



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE
INFORMATION PROCESSING N6
18 NOVEMBER 2019

This marking guideline consists of 44 pages.

SECTION A

TYPING TECHNIQUE

TYPING TECHNIQUE: SECTION A (200)

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

1. THIS MARK FOR TYPING TECHNIQUE (200) IS ADDED TO THE WORD PROCESSING MARK (100) 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 BLUE X. REPETITIVE display errors must be indicated with a BLUE 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 / = ACCURACY ERRORS**

SPEED SHOULD BE MARKED 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/small letters.

Do not penalise incorrect letter spaces.

Do not penalise incorrect alignment.

Do not penalise any display errors.

Do not penalise if a whole line or paragraph has been 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 (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 wpm is not completed, count back as indicated in the marking guideline.

The highest mark obtained must be indicated. The highest speed passed must be indicated.

Indicate the speed obtained with Pass 50 wpm/Pass 55 wpm/Fail where applicable in the following way:

INDICATE AT THE END OF THE SPEED TEST:

Pass 50 wpm/Pass 55 wpm/Fail; Errors; Mark

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

Pass 50 wpm/Pass 55 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 50 wpm/Pass 55 wpm/Fail

Should a candidate fail the examination (less than 40 %) and pass the timed accuracy test, the word Fail replaces the Pass 50 wpm/Pass 55 wpm, as a candidate cannot fail the question paper as a whole and get recognition for the wpm.

QUESTION 1 (CONTINUED)

Drought is not easily defined and it often depends to whom you speak. The South African Weather Service defines drought on the basis of the degree of dryness in comparison to normal or average amounts of rainfall for a particular area or place and the duration of the dry period. This is what is termed a meteorological drought. Less than 75% of normal rainfall is regarded as a severe meteorological drought, but a shortfall of 80% of normal rainfall will cause crop and water shortages which will ultimately affect social and economic factors.

Normal rainfall for a particular place is calculated over a 30-year period using for example rainfall figures from 1961 to 1990. Other climatic factors such as high temperature, high wind, low soil moisture and low relative humidity can significantly aggravate the severity of drought conditions and these additional factors should also be taken into account.

Good governance is all about preparation for when you're hit by the unexpected. It is about planning for the future, doing the boring stuff when you can, so that as challenges emerge - as they always do - you can ride the turbulence. Be prepared. South Africa is getting quite a lesson in this reality. After load shedding we are now having to contemplate water shortages. Those who fail to plan really do plan to fail.

QUESTION 1 (CONTINUED)

South Africa is facing water shortages after the worst drought since 1992. Drought in eastern and central South Africa around the turn of the year has slashed corn and sugar output and may trigger water shortages for homes and businesses. Weaker river flow also threatens water quality. South Africa is the 30th driest nation on earth according to the government, which expects water demand to outstrip supply as early as 2025.

Water will definitely be at a premium over the next few years. Toward the end of the dry season we will be in an even direr situation in terms of available water.

Southern Africa is currently in the grip of an intense drought, driven by one of the strongest El Nino events of the last 50 years. The ongoing El Nino has resulted in a severe drought across Southern Africa. Rains, which typically begin in October/November, have been 10 to more than 50 days late and significantly below average. Water quality may decline as rivers can't flush away sewage and dilute toxic discharges from mines.

This poor rainfall, in combination with above-average

QUESTION 1 (CONTINUED)

temperatures, has limited crop development, pasture regrowth and water availability. If rainfall remains below average, as forecasts suggest, the current growth season is likely to be one of the driest on record.

Already regional food supplies are limited, staple food prices are higher

20	-	20
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QUESTION 1 (CONTINUED)

Southern Africa is currently in the grip of an intense drought, driven by one of the strongest El Nino events of the last 50 years. The ongoing El Nino has resulted in a severe drought across Southern Africa. Rains, which typically begin in October/November, have been 10 to more than 50 days late and significantly below average. Water quality may decline as rivers can't flush away sewage and dilute toxic discharges from mines.

This poor rainfall, in combination with above-average temperatures, has limited crop development, → 50 wpm

20	-	20

QUESTION 1 (CONTINUED)

Rains, which typically begin in October/November, have been 10
 45
 to more than 50 days late and significantly below average. |
 44 43 42 41 40
 Water q|uality may| decline a|s rivers c|an't flush| away
 39 38 37 36 35
 sewa|ge and dil|ute toxic |discharges| from mine|s.

34 33 32 31 30
 This |poor rainf|all, in co|mbination |with above|-average
 29 28 27 26 25 24
 t|emperature|s, has lim|ited crop |developmen|t, pasture|
 23 22 21 20 19
 regrowth |and water |availabili|ty. If r|ainfall re|mains
 18 17 16 15 14 13
 belo|w average,| as foreca|sts sugges|t, the cur|rent growt|h
 12 11 10 9 8
 season i|s likely t|o be one o|f the drie|st on reco|rd.

7 6 5 4 3 2
 Alre|ady region|al food su|pplies are| limited, |staple foo|d
 1
 prices a|re higher → 55 wpm

20	-	20
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[20]

TYPING TECHNIQUE**ACCURACY SCHEDULE: QUESTIONS 2-6****-3 MARKS DEDUCTED PER ERROR – ACCURACY – RED**

MARKS	20	32	32	32	20
RED ERRORS	Q2	Q3	Q4	Q5	Q6
0	20	32	32	32	20
1	17	29	29	29	17
2	14	26	26	26	14
3	11	23	23	23	11
4	8	20	20	20	8
5	5	17	17	17	5
6	2	14	14	14	2
7	0	11	11	11	0
8		8	8	8	
9		5	5	5	
10		2	2	2	
11		0	0	0	

TYPING TECHNIQUE**DISPLAY SCHEDULE: QUESTIONS 2-5****-2 MARKS PER ERROR DEDUCTED – DISPLAY – BLUE**

MARKS	20	8	8	8
BLUE ERRORS	Q2	Q3	Q4	Q5
0	20	8	8	8
1	18	6	6	6
2	16	4	4	4
3	14	2	2	2
4	12	0	0	0
5	10			
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 Alignment (left, centred, right, justified) 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 10 pt, 12 pt and 18 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] left and [Question 2] right 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/Double underline – not changed and/or incorrect
7.	Sp caps – spaced capital letters incorrect and/or Move – not moved and/or incorrect and/or Sort NAME column alphabetically with corresponding data and/or incorrect and/or Join together – not joined
8.	Runs on – incorrect and/or In full – not in full/words and/or incorrect
9.	Main heading incorrect and/or not highlighted and/or Column headings incorrect and/or Columns incorrect and/or Columns/Rows not shaded 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
13.	Footnote incorrect

$\frac{1}{4}$

5	5	10	40
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$\frac{1}{2}$

10	10	20	40
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$\frac{3}{4}$

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 1 marg, align, l/s 2 A4L, tab stops/indent, hyph 3 font, uc/lc, letter spaces 4 EXAMINATION NUMBER left and QUESTION 2 right as header 9 column heading highlighted, columns, columns/rows shaded
10 vertical lines 11 horizontal lines 12 figures 13 footnote
EXAMINATION NUMBER

QUESTION 2

1 centre 3 18 pt 7 sp caps 6 bold, double u/line 9 highlighted 8 in full

L I S T O F D A M S I N S O U T H A F R I C A

1 column headings horizontally centred and aligned at the bottom 4 insert 4/ 8 runs on 3 12 pt 6 italics, u/line

A dam refers both to the wall as well as the reservoir or lake that builds up as a consequence.

3 uc 6 bold 9 shade NAME	NEAREST LOCALE	PROVINCE	IMPOUNDS	8 NL YEAR COMPLETED	CAPACITY ¹ (megaL)	SURFACE AREA (km ²)	WALL HEIGHT (metre)
Albert Falls Dam	Pietermaritzburg	KwaZulu Natal	Umgeni River	1976	288,100	23.521	33
Berg River Dam	Franschhoek	Western Cape	Berg River 4 del sig	2007	127,100	5.260	68
Boegoeberg Dam	Prieska	Northern Cape	Orange River	1929	19,800	7.423	12
Gariep Dam	Norvalspont	Free State	Orange River	1971	5,340,600	352.162	88
Hartbeespoort Dam	Brits	North West	Crocodile River	1925	186,400	20.652	59
Impofu Dam	Humansdorp	Eastern Cape	Krom River	1982	105,800	6.350	75
Inanda Dam	Hillcrest	KwaZulu Natal	Umgeni River	1989	241,700	14.633	65
Kalkfontein Dam 7 join	Koffiefontein	Free State	Riet River	1938	325,100	37.697	36
Kwene Dam	Lydenburg	Mpumalanga	Crocodile River	1987	158,900	12.504	52
Madikwe Dam	Madikwe	North West	Thulane River	1976	14,000	4.318	17
Nandoni Dam	Thohoyandou	Limpopo	Levuvhu River	2004	166,100	15.700	47
Roodeplaat Dam	Tshwane	Gauteng 5 stet	Pienaars River	1959	41,200	3.952	59
Steenbras Dam	Somerset West	Western Cape	Steenbras River	1921	33,897	3.642	37
Theewaterskloof Dam	Villiersdorp	Western Cape	Riviersonderend River	1978	480,200	50.822	38
Vaal Dam	Deneysville	Free State Gauteng	Vaal River	1939	2,603,400	322.755	63

7 sort 4 insert

8 NL

1 centre 9 shaded 7 move

5 trs

1 Net or working capacity 5 sp

13 footnote or footnote sign can be used

1/4

1/2

3/4

5	5	10	40
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10	10	20	40
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15	15	30	40
----	----	----	----

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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[40]

QUESTION 3: FINANCIAL STATEMENT

MARKS: 40

32 MARKS – ACCURACY –3 marks per error	
– Every keying-in error	
8 MARKS – DISPLAY –2 marks per error	
1.	Margins (2,54 cm/1" left and right) incorrect and/or Alignment (left, centred, right, justified) 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 (Arial 10 pt and 14 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] left and [Question 3] right 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/Double 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
8.	[– new line incorrect and/or Runs on – incorrect and/or In full – not in full/words and/or incorrect
9.	Main headings incorrect and/or Column headings incorrect and/or Columns incorrect and/or Columns not shaded 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 incorrect

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

$\frac{1}{4}$

8	2	10	40
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$\frac{1}{2}$

16	4	20	40
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$\frac{3}{4}$

24	6	30	40
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32	8	40
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QUESTION 3 1 marg (2,54 cm), align, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, letter spaces 4 EXAMINATION NUMBER left and QUESTION 3 right as header 9 headings, columns 10 vertical lines 11 horizontal lines 12 figures 3 14 pt, uc 6 bold, double u/line 1 centre EXAMINATION NUMBER QUESTION 3

STATEMENT OF FUNDS VOTED AND EXPENDED
FROM THE NATIONAL REVENUE ACCOUNT

8 NL 5 trs 4 / 8 in full

As part of effective financial management, this directorate has scheduled eight meetings which have been held mainly with programme managers to evaluate budget spending.

1 centre 6 italics, u/line 8 runs on 7 sp caps

9 shade

<u>PROGRAMMES</u>	<u>Voted</u> <u>R'000</u>	<u>Expenditure</u> <u>R'000</u>
Administration	137850	121049
Water resources assessment 5 sp	67423	58621
Water resources planning	108416	97684
Water resources development	319331	302935
Regional implementation	1578571	1613893
Integrated water resources management 5 trs	<u>79026</u>	<u>68930</u>
Water services	63887	61809
Forestry 7 move	460750	350998
Subtotal 2 indent 6 italics 7 join	2815254	2675919
Thefts and losses	-	378
TOTAL 2 indent 3 uc 6 bold	2815254	2676297

¼

PRESENTATION ACCORDING TO STANDARD ITEMS 3 uc 6 bold

Main division 6 italics

Personnel expenditure	332649	304533
Administrative expenditure 5 stet	88875	<u>96176</u>
Inventories	61137	66090
Equipment	79213	60615
Land and buildings	23603	3732
Professional and special services 4 insert	1023310	946989
Transfer payments	1201225	1193175
Miscellaneous expenditure	5242	4609
<i>Plus: Special functions - thefts and losses 6 italics</i>	-	378
TOTAL 2 indent 3 uc 6 bold	2815254	2676297

½

WATER TRADING ACCOUNT 3 uc 6 bold

1 centre 6 italics, u/line

Approved estimate
R'000

9 shade
Expenditure
R'000

Integrated catchment management	301711	242133
Integrated systems 5 trs	<u>1121631</u>	<u>1138771</u>
Bulk water supply	324567	290853
Water services	624521	727254
Total operating expenditure	2372430	2399011
Income 4 del Expenditure 4 /	1638023	1559727
NET (LOSS)/SURPLUS FOR THE YEAR 3 uc 6 bold	-734407	-839284

¾

[40]

QUESTION 4: FLOW CHART

MARKS: 40

32 MARKS – ACCURACY –3 marks per error	
– Every keying-in error	
8 MARKS – DISPLAY –2 marks per error	
1.	Margins (2,54 cm/1" left and right) incorrect and/or Alignment (left, centred, right, justified) 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 (Arial 9 pt, 10 pt, Comic Sans 14 pt and 16 pt) incorrect and/or Capital letters/Small letters incorrect and/or Letter spaces incorrect
4.	Del – not deleted and/or incorrect and/or Insert – incorrect and/or [Examination number] left and [Question 4] right 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 Double underline – not changed and/or incorrect
7.	Move – not moved and/or incorrect and/or Sp caps – spaced capital letters incorrect and/or Join – not joined
8.	[– new line incorrect and/or In full – not in full/words and/or incorrect
9.	Main heading not highlighted and/or incorrect and/or Column headings incorrect and/or SmartArt incorrect and/or Bullets incorrect and/or Columns not shaded and/or incorrect
10.	Vertical lines omitted and/or incorrect
11.	Horizontal lines omitted and/or incorrect

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

$\frac{1}{4}$

8	2	10	40
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$\frac{1}{2}$

16	4	20	40
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$\frac{3}{4}$

24	6	30	40
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32	8	40
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QUESTION 4

1 marg (2,54 cm), align, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, letter spaces 4 EXAMINATION NUMBER left and QUESTION 4 right as header 9 headings, columns 10 vertical lines 11 horizontal lines

EXAMINATION NUMBER

QUESTION 4

3 Comic Sans 14 pt 7 sp caps 6 bold 1 centre 9 highlight

DEPARTMENT OF WATER AFFAIRS

3 uc, Comic Sans 16 pt 6 bold, double u/line 1 centre

ORGANISATIONAL STRUCTURE

Headings: 3 uc, 10 pt 6 bold, italics Content: 3 9 pt 9 bullets

MINISTER'S OFFICE

- Special Advisor 4 del Policy
- Legal Advisor
- Chief of Staff
- Parliamentary Officer 5 trs

DEPUTY MINISTER'S OFFICE

- Head of Administration
- Parliamentary Officer 8 NL
- Personal Assistant 8 NL

DIRECTOR-GENERAL'S OFFICE

- Chief Director: Director-General Support
- Director: Administration Support 8 NL
- Director: Policy Support 8 NL
- Executive Personal Assistant 8 NL 5 stet

¼

COMMUNICATIONS SERVICES

- Head of Communications
- Chief Director: Corporate Communications 4 insert
- Director: Communications Production
- Director: Corporate Communication
- Chief Director: Stakeholder and Media Relations 7 join
- Director: Stakeholder Management
- Director: Media Relations ½

POLICY AND STRATEGIC MANAGEMENT

- Chief Director: Policy and Strategic Management
- Director: Monitoring and Evaluation 8 NL 8 in full
- Director: Strategic Planning 8 NL

DIRECTOR-GENERAL SUPPORT

- Chief Director: Director-General Support 7 move
- Director: Administration Support 8 NL
- Director: Policy Support 8 NL
- Executive Personal Assistant 8 NL

FINANCE AND SUPPLY CHAIN MANAGEMENT

- Deputy Director-General: Finance and Supply Chain Management
- Chief Director: Supply Chain Management 8 NL
- Chief Director: Revenue and Budget Management 8 NL 5 sp
- Chief Director: Financial and Asset Management 8 NL
- Chief Director: Property and Facility Management 8 NL

¾

HUMAN RESOURCES

- Deputy Director-General: Human Resources
- Chief Director: Human Resource Strategy and Planning 8 NL 8 in full
- Chief Director: People Management and Development 8 NL
- Chief Director: Employee Engagement 8 NL
- Chief Director: Business Planning 8 NL

QUESTION 5: PAMPHLET

MARKS: 40

32 MARKS – ACCURACY –3 marks per error	
– Every keying-in error	
8 MARKS – DISPLAY –2 marks per error	
1.	Margins (1,27 cm/0,5" left and right) incorrect and/or Alignment (left, centred, right, justified) 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 (Verdana 8, 9, 10 pt, 12 and 36 pt) incorrect and/or Capital letters/Small letters incorrect and/or Letter spaces incorrect
4.	Del – not deleted and/or incorrect and/or Insert – incorrect and/or Bullets not inserted and/or incorrect and/or [Examination number] left and [Question 5] right 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
8.	[, NP – new paragraph and new line incorrect and/or Runs on – incorrect and/or Not in full/figures and/or incorrect
9.	Columns not inserted and/or incorrect and/or Tables not inserted and/or incorrect and/or Arrow not inserted and/or incorrect and/or Horizontal lines not inserted and/or incorrect and/or Vertical lines not inserted and/or incorrect and/or Headings not highlighted and/or incorrect and/or Tables not shaded and/or incorrect
10.	Replace El Nino and change to bold and 16 pt and/or incorrect

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

$\frac{1}{4}$

8	2	10	40
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$\frac{1}{2}$

16	4	20	40
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$\frac{3}{4}$

24	6	30	40
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32	8	40
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QUESTION 5 1 marg (1,27 cm), align, l/s 2 A4L, tab/indent, hyph 3 font, uc/lc, letter spaces 4 EXAMINATION NUMBER left and QUESTION 5 right as header 9 columns/tables/arrow, horizontal and vertical lines, highlight text, shade

AGRI SA

1 centre column 1, 2 and 3 vertically 10 replace El Nino bold, 16 pt

3 36 pt 7 sp caps 6 bold, double u/line 1 centre

3 uc, 12, 10 and 8 pt 6 bold 8 runs on 9 arrow, tables, shade 1 centre

3 uc 6 bold 1 centre 9 highlighted
INTRODUCTION

7 move
Southern Africa is currently in the grip of an intense drought driven by one of the strongest **El Nino** events of the last 50 years.

4 / 5 trs
The ongoing **El Nino** has resulted in a severe drought across Southern Africa. Rains which typically begin in October/ November have been 10 to more than 50 days late and significantly below average.

4 del June 1/4

3 uc 6 bold 1 centre 9 highlighted 7 join
CLIMATIC CONDITIONS

- 4 insert bullets 4 insert 8 in full 4 /
- The delayed start of the season, October to December was the driest on record for parts of central South Africa.
 - Temperatures have also been above average and an analysis of satellite-derived pictures indicates that vegetation conditions across large parts of the region are at their lowest levels in the past 15 years.

1/4

1/2

3 uc 6 bold 1 centre 9 highlighted
STAPLE CEREAL PRICES

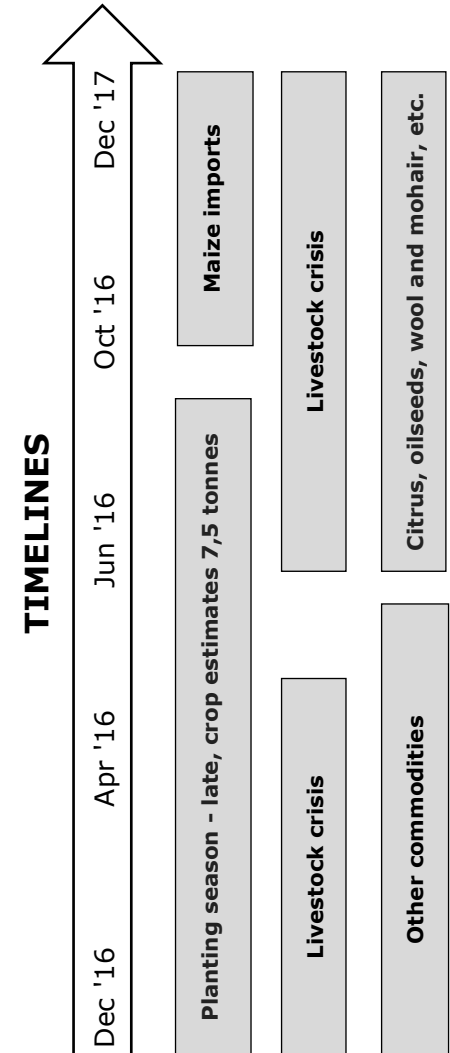
Staple cereal prices have been increasing in a number of southern African countries mainly due to limited supply. The region as a whole is well above the 5-year average prices.

4 / 8 in figures 1 centre 6 bold, u/line
% above 5-year average

1 centre 6 bold, italics 3 9 pt and 10 pt 9 shade

Zambia 3%	Zimbabwe 19%
Malawi 4.8%	South Africa 34.9%
Lesotho 15.9%	Mozambique 41.9%
Tanzania 19%	Madagascar 27-40%

3/4



QUESTION 6: AFRICAN LANGUAGE

MARKS: 20

20 MARKS – ACCURACY –3 marks per error
– Every keying-in error
0 MARKS – DISPLAY – no marks
<p>NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS</p> <ol style="list-style-type: none"> 1. Do not penalise incorrect margins. 2. Do not penalise incorrect line spacing. 3. Do not penalise incorrect hyphenation. 4. Do not penalise incorrect capital/small letters. 5. Do not penalise incorrect letter spaces. 6. Do not penalise incorrect alignment. 7. Do not penalise any incorrect display. 8. Do not penalise if a whole line or paragraph has been 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	-	5	20

½

10	-	10	20

¾

15	-	15	20

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

20	-	20	

QUESTION 6

Nangona ezinye izinto ezingcolisayo ezifana neebhaktheriya, iintsholongwane kunye ne-phosphorus zingancitshiswa ngokudlula emhlabathini phantsi kweemeko ezithile, amanzi angaphantsi angakwazi ukungcola kalula ngamachiza kunye namafutha. Amanzi angaphezulu achaphazeleka ngumhlaba kunye nokungcoliswa kwamanzi njengoko kuthathwa ngamanzi phezu komhlaba.

Sebenzisa ezinye iindlela ezinobuthi onobuthi kunye ne-toxic to pesticides kunye neekhemikhali zekhaya.

Unakekele inkqubo yakho ye-septic.

$\frac{1}{4}$

5	-	5	20

$\frac{1}{2}$

10	-	10	20

$\frac{3}{4}$

15	-	15	20

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

20	-	20	

[20]

TOTAL SECTION A: 200

SECTION B: WORD PROCESSING (100)

1. The total of this section is 100 MARKS. 80% of part A of each question is allocated for accuracy and 20% for display. 80% of the marks of part B of each question is allocated for processing and 20% for accuracy.
2. Part A of each question has to be keyed in correctly.
3. Part B of each question 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 part A 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.

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 4 = 2 MARKS

THE QUESTION IS MARKED OUT OF 10, BUT THE MARK IS 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 must be encircled only.

ALLOCATION OF MARKS

1. PART A must be keyed in correctly.
2. PART B 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.

WORD PROCESSING**SCHEDULE – QUESTIONS 7A, 7B, 8A, 8B, 9A, 9B AND 9C**

-1 MARK PER ERROR DEDUCTED – ACCURACY – RED
-1 MARK PER ERROR DEDUCTED – DISPLAY – BLUE
-1 MARK PER ERROR DEDUCTED – PROCESSING – BLUE

MARKS:	16	12	8	4	3	2
QUESTION: ERRORS:	Q7B Q8B	Q7A Q8A Q9B	Q9A	Q7B Q8B Q9B	Q7A Q8A	Q9A
0	16	12	8	4	3	2
1	15	11	7	3	2	1
2	14	10	6	2	1	0
3	13	9	5	1	0	
4	12	8	4	0		
5	11	7	3			
6	10	6	2			
7	9	5	1			
8	8	4	0			
9	7	3				
10	6	2				
11	5	1				
12	4	0				
13	3					
14	2					
15	1					
16	0					

QUESTION 7A: AFRICAN LANGUAGE**MARKS: 15**

12 MARKS – ACCURACY
– Every keying-in error
3 MARKS – DISPLAY
<ol style="list-style-type: none"> 1. Margins incorrect and/or alignment (left, centred, right, justified) incorrect 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/small letters incorrect and/or letter spaces incorrect and/or [EXAMINATION NUMBER] left and [QUESTION 7A] right not inserted as header and/or incorrect 4. Text not keyed in exactly as it is

 $\frac{1}{4}$

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

 $\frac{1}{2}$

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

 $\frac{3}{4}$

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

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

QUESTION 7A (CONTINUED)

1 marg, align, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, letter spaces, [EXAMINATION NUMBER] left [QUESTION 7A] right as header
4 text not keyed in exactly as it is

EXAMINATION NUMBER

QUESTION 7A

Landela iikhompyutheni zephakeji kwizibulala-zinambuzane,
izichumisi kunye nezinye iikhemikhali zekhaya.

Khangela itanki yakho yokugcina indawo yamanzi rhoqo $\frac{1}{4}$
ukuvuza.

Umhlaba wovavanyo rhoqo kwiminyaka emibini ukugqiba amanqanaba
ezondlo ezikhoyo kunye ne-pH ngaphambi kokuba ufake
iifomethri.

Ukusetyenziswa kokusetyenziswa kweetroticides okanye $\frac{1}{2}$
iikhemikhali zekhaya.

Phalaza iikhemikhali phantsi kwequla okanye indlu yangasese.
Faka isicelo sesichumiso ngaphakathi kweenyawo ezili-25 $\frac{3}{4}$
zamanxweme kunye nemilambo.

Thenga iintlobo ezininzi zee-pesticides okanye iikhemikhali
ezinobungozi kunokuba ufuna.

 $\frac{1}{4}$

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

 $\frac{1}{2}$

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

 $\frac{3}{4}$

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

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

(15)

QUESTION 7B: AFRICAN LANGUAGE**MARKS: 20****4 MARKS – ACCURACY**

– Every keying-in error

16 MARKS – PROCESSING

1. Margins (1,27 cm/0,5") incorrect and/or alignment (left, centred, right, justified) incorrect and/or line spacing (as indicated) incorrect
2. Paper size (A5 portrait) incorrect and/or tabular stops/indentation incorrect and/or hyphenation incorrect
3. Font/Font size (additional) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect and/or [QUESTION 7A] not changed to [QUESTION 7B] in header and/or incorrect
4. Double page border not inserted and/or incorrect
5. Page number not inserted as 10, Arial 10 pt, top and centred and/or incorrect
6. [Uvela phi amanzi akho okusela?] not inserted as a header in Arial Narrow 8 pt, capital letters, bold, italics and right-aligned and/or incorrect plus one accuracy error
7. [Ukucoceka kwamanzi okusela] not inserted in Bradley Hand ITC 14 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
8. Border not inserted around [Ukucoceka kwamanzi okusela] and/or not shaded and/or incorrect
9. [Kutheni ufanele uxhalabele?] not inserted in Comic Sans 12 pt, capital letters, bold, double underlined and right-aligned and/or incorrect plus one accuracy error
10. Question 6 not copied and/or incorrect
11. Numbered paragraph headings not inserted and/or not indented and/or incorrect
12. [Ukungcola] and [Amanzi angaphezulu] not inserted in Comics Sans 9 pt, capital letters, underlined and bold and/or incorrect plus one accuracy error
13. New paragraphs not created and/or incorrect
14. Content of paragraph 1 and 2 not changed to Arial 9 pt and/or incorrect
15. [neebhaktheriya], [iintsholongwane] and [ne-phosphorus] not changed to italics and/or incorrect

QUESTION 7B (CONTINUED)

16. Two columns not created and/or column break not inserted and/or incorrect
17. Content of columns not changed to Arial 8 pt and/or incorrect
18. [Yenza] and [Ngakho] not inserted in spaced capital letters and bold and/or incorrect plus one accuracy error
19. Footnote [I-dos yokugcina amanzi ahlambulukileyo] not inserted in Arial 8 pt and/or incorrect plus one accuracy error
20. Endnote [Ukuze uthole olunye ulwazi qhagamshelana newebaithe yethu] not inserted in Arial 8 pt and/or incorrect plus one accuracy error
21. Bullets not inserted and/or incorrect
22. [Ukukhupha iikhemikhali ezinobungozi ngokuzityhila phantsi okanye ufike emhlabathini.] not inserted in Arial 8 pt and/or incorrect plus two accuracy errors
23. [Gcina iimfucu ezinobungozi emakhaya ngaphandle kwamanzi akho okusela!] not inserted as a footer in Arial Narrow 8 pt, double underlined and left-aligned and/or incorrect plus one accuracy error

4	16	20
---	----	----

QUESTION 7B 1 marg, align, l/s 2 A5P, tab/indent, hyph 3 font, uc/lc, letter spaces, 7A not changed to 7B in header
6 header, Arial Narrow 8 pt, uc, bold, italics, right 5 page number 10, 10 pt, top, centred 4 double page border

10

UVELA PHI AMANZI AKHO OKUSELA?

7 Bradley Hand ITC 14 pt, uc, bold, centred 8 border around text, shaded

UKUCOCEKA KWAMANZI OKUSELA

9 Comic Sans 12 pt, uc, bold, double u/line, right-aligned

KUTHENI UFANELE UXHALABELE?

10 Q6 copied 11 numbered paragraph numbers, indent 12 headings uc, u/line, bold Comic Sans 9 pt 13 NP

1. **UKUNGCOLA**

14 Arial 9 pt 15 italics

Nangona ezinye izinto ezingcolisayo ezifana *neebhaktheriya*, *iintsholongwane* kunye *ne-phosphorus* zingancitshiswa ngokudlula emhlabathini phantsi kweemeko ezithile, amanzi angaphantsi angakwazi ukungcola kalula ngamachiza kunye namafutha.

11 numbered paragraph numbers, indent 12 headings uc, u/line, bold Comic Sans 9 pt 13 NP

2. **AMANZI ANGAPHEZULU**

14 Arial 9 pt

Amanzi angaphezulu achaphazeleka ngumhlaba kunye nokungcoliswa kwamanzi njengoko kuthathwa ngamanzi phezu komhlaba.

16 TWO columns 17 Arial 8 pt 18 headings sp caps, bold 21 bullets

Y E N Z A¹ 19 footnoteN G A K H Oⁱ 20 endnote

- Sebenzisa ezinye iindlela ezinobuthi onobuthi kunye ne-toxic to pesticides kunye neekhemikhali zekhaya.
- Unakekele inkqubo yakho ye-septic.
- Landela iikhompyutheni zephakeji kwizibulala-zinambuzane, izichumisi kunye nezinye iikhemikhali zekhaya.
- Khangela itanki yakho yokugcina indawo yamanzi rhoqo ukuvuza.
- Umhlaba wovavanyo rhoqo kwiminyaka emibini ukugqiba amanqanaba ezondlo ezikhoyo kunye ne-pH ngaphambi kokuba ufake iifomethri. 16 column break
- Ukusetyenziswa kokusetyenziswa kweetroticides okanye iikhemikhali zekhaya.
- Phalaza iikhemikhali phantsi kwequla okanye indlu yangasese.
- Faka isicelo sesichumiso ngaphakathi kweenyawo ezili-25 zamanxweme kunye nemilambo.
- Thenga iintlobo ezininzi zee-pesticides okanye iikhemikhali ezinobungozi kunokuba ufuna.
- Ukukhupha iikhemikhali ezinobungozi ngokuzityhila phantsi okanye ufike emhlabathini. 22 insert

¹ Ukuze uthole olunye ulwazi qhagamshelana newebite yethu 20 endnote, Arial 8 pt

¹ I-dos yokugcina amanzi ahlambulukileyo 19 footnote, Arial 8 pt
23 footer, Arial Narrow 8 pt, double underline, left

Gcina iimfucu ezinobungozi emakhaya ngaphandle kwamanzi akho okusela!

(20)

[35]

QUESTION 8A: DISPLAY**MARKS: 15****12 MARKS – ACCURACY**

– Every keying-in error

3 MARKS – DISPLAY

1. Margins incorrect and/or alignment (left, centred, right, justified) incorrect 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 (CN12) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect and/or [EXAMINATION NUMBER] left and [QUESTION 8A] right not inserted as header and/or incorrect

 $\frac{1}{4}$

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

 $\frac{1}{2}$

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

 $\frac{3}{4}$

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

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

QUESTION 8A (CONTINUED)

1 margins, align, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, letter spaces, [EXAMINATION NUMBER] left [QUESTION 8A] right as header

EXAMINATION NUMBER

QUESTION 8A

Clean drinking water

For more information contact the Drinking Water Source Protection Programme at (011) 654 2135 or visit our website:
<http://gov/organisation/divisions/water> ¼

Drinking water comes from either groundwater or surface water. Groundwater is the water which flows through the spaces between soil particles and fractures in rock. ½
Surface water comes from rainfall and snowmelt running over land and from groundwater seepage into lakes, rivers and reservoirs. ¾

Automotive fluids Auto batteries Used motor oil Oil-based paint Paint thinner Antifreeze Pesticides Cleaning products Gasoline

(15)

QUESTION 8B: DISPLAY**MARKS: 20****4 MARKS – ACCURACY**

– Every keying-in error

16 MARKS – PROCESSING

1. Margins incorrect and/or alignment (left, centred, right, justified) incorrect and/or line spacing (as indicated) incorrect
2. Paper size (A5 landscape) incorrect and/or tabular stops/indentation incorrect and/or hyphenation incorrect
3. Font/Font size (additional) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect and/or [QUESTION 8A] not changed to [QUESTION 8B] in header and/or incorrect
4. Page 1 not centred horizontally and vertically and/or incorrect
5. [Clean drinking water] not changed to Arial 18 pt, capital letters, bold and shadowed and/or incorrect plus one accuracy error
6. Double-page border not inserted around text and/or incorrect
7. New paragraphs not created at [Drinking Water Source Protection Programme at], [(011) 654 2135 or visit our website:] and [http://gov/organisation/divisions/water] and/or not changed to Arial 12 pt and/or incorrect
8. Endnote [Department of Environmental Affairs] not inserted in Courier New 8 pt and/or incorrect plus one accuracy error
9. [(011) 654 2135] and [http://gov/organisation/divisions/water] not double underlined and/or incorrect
10. Page break not inserted and/or incorrect
11. [Where does drinking water come from?] not inserted in Century Gothic 12 pt, capital letters, bold, centred and highlighted and/or incorrect plus one accuracy error
12. [groundwater] and [surface water] not underlined and/or incorrect
13. Two columns not inserted and/or columns not cancelled and/or incorrect

QUESTION 8B (CONTINUED)

14. Bullets not inserted and/or content not indented and/or incorrect
15. [Groundwater] and [Surface water] not changed to 14 pt, capital letters, bold and double underlined and/or incorrect
16. Footnote [It comes from rain and snowmelt percolating through the ground.] not in Courier New 8 pt and/or incorrect plus one accuracy error
17. [soil particles], [fractures in rock], [lakes], [rivers] and [reservoirs] not changed to italics and/or incorrect
18. Single-border not inserted around text and/or incorrect
19. [Keep hazardous household waste out of your drinking water!] not inserted in Verdana 12 pt, capital letters, bold, centred and highlighted and/or incorrect plus one accuracy error
20. New lines not inserted and/or incorrect
21. Tabular stops not inserted and/or incorrect
22. Text not shaded in single-border and/or incorrect

4	16	20
---	----	----

QUESTION 8B (CONTINUED)

1 margins, align, l/s 2 A5L, tab/indent, hyphen 3 font, uc/lc, letter spaces, 8A not changed to 8B in header

4 centre horizontally and vertically

5 Arial 18 pt, uc, bold, shadowed

CLEAN DRINKING WATER

6 double-page border 7 NP, 8 Arial 12 pt

For more information contact the

8 endnote

Drinking Water Source Protection Programmeⁱ at

9 double u/line

(011) 654 2135 or visit our website:

9 double u/line

<http://gov/organisation/divisions/water>

10 page break

INFORMATION PROCESSING N6

11 insert, Century Gothic 12 pt, uc, bold, centred, highlighted

WHERE DOES DRINKING WATER COME FROM?

12 u/line

Drinking water comes from either groundwater or surface water.

13 TWO columns 14 bullets, indent 15 14 pt, uc, bold, double u/line 16 footnote 17 italics

- **GROUNDWATER**¹ is the water which flows through the spaces between *soil particles* and *fractures in rock*. 13 cancel columns
- **SURFACE WATER** comes from rain-fall and snowmelt running over land and from groundwater seepage into *lakes, rivers* and *reservoirs*.

18 single-border 19 insert, Verdana 12 pt, uc, bold, centred, highlighted 20 new lines 21 tabs 22 shaded

KEEP HAZARDOUS HOUSEHOLD WASTE OUT OF YOUR DRINKING WATER!

Automotive fluids

Auto batteries

Used motor oil

Oil-based paint

Paint thinner

Antifreeze

Pesticides

Cleaning products

Gasoline

¹ It comes from rain and snowmelt percolating through the ground. 16 footnote, CN 8 pt

ⁱ Department of Environmental Affairs 8 endnote, CN 8 pt

QUESTION 9A: MAIL MERGE**MARKS: 10**

8 MARKS – ACCURACY
– Every keying-in error
2 MARKS – DISPLAY/MANIPULATION
<ol style="list-style-type: none">1. Line spacing incorrect2. Paper size (A4 landscape) and/or word wrap and/or columns incorrect3. Font/Font size (Comic Sans MS 10 pt) and/or capital/small letters and/or letter spaces incorrect4. Fields/Field names incorrect

QUESTION 9A

1 l/s 2 A4L, word wrap, columns 3 Comic Sans MS 10 pt, uc/lc, letter spaces 4 fields/field names

DATE	RECIPIENT	ADDRESS	TOWN	CODE	MUNICIPALITY	WELL/INTAKE PIPE	CONTACT PERSON
18 November 2019	Mr KG Pearson	PO Box 9012	CENTURION	0140	TSHWANE	intake pipe	A MAIMANE
18 November 2019	Ms M Harvey	PO Box 3456	JEFFREYS BAY	6330	KOUGA	well	TL DUBE
18 November 2019	Mr Z Baloyi	PO Box 7890	VANRHYNSDORP	8170	MATZIKAMA	well	R ROBINSON

¼

½

¾

¼

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

½

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

¾

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

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

(10)

QUESTION 9B: MAIL MERGE**MARKS: 16****4 MARKS – ACCURACY**

– Every keying-in error

12 MARKS – PROCESSING

1. Margins incorrect and/or alignment (left, centred, right, justified) 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 (additional) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect and/or [EXAMINATION NUMBER] left and [QUESTION 9B] right not inserted as header and/or incorrect
4. Fields/Field names not inserted in bold and/or incorrect
5. Triple border not inserted around text and/or row not shaded and/or incorrect
6. [«MUNICIPALITY» Department] and [of environmental affairs] not inserted in Bradley Hand ITC 26 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
7. [«DATE»] not right-aligned and/or incorrect
8. [Dear] and [The purpose of this letter is to ask for your cooperation in ensuring safe drinking water¹ for the «MUNICIPALITY» water system. If we are all careful, substances that could pollute our drinking water will never find their way to our «WELL/INTAKE_PIPE».] not inserted and/or incorrect plus two accuracy errors
9. [drinking water¹] not transposed and/or incorrect
10. [If we are all careful, substances that could pollute our drinking water will never find their way to our «WELL/INTAKE_PIPE».] does not run on and/or incorrect
11. Footnote [Clean drinking water for all] not inserted in CS 8 pt and/or incorrect plus one accuracy error
12. [Your property is located within the area from which water flows to our «WELL/INTAKE_PIPE»]. Your activities can also affect the water quality at your own property.] not inserted and/or incorrect plus two accuracy errors
13. [/] not changed to [the] and/or incorrect

QUESTION 9B (CONTINUED)

14. [affect] spelling incorrect
15. New paragraph not created and/or incorrect
16. [The management and users of this public water supply appreciate your cooperation.] not inserted and/or incorrect plus one accuracy error
17. [users] not retained and/or incorrect
18. Leader tabular stops not inserted on 5,08 cm/2" and/or incorrect
19. [«CONTACT_PERSON»] and [«MUNICIPALITY» Water system] not inserted and/or incorrect plus one accuracy error
20. [«MUNICIPALITY» Water system] not inserted in Lucida Handwriting 14 pt, capital letters, bold, italics and underlined and/or incorrect
21. Footer [Website: <http://gov/organisation/divisions/water>] not inserted in Comic Sans 8 pt, bold, double underlined and right-aligned and/or incorrect plus one accuracy error

QUESTION 9C: MAIL MERGE**MARKS: 4****4 MARKS – PROCESSING – MERGED DOCUMENT****(–2 PER PRINTOUT NOT HANDED IN)**

1. If all the letters were not handed in, 1 mark will be deducted.
2. If footnote number is not 1 on all letters, 1 mark will be deducted.

QUESTION 9B (CONTINUED)

1 margins, align, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, letter spaces, EXAMINATION NUMBER left and QUESTION 9B right as header
4 fields/field names, bold

5 triple border, shaded 6 insert, Bradley Hand ITC 26 pt, uc, bold, centre



7 right-align
«DATE»

4 fields/field names, bold

«RECIPIENT»

«ADDRESS»

«TOWN»

«CODE»

Dear «RECIPIENT» 8 insert

The purpose of this letter is to ask for your cooperation in ensuring safe drinking water¹ for the «MUNICIPALITY» water system. If we are all careful, substances that could pollute our drinking water will never find their way to our «WELL/INTAKE_PIPE». 8 insert 9 trs 11 footnote 10 runs on

Your property is located within the area from which water flows to our «WELL/INTAKE_PIPE». Your activities can also affect the water quality at your own property. 12 insert 13 the 14 sp 15 NP

The management and users of this public water supply appreciate your cooperation. 16 insert 17 stet

18 leader tab stop on 5,08 cm/2"

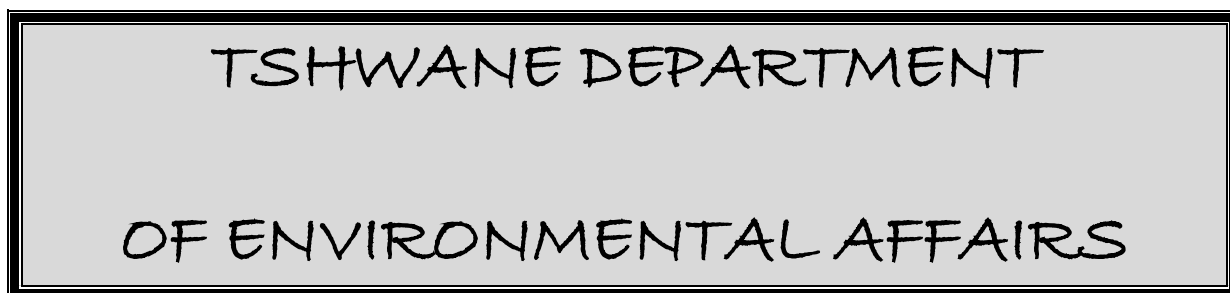
.....

«CONTACT_PERSON» 19 insert

«MUNICIPALITY» *WATER SYSTEM* 20 Lucida Handwriting 14 pt, uc, bold, italics, u/line

¹ Clean drinking water for all 11 footnote, CS 8 pt

QUESTION 9C



18 November 2019

Mr KG Pearson
PO Box 9012
CENTURION
0140

Dear Mr KG Pearson

The purpose of this letter is to ask for your cooperation in ensuring safe drinking water¹ for the **TSHWANE** water system. If we are all careful, substances that could pollute our drinking water will never find their way to our **intake pipe**.

Your property is located within the area from which water flows to our **intake pipe**. Your activities can also affect the water quality at your own property.

The management and users of this public water supply appreciate your cooperation.

.....
A MAIMANE
TSHWANE WATER SYSTEM

¹ Clean drinking water for all

√

QUESTION 9C (CONTINUED)

KOUGA DEPARTMENT
OF ENVIRONMENTAL AFFAIRS

18 November 2019

Ms M Harvey
PO Box 3456
JEFFREYS BAY
6330

Dear Ms M Harvey

The purpose of this letter is to ask for your cooperation in ensuring safe drinking water¹ for the **KOUGA** water system. If we are all careful, substances that could pollute our drinking water will never find their way to our **well**.

Your property is located within the area from which water flows to our **well**. Your activities can also affect the water quality at your own property.

The management and users of this public water supply appreciate your cooperation.

.....
TL DUBE
KOUGA WATER SYSTEM

¹ Clean drinking water for all

√

Website: <http://gov/organisation/divisions/water>

QUESTION 9C (CONTINUED)

MATZIKAMA DEPARTMENT
OF ENVIRONMENTAL AFFAIRS

18 November 2019

Mr Z Baloyi
PO Box 7890
VANRHYNSDORP
8170

Dear Mr Z Baloyi

The purpose of this letter is to ask for your cooperation in ensuring safe drinking water¹ for the **MATZIKAMA** water system. If we are all careful, substances that could pollute our drinking water will never find their way to our **well**.

Your property is located within the area from which water flows to our **well**. Your activities can also affect the water quality at your own property.

The management and users of this public water supply appreciate your cooperation.

|
4 |

√
√

.....
R ROBINSON
MATZIKAMA WATER SYSTEM

¹ Clean drinking water for all

Website: <http://gov/organisation/divisions/water>

(4)
[30]

TOTAL SECTION B: 100
GRAND TOTAL: 300