 3 uc 7 sp caps 8 runs on

	Oct-Dec 2011 8NL	Jul-Sep 2012	Oct-Dec 2012	Quarter Change	Year Change	Quarter Change	Year Change
	Thousand						
Population aged 15-64 years 4 del 6 bold	32670	33018	33128	110	458	0.3	1.4
Labour force	17741	18313	18078	-235	337	-1.3	1.9
Employed	13497	13645	13577	-68	80	-0.5	0.6
Formal sector (non-agricultural) 4 insert	9616	9663	9611	-52	-5	-0.5	-0.1
Informal sector (non-agricultural)	2134	2197	2205	8	71	0.4	3.3
Agriculture	630	661	685	24	55	3.6	8.7
Private households	1118	1124	1076	-48	-42	-4.3	-3.8
Unemployed 5 sp 6 bold	4244	4667	4501	-166	257	-3.6	6.1
Non-economically active	14929	14705	15050	345	121	2.3	0.8
Discouraged work-seekers	2315	2170	2257	87	-58	4.0	-2.5
Other (non-economically active)	12614	12535	12794	259	180	2.1	1.4
Rates (Percentage) 5 stet 8 in full							
Unemployment rate 6 bold	23.9	25.5	24.9	-0.6	1.0		
Employed/population ratio (absorption)	41.3	41.3	41.0	-0.3	-0.3		
Labour force participation rate	54.3	55.5	54.6	-0.9	0.3	7 move	

1. Due to rounding, numbers do not necessarily add up correctly to totals

5 trs 6 italics

8 runs on

QUESTION 3: PAMPHLET**MARKS: 50****40 MARKS - ACCURACY - 3 marks per error (every keying-in error)****10 MARKS - DISPLAY - 2 marks per error**

1. margins (equal) incorrect and/or
justification (left, centre, right, full) 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 (CN12) 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
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

QUESTION 3: PAMPHLET (CONTINUED)

- 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. columns incorrect
- 10. vertical lines omitted and/or incorrect
- 11. horizontal lines omitted and/or incorrect

$\frac{1}{4}$

10	3	13	50
----	---	----	----

$\frac{1}{2}$

20	5	25	50
----	---	----	----

$\frac{3}{4}$

30	8	38	50
----	---	----	----

Errors	Marks
0	40
1	37
2	34
3	31
4	28
5	25
6	22
7	19
8	16
9	13
10	10
11	7
12	4
13	1
14	0

40	10	50
----	----	----

QUESTION 3: PAMPHLET 1 marg, just, /s 2 A4P
+ A4L, tab/indent, hph 3 font, uc/lc, spaces 9 columns 10 vertical
lines 11 horizontal lines

H
I
K
I
N
G
G
U
I
D
E

1 justification 3 u/line 7 sp caps

BEFORE YOU GO 3 uc 6 u/line

Look at the weather forecast and
adjust plans accordingly. 4 the

Everyone should feel well and be
ready for the hike. 8 NP

Anyone not feeling well should
postpone their hike. 8 NP

BALANCE FOOD AND WATER INTAKE
3 uc 6 u/line

Eat plenty of salty foods.

Drink throughout the day. 8 NP 4 the, del

Do not wait until you feel
thirsty before you drink. 8 NP

TAKE CARE OF YOUR BODY 3 uc 6 u/line

Use poles to lessen the impact on
knees and ankles. 4 the

Wash your hands to prevent ill-
nesses. 7 join 8 NP

Keep Cool: 6 bold

Summer Hiking 6 italics

Start your hike before sunrise
and rest in the shade during
lunch-time. 4 the 8 NP 8 runs on

Wear a wide-brimmed hat and use
sunscreen. 8 NP

Keep Warm: 6 bold

Winter Hiking 6 italics

Hiking will raise your body
temperature. 8 NP

Wear a warm hat, gloves and wool
socks. 8 NP 7 move

Keep extra dry clothes on hand.
8 NP

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RESTORE YOUR ENERGY 3 uc 6 u/line

TEN ESSENTIALS 3 uc

Eat twice as much as normal.

1. Hiking boots 5 sp

Calories play an important 5 st et
role in regulating body temp-
erature. 8 NP

2. Map and compass

Rest, eat and drink if you start
feeling ill. 8 NP

4. Extra food

Recovery can take an hour or
longer. 8 NP

5. Rain coat and extra clothing

6. Safety items

WHEN YOU ARRIVE AT THE CAMP

3 uc 4 the 6 u/line

Choose your camp-site. 4 insert

7. First-aid kit

8. Knife

Group sites are reserved for
parties of seven to eleven
hikers. 8 in full, NP

9. Sun screen and sun glasses

10. Daypack or backpack 5 trs

Sign up for our free
newsletter:

Insert your e-mail address:

[Empty rectangular box for e-mail address]

1 justification 8 NP

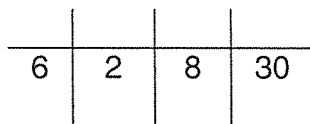
QUESTION 4: FLOW CHART**MARKS: 30****24 MARKS - ACCURACY - 3 marks per error (every keying-in error)****6 MARKS - DISPLAY - 2 marks per error**

1. margins (equal) incorrect and/or
justification (left, centre, right, full) incorrect and/or
line spacing (as indicated) incorrect
2. paper size (A4 Portrait) incorrect and/or
tabular stops/indentation incorrect and/or
hyphenation incorrect
3. font/font size (CN12) incorrect (except flow chart) 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
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. moved – not moved and/or incorrect and/or
sp caps – spaced capital letters incorrect and/or
join together – not joined together

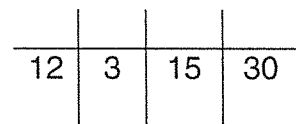
QUESTION 4: FLOW CHART (CONTINUED)

- 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
- 10. vertical lines omitted and/or incorrect
- 11. horizontal lines omitted and/or incorrect

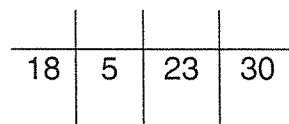
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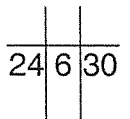
½



¾

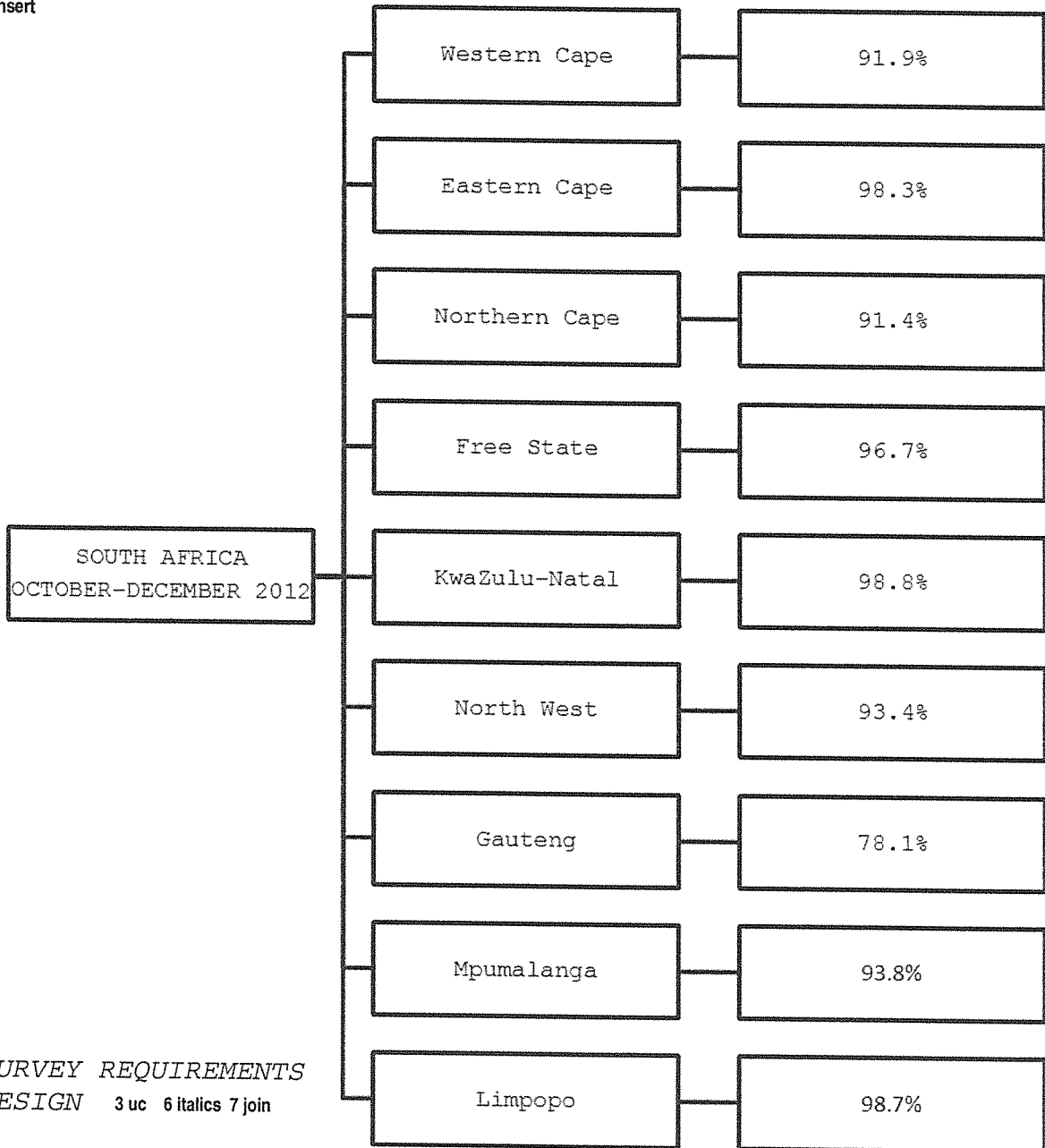


Errors	Marks
0	24
1	21
2	18
3	15
4	12
5	9
6	6
7	3
8	0



QUESTION 4: FLOW CHART 1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, spaces 9 headings
TECHNICAL NOTES - RESPONSE DETAILS 3 uc 5 trs 6 bold

T A B L E F : RESPONSE RATES FOR THE PROVINCE
 3 uc 4 the 7 sp caps 6 u/line 8 runs on
 4 insert



SURVEY REQUIREMENTS
DESIGN 3 uc 6 italics 7 join

AND

The sample size is roughly thirty thousand dwellings per year. It is designed to be representative at provincial level and within provinces at metro/non-metro level. It is representa-tive at the different geographical types that may exist within that metro. 4 the 4 del 4 insert 5 sp 8 in words

If a household moves out of a dwelling and a new household moves in, the new household will be counted for the next year.
 4 the 5 stet 8 NP

QUESTION 5: FINANCIAL STATEMENT**MARKS: 40****32 MARKS - ACCURACY - 3 marks per error (every keying-in error)****08 MARKS - DISPLAY - 2 marks per error**

1. margins (equal) incorrect and/or
justification (left, centre, right, full) incorrect and/or
line spacing (as indicated) incorrect
2. paper size (A4 Portrait) incorrect and/or
tabular stops/indentation incorrect and/or
hyphenation incorrect
3. font/font size 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
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

QUESTION 5: FINANCIAL STATEMENT (CONTINUED)

- 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
- 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 incorrect

$\frac{1}{4}$	$\frac{1}{2}$	$\frac{3}{4}$												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 25%;">8</td><td style="width: 25%;">2</td><td style="width: 25%;">10</td><td style="width: 25%;">40</td></tr> </table>	8	2	10	40	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 25%;">16</td><td style="width: 25%;">4</td><td style="width: 25%;">20</td><td style="width: 25%;">40</td></tr> </table>	16	4	20	40	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 25%;">24</td><td style="width: 25%;">6</td><td style="width: 25%;">30</td><td style="width: 25%;">40</td></tr> </table>	24	6	30	40
8	2	10	40											
16	4	20	40											
24	6	30	40											

Errors	Marks
0	32
1	29
2	26
3	23
4	20
5	17
6	14
7	11
8	8
9	5
10	2
11	0

32	8	40
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QUESTION 5: FINANCIAL STATEMENT

1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, spaces 9 headings, columns 10 vertical lines 11 horizontal lines 12 figures

CONSOLIDATED STATEMENT OF THE FINANCIAL POSITION 3 uc 4 the 6 italics 8 runs on

At 31 March 2013 5 stet 5 trs 8 NP

	Notes	31 March 2012 R'm	31 March 2011 R'm
A S S E T S 7 sp caps			
<u>Non-current assets</u> 6 u/line		44342	40871
Property, plant and equipment 8 in full	4	6490	4754
Goodwill	5	16620	15358
Other intangible assets 4 del	6	4976	5557
Investments in associates	7	11942	10667
Investments and loans	7	3500	3609
Derivative financial instruments 7 join 7 move	37	0	55
Deferred taxation	9	814	871
<u>Current Assets</u> 6 u/line		13126	13689
Inventory	10	693	741
Programme and film rights 4 insert	8	1298	1069
Trade receivables	11	2438	2233
Other receivables	12	1871	1882
Related-party receivables 5 sp	13	26	27
Investments and loans	7	3	57
Derivative financial instruments	37	0	352
Cash and cash equivalents	35	6785	6642
		13144	13003
Non-current assets held-for-sale	27	12	686
TOTAL ASSETS 3 uc		57468	54560
EQUITY AND LIABILITIES 3 uc			
Capital and reserves attributable to the Group's equity 4 the 6 bold		33660	33591
Share capital and premium	14	14467	15074
Other reserves	15	2370	4156
Retained earnings	16	16823	14361
Minority interest 6 bold		1974	1626
TOTAL EQUITY 3 uc		35634	35217

QUESTION 6: AFRICAN LANGUAGE

MARKS: 20

20 MARKS - ACCURACY - 3 marks per error (every keying-in error)

DISPLAY - no marks

NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS

1. Do not penalise incorrect margins.
2. Do not penalise incorrect line spacing.
3. Do not penalise incorrect hyphenation.
4. Do not penalise incorrect upper case/lower case.
5. Do not penalise incorrect letter spaces.
6. Do not penalise incorrect justification.
7. Do not penalise any incorrect display errors.
8. Do not penalise if a whole line or paragraph is left out and keyed in at another position.
9. 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.
10. 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	-	2
		0

½

1			
0	-	10	20

¾

1	1	2
5	-	5 0

Err ors	Ma rks
0	20
1	17
2	14
3	11
4	8
5	5
6	2
7	0

2	2
0	-
	0

QUESTION 6: AFRICAN LANGUAGE

RWALA DIBORELE TSE NANG LE UV

Ho bhlokwas ho reka polirized lenses (tse fkotsang ho benya kappa ntho tse fahlang se ka metsi), e seng tse lefifi.

Etela ngaka ya mahlo kgafetsa

$\frac{1}{4}$

Le ha o bona hantle, etela ngaka ya mahlo kgafetsa.

Sena se tla o thusa ho thibela mathata a maholo, ebile ha ho $\frac{1}{2}$ no hlahloba pono ya hao fella, empa le hore na mahlo a hao a phetse hantle hobane ho fokola ha ona ho bonwa ka ho sheba phapang ponong.

$\frac{3}{4}$

Hopola hore mathata a fumanwang e sa le nako, a ka fodiswa, ipolokele tjhelete yah o hlokomela mahlo kappa o sebedise medical aid ya hao.

SECTION B**WORD PROCESSING****MEMORANDUM**

			TIME	MARKS
QUESTION 1:	MAIL MERGE	A	06 minutes	10
		B	12 minutes	20
QUESTION 2:	AFRICAN LANGUAGE	A	09 minutes	15
		B	12 minutes	20
QUESTION 3:	DISPLAY	A	09 minutes	15
		B	12 minutes	20
	TOTAL		60 minutes	100

SECTION B**WORD PROCESSING**

1. The total of the question paper is **100 MARKS**. **80 %** of the marks for **PART A** of each question is allocated for **ACCURACY** and **20 %** of the marks for **DISPLAY**. **80 %** of the marks for **PART B** is allocated for **PROCESSING** and **20 %** of the marks for **ACCURACY**.
2. **PART A** have to be keyed in **CORRECTLY**.
3. **PART B** must be **PROCESSED** according to the **INSTRUCTIONS**.
4. **ONE MARK** is deducted per error - **ACCURACY** as well as **DISPLAY** and **PROCESSING**.

ACCURACY ERRORS = All keying in errors
DISPLAY ERRORS = All display errors
PROCESSING ERRORS = All processing instructions

5. Questions in the A section not completed will be marked accordingly.

If only $\frac{1}{4}$ of a question is completed, only $\frac{1}{4}$ of the original mark will be used for the marking of the question. If only $\frac{1}{2}$ of a question is completed, only $\frac{1}{2}$ of the original mark will be used. If only $\frac{3}{4}$ of a question is completed, only $\frac{3}{4}$ of the original mark will be used.

NOTE: EXAMPLE

TOTAL MARKS = 20
ACCURACY = 16
DISPLAY = 4

$\frac{1}{2}$ OF THE QUESTION IS COMPLETED, MARK AS FOLLOWS:

$\frac{1}{2}$ OUT OF 16 = 8 MARKS
 $\frac{1}{2}$ OUT OF 04 = 2 MARKS

THE QUESTION WILL BE MARKED OUT OF 10, BUT THE MARK WILL BE ALLOCATED OUT OF 20:

7	1	=	8	=	8
8	2	=	10	=	20
1e	1e	=	2e		

6. **A KEYING IN ERROR** occurring **REPEATEDLY**, must be penalised as **ONE ACCURACY ERROR** only; **REPETITIVE ERRORS** will be **ENCIRCLED** only.

ALLOCATION OF MARKS

1. PART A of each question must be **KEYED IN CORRECTLY**.
2. PART B of each question must be **PROCESSED** according to the **INSTRUCTIONS**.

ACCURACY ERRORS = ALL KEYING IN ERRORS
DISPLAY ERRORS = ALL DISPLAY ERRORS
PROCESSING ERRORS = ALL PROCESSING INSTRUCTIONS

3. **REMEMBER: ONE MARK IS DEDUCTED PER ERROR - ACCURACY AS WELL AS DISPLAY AND PROCESSING.**

QUESTION 1A, 1B, 1C, 2A, 2B, 3A & 3B: SCHEDULE**-1 MARK PER ERROR DEDUCTED – ACCURACY – RED****-1 MARK PER ERROR DEDUCTED – DISPLAY – BLACK****-1 MARK PER ERROR DEDUCTED – PROCESSING – BLACK**

MARKS	16	12	10	8	6	4	3	2
QUESTION ERRORS	Q2B Q3B	Q2A Q3A	Q1B	Q1A	Q1C	Q1B Q2B Q3B	Q2A Q3A	Q1A
0	16	12	10	8	6	4	3	2
1	15	11	9	7	5	3	2	1
2	14	10	8	6	4	2	1	0
3	13	9	7	5	3	1	0	
4	12	8	6	4	2	0		
5	11	7	5	3	1			
6	10	6	4	2	0			
7	9	5	3	1				
8	8	4	2	0				
9	7	3	1					
10	6	2	0					
11	5	1						
12	4	0						
13	3							
14	2							
15	1							
16	0							

QUESTION 1A: MAIL MERGE**MARKS: 10****- 8 MARKS – ACCURACY (every keying-in error)****2 MARKS – DISPLAY/MANIPULATION**

1. Line spacing incorrect
2. Paper size (A4 Landscape), word wrap and/or columns incorrect
3. Font/font size, capital/small letters and/or letter spaces incorrect
4. Fields/field names incorrect

QUESTION 1A: MAIL MERGE

1 l/s 2 A4L, word wrap, columns 3 font, uc/lc, spaces 4 fields/field names

Title	Initials	Surname	Postal	City	Code	Cell	E-mail	Account	Previous	Next
Mr	Z	Latief	PO Box 223	CULLINAN	1000	0846110885	z.latief@gmail.com	1000917	6 May 2011	10 May 2013
Ms	G	Maher	PO Box 334	BRONKHORSTSPRUIT	1020	0825110996	maher.g@hotmail.com	1000928	13 May 2011	17 May 2013
Miss	X	Mafuta	PO Box 445	CULLINAN	1000	0834110777	xmafuta@auto.co.za	1000939	20 May 2011	24 May 2013

¼

2	1	3	10
---	---	---	----

½

4	1	5	10
---	---	---	----

¾

6	2	8	10
---	---	---	----

8	2	10
---	---	----

QUESTION 1B: MAIL MERGE**MARKS: 20****- 4 MARKS – ACCURACY (every keying-in error)****10 MARKS – PROCESSING**

1. Margins incorrect, justification (left, centre, right, full) incorrect and/or line spacing (as indicated) incorrect
2. Paper size (A4 Portrait) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3. Font/font size (additional) incorrect, capital/small letters incorrect and/or letter spaces incorrect
4. Fields/field names not inserted and/or incorrect
5. [Mbongwa Optometrist] not inserted in capital letters, centred horizontally and CN24 and/or incorrect plus one accuracy error
6. [(242 Lavender Street, Pretoria, 0002)] not inserted, centred horizontally in CN16 and/or incorrect plus one accuracy error
7. [Tel: 012 345 8765], [Fax: 012 345 8764], [E-mail: mbongwa@gmail.com] and [Account:] not inserted and/or incorrect plus one accuracy error
8. [PO Box 2435], [0001], [Dear] not inserted, [Pretoria] not inserted in capital letters and/or incorrect plus one accuracy error
9. [Appointment – Mbongwa Optometrist] not inserted in capital letters and CN20 and/or incorrect plus one accuracy error
10. [Please take note that your last appointment was on ... and your next appointment is on] not inserted and/or incorrect plus one accuracy error

QUESTION 1B: MAIL MERGE (CONTINUED)

11. [Please verify your appointment telephonically two weeks before the time.] and [We are looking forward to see you soon.] not inserted and/or incorrect plus one accuracy error
12. [Regards] not inserted, [JB Mbongwa] not inserted in capital letters and [Optometrist] not inserted in capital letters, bold, CN16 and/or incorrect plus one accuracy error

QUESTION 1C: MAIL MERGE (CONTINUED)**6 MARKS – PROCESSING – MERGED DOCUMENT****(-2 PER PRINTOUT NOT HANDED IN)**

QUESTION 1B: MAIL MERGE

1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, spaces 4 fields/field names

5 insert, centre, uc, CN24

MBONGWA OPTOMETRIST
(242 Lavender Street, Pretoria, 0002)

6 insert, centre, CN16

Tel: 012 345 8765 7 insert PO Box 2435 8 insert
 Fax: 012 345 8764 7 insert PRETORIA 8 insert, uc
 E-mail: mbongwa@gmail.com 7 insert 0001 8 insert

Account: <Account> 7 insert 4 fields/field names

<Title> <Initials> <Surname> 4 fields/field names

<Postal> 4 fields/field names

<City> 4 fields/field names

<Code> 4 fields/field names

Dear <Title> <Surname> 8 insert 4 fields/field names

APPOINTMENT – MBONGWA OPTOMETRIST 9 insert, uc, CN20

Please take note that your last appointment was on <Previous> and your next appointment is on <Next>. 4 fields/field names 10 insert

Please verify your appointment telephonically two weeks before the time. 11 insert

We are looking forward to see you soon. 11 insert

Regards 12 insert

JB MBONGWA 12 insert, uc

OPTOMETRIST 12 insert, uc, bold, CN16

QUESTION 1C: MAIL MERGE

MBONGWA OPTOMETRIST
(242 Lavender Street, Pretoria, 0002)

Tel: 012 345 8765
Fax: 012 345 8764
E-mail: mbongwa@gmail.com

PO Box 2435
PRETORIA
0001

Account: 1000917

Mr Z Latief
PO Box 223
CULLINAN
1000

Dear Mr Latief

APPOINTMENT – MBONGWA OPTOMETRIST

Please take note that your last appointment was on 6 May 2011 and your next appointment is on 10 May 2013.

Please verify your appointment telephonically two weeks before the time.

We are looking forward to see you soon.

Regards

JB MBONGWA
OPTOMETRIST

√
√

QUESTION 1C: MAIL MERGE

MBONGWA OPTOMETRIST
(242 Lavender Street, Pretoria, 0002)

Tel: 012 345 8765
Fax: 012 345 8764
E-mail: mbongwa@gmail.com

PO Box 2435
PRETORIA
0001

Account: 1000928

Ms G Maher
PO Box 334
BRONKHORSTSPRUIT
1020

Dear Ms Maher

APPOINTMENT – MBONGWA OPTOMETRIST

Please take note that your last appointment was on 13 May 2011 and your next appointment is on 17 May 2013.

Please verify your appointment telephonically two weeks before the time.

We are looking forward to see you soon.

Regards

JB MBONGWA
OPTOMETRIST

√
√

QUESTION 1C: MAIL MERGE

MBONGWA OPTOMETRIST
(242 Lavender Street, Pretoria, 0002)

Tel: 012 345 8765
Fax: 012 345 8764
E-mail: mbongwa@gmail.com

PO Box 2435
PRETORIA
0001

Account: 1000939

Miss X Mafuta
PO Box 445
CULLINAN
1000

Dear Miss Mafuta

APPOINTMENT – MBONGWA OPTOMETRIST

Please take note that your last appointment was on 20 May 2011 and your next appointment is on 24 May 2013.

Please verify your appointment telephonically two weeks before the time.

We are looking forward to see you soon.

Regards

JB MBONGWA
OPTOMETRIST

√
√

QUESTION 2A: AFRICAN LANGUAGE**MARKS: 15****12 MARKS – ACCURACY (every keying-in error)****3 MARKS – DISPLAY**

1. Margins incorrect, justification (left, centre, right, full) incorrect and/or line spacing incorrect
2. Paper size (A4 Portrait) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3. Font/font size (CN12) incorrect, capital/small letters incorrect and/or letter spaces incorrect
4. Text not keyed in exactly as it is and/or incorrect

 $\frac{1}{4}$ $\frac{1}{2}$ $\frac{3}{4}$

3	1	4	15
---	---	---	----

6	2	8	15
---	---	---	----

9	2	11	15
---	---	----	----

12	3	15
----	---	----

QUESTION 2A: AFRICAN LANGUAGE

1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, spaces 4 text not keyed in exactly as it is

OKUPHAKATHI

May 2013

UMHLABA WAKHO

10 Uvo lwakho:

19 Eze TV:

OSAZIWAYO BAKHO

12 Amazwibela:

14 Osaziwayo baphesheya: $\frac{1}{4}$

16 Ziyaduma:

18 Sixoxa nezihlabani:

22 Ilokishi lami:

24 Udaba oluphambili:

30 Sisekhaya:

34 Izinto zami engizithandayo:

ISITAYELA SAKHO $\frac{1}{2}$

36 Exefeshini:

43 Gqokela umzimba wakho:

48 Umkhangisi:

50 Ubuhle bakho:

55 I-Make-up emphambili:

UMNDENI WAKHO

58 Okusha:

66 Ingane yakho: $\frac{3}{4}$

68 Okwabazali abahle:

80 Impilo yakho:

UMHLAHLANDLELELA

74 Masikhulume:

76 Siyakhana:

78 Phila ngethemba:

QUESTION 2B: AFRICAN LANGUAGE**MARKS: 20****4 MARKS – ACCURACY (every keying-in error)****16 MARKS – PROCESSING**

1. Margins incorrect, justification (left, centre, right, full) incorrect and/or line spacing (as indicated) incorrect
2. Paper size (A5 portrait) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3. Font/font size (additional) incorrect, capital/small letters incorrect and/or letter spaces incorrect
4. A header [ZULU May 2013] not inserted in CN16 and/or incorrect plus one accuracy error
5. [OKUPHAKATHI] not changed to CN24 and centred horizontally and/or incorrect
6. [May 2013] not copied from Question 2A and changed to CN20 and centred horizontally and/or incorrect
7. Columns not created on page 2 and/or incorrect
8. Question 2A not inserted in Column 1 on Page 2 and/or incorrect
9. [IZINDABA ZAKHO] not inserted in capital letters, [70 Ezomndeni:], [74 Impilo enhle:], [82 Impilo yoqobo:] and [83 Isevisi embi:] not inserted and/or incorrect plus one accuracy error
10. [UKUDLA KWAKHO] not inserted in capital letters, [88 Okumnandi:], [96 Isifundo sokupheka:] and [98 Sipheka nesihlabani:] not inserted and/or incorrect plus one accuracy error

QUESTION 2B: AFRICAN LANGUAGE (CONTINUED)

11. [OKWABESILISA] not inserted in capital letters, [120 Zenze ube muhle:], [121 Okuphambili:], [122 Zinakekele:], [124 Ezezimoto:] and [126 Ezisematheni:] not inserted and/or incorrect plus one accuracy error
12. Pages not numbered, bottom, left, as page 2 and 3 and/or incorrect
13. [ITHIMBA] not inserted in CN24, capital letters and not centred horizontally and/or incorrect plus one accuracy error
14. [May 2013] not copied from page 2 and/or incorrect
15. Columns not created on page 3 and/or incorrect
16. [Umhleli:] not inserted and underlined, [N Maseko] not inserted, [Umqondiisi Wezobuciko:] not inserted and underlined, [Z Latief] not inserted, [Umqophi:] not inserted and underlined and [G Maher] not inserted and/or incorrect plus one accuracy error
17. [UMhleli Omkhulu Ohluzayo:] not inserted and underlined, [N Metz] not inserted, [Intatheli ezimele:] not inserted and underlined and [A Ndlangisa] not inserted and/or incorrect plus one accuracy error
18. [Sesotho:] not inserted and underlined, [M Letsohla] (umhleli), [N Maqelepo-Zingeni] not inserted, [Xhosa:] not inserted and underlined, [N Mafuta (umhleli)], [N Mzimba] not inserted, [Zulu:] not inserted and underlined and [M Dlamini (umhleli)] not inserted and/or incorrect plus one accuracy error

QUESTION 2B

1 marg, just, l/s 2 A5, tab/indent, hyph 3 font, uc/lc, spaces

4 header, CN16, insert

ZULU May 2013

5 CN24, centre

OKUPHAKATHI

6 copy, CN20, centre

May 2013

7 columns 8 Q2A

UMHLABA WAKHO

10 Uvo lwakho:

19 Eze TV:

OSAZIWAYO BAKHO

12 Amazwibela:

14 Osaziwayo baphesheya:

16 Ziyaduma:

18 Sixoxa nezihlabani:

22 Ilokishi lami:

24 Udaba oluphambili:

30 Sisekhaya:

34 Izinto zami

engizithandayo:

ISITAYELA SAKHO

36 Exefeshini:

43 Gqokela umzimba wakho:

48 Umkhangisi:

50 Ubuhle bakho:

55 I-Make-up emphambili:

UMNDENI WAKHO

58 Okusha:

66 Ingane yakho::

68 Okwabazali abahle:

80 Impilo yakho:

UMHLAHLANDLELA

74 Masikhulume:

76 Siyakhana:

78 Phila ngethemba:

9 uc, insert

IZINDABA ZAKHO

70 Ezomndeni:

74 Impilo enhle:

82 Impilo yoqobo:

83 Isevisi embi:

UKUDLA KWAKHO 10 uc, insert

88 Okumnandi:

96 Isifundo sokupheka:

98 Sipheka nesihlabani:

OKWABESILISA 11 uc, insert

120 Zenze ube muhle:

121 Okuphambili:

122 Zinakekele:

124 Ezezimoto:

126 Ezisematheni:

2 12 page numbers

QUESTION 2B

4 header, CN16, insert

ZULU May 2013

1 marg, just, /s 2 A5, tab/indent, hyph 3 font, uc/lc, spaces

13 insert, CN24, centre

ITHIMBA

14 copy, CN20, centre

May 2013

15 columns

Umhleli: 16 u/line, insert

N Maseko

Umqondiisi Wezobuciko:

Z Latief

Umqophi:

G Maher

UMhleli Omkhulu Ohluzayo:

N Metz 17 u/line, insert

Intatheli ezimele:

A Ndlangisa

18 u/line, insert

Sesotho:

M Letsohla (umhleli)

N Maqelepo-Zingeni

Xhosa:

N Mafuta (umhleli)

N Mzimba

Zulu:

M Dlamini (umhleli)

QUESTION 3A: DISPLAY**MARKS: 15****12 MARKS – ACCURACY (every keying-in error)****3 MARKS – DISPLAY**

1. Margins incorrect, justification (left, centre, right, full) incorrect and/or line spacing (2) incorrect
2. Paper size (A4 Portrait) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3. Font/font size (CN12) incorrect, capital/small letters incorrect and/or letter spaces incorrect

 $\frac{1}{4}$

3	1	4	15
---	---	---	----

 $\frac{1}{2}$

6	2	8	15
---	---	---	----

 $\frac{3}{4}$

9	2	1	1	15
---	---	---	---	----

12	3	15
----	---	----

QUESTION 3A: DISPLAY

1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, spaces

MYTH: Reading in dim or bad light will damage your vision.

FACT: Although reading in dim light can cause eye fatigue $\frac{1}{4}$ (our eyes become heavy and tired), it does not permanently damage your vision. If you do experience eye fatigue, simply stop doing whatever it was that caused it and it will go $\frac{1}{2}$ away.

MYTH: You must eat carrots to see better.

FACT: Carrots contain vitamin A which helps to protect $\frac{3}{4}$ the surface of the eye or cornea, but any balanced diet contains enough of this vitamin to keep your eyes working.

QUESTION 3B: DISPLAY**MARKS: 20****4 MARKS – ACCURACY (every keying-in error)****16 MARKS – PROCESSING**

1. Margins incorrect, justification (left, centre, right, full) incorrect and/or line spacing (as indicated) incorrect
2. Paper size (A5 Landscape) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3. Font/font size (additional) incorrect, capital/small letters incorrect and/or letter spaces incorrect
4. [Myths and Facts] not inserted as a header, centred and CN12 and/or incorrect plus one accuracy error
5. [Steps to better eye care] not inserted in CN24, upper case and underlined and/or incorrect plus one accuracy error
6. [Visit an optometrist regularly] not inserted as endnote 1 and/or incorrect plus one accuracy error
7. [Many of us do not have perfect vision] not inserted in CN20 and italics and/or incorrect plus one accuracy error
8. [Learn the truth about eye care:] not inserted in bold, CN16 and/or incorrect plus one accuracy error
9. [Separate the myths from the facts] not inserted as footnote 1 and/or incorrect plus one accuracy error
10. [Myth: Sitting close to the television can harm your eyes.] not inserted and [Myth] not inserted in italics and/or incorrect plus one accuracy error

QUESTION 3B: DISPLAY (CONTINUED)

11. [Fact: Unless you own a very old television, your eyes are at no risk from radiation produced by a television screen.] not inserted and [Fact] not inserted in bold and/or incorrect plus one accuracy error
12. Page break not inserted
13. Page numbers not inserted right, bottom as page 1 and 2
14. Question 3A not processed, [Myth] not changed to italics, [Fact] not changed to bold, page 2 not changed to CN10 and/or incorrect
15. [Wear UV protective sunglasses] not inserted as footnote 2 and/or incorrect plus one accuracy error
16. [Myth: Working at a computer damages your eyes.] not inserted, [Myth] not inserted in italics and/or incorrect plus one accuracy error
17. [Fact: Most of the eye discomfort you feel after working at a computer is because you blink less, causing your eyes to become dry. Take a regular break.] not inserted, [Fact] not inserted in bold and/or incorrect plus one accuracy error

QUESTION 3B: DISPLAY 1 marg, just, l/s 2 A5L, tab/indent, hyph 3 font, uc/lc, spaces 4 header, centred, CN12, insert

Myths and Facts

5 CN24, uc, u/line, insert 6 endnote, insert

STEPS TO BETTER EYE CAREⁱ

7 CN20, italics, insert

Many of us do not have perfect vision

Learn the truth about eye care¹: 8 CN16, bold, insert 9 footnote 1, insert

MYTH: *Sitting close to the television can harm your eyes.* 10 italics, insert

FACT: Unless you own a very old television, your eyes are at no risk from radiation produced by a television screen. 11 bold, insert

12 page break

13 page numbers

¹ Separate the myths from the facts 9 footnote, insert

QUESTION 3B: DISPLAY 1 marg, just, l/s 2 A5L, tab/indent, hyph 3 font, uc/lc, spaces 4 header, centred, CN12, insert

Myths and Facts

14 Question 3A

MYTH: Reading in dim or bad light will damage your vision. 14 italics

FACT: Although reading in dim light can cause eye fatigue (our eyes become heavy and tired), it does not permanently damage your vision. If you do experience eye fatigue, simply stop doing whatever it was that caused it and it will go away. 14 bold

MYTH: You must eat carrots to see better². 14 italics 15 footnote 2, insert

FACT: Carrots contain vitamin A which helps to protect the surface of the eye or cornea, but any balanced diet contains enough of this vitamin to keep your eyes working. 14 bold

MYTH: Working at a computer damages your eyes. 16 italics, insert

FACT: Most of the eye discomfort you feel after working at a computer is because you blink less, causing your eyes to become dry. Take a regular break. 17 bold, insert

¹ Visit an optometrist regularly 6 endnote, insert

² Wear UV protective sunglasses 15 footnote 2, insert

13 page numbers

2

TOTAL SECTION B: 100
GRAND TOTAL: 300