



higher education  
& training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**  
**NOVEMBER EXAMINATION**  
**INFORMATION PROCESSING N6**  
**11 NOVEMBER 2016**

**This marking guideline consists of 49 pages.**

# TYPING TECHNIQUE

## SECTION A

### TYPING TECHNIQUE: SECTION A (200)

REMEMBER: 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**

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

**QUESTION 1: TIMED ACCURACY TEST****MARKS: 20****NOTE: RED / = ACCURACY ERRORS****BE SURE TO MARK THE SPEED WITH CARE AS IT MAKES A DIFFERENCE TO THE RESULTS. REMEMBER THAT ONLY ACCURACY IS MARKED.****MARK ACCORDING TO THE ENCLOSED DEPARTMENTAL SCHEDULE.****MARK ACCURACY ERRORS ONLY.**

Indicate accuracy errors with a red slash (/).

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

Do not penalise incorrect margins.

Do not penalise incorrect line spacing.

Do not penalise incorrect hyphenation.

Do not penalise incorrect capital/small letters.

Do not penalise incorrect letter spaces.

Do not penalise incorrect justification.

Do not penalise any display errors.

Do not penalise if a whole line or paragraph 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: 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 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 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.

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 NATIONAL DEPARTMENT.

**QUESTION 1: TIMED ACCURACY TEST**

Water is life. For millions of years life on earth has been dependent on water for survival. When Neil Armstrong landed on the moon in 1969 he described the planet Earth as 'a shining blue pearl spinning in space'. The blue colour is in fact the amount of water that is present on the surface. About 70% of the earth's surface is covered with water, but of this approximately 97% is salt water with the remaining 3% being fresh water. Of this 3% less than 1% is available for life on earth, whilst the rest is in the form of ice at the poles. But where does water come from?

The water that we have on earth is very old. The water that we are using now was used by the dinosaurs millions of years ago. This is because the earth recycles its water, that is it re-uses its water. This recycling of water is called the water cycle. Water exists on earth as water droplets and is found in oceans, rivers, lakes, dams, swimming pools, the soil, et cetera.

Heat from the sun causes some of these water droplets to change from a liquid to a gas called water vapour. This is called evaporation. The water vapour then rises into the atmosphere. As the water vapour rises, it cools down and

**QUESTION 1: TIMED ACCURACY TEST (CONTINUED)**

changes from a gas to a liquid and thus back into water droplets. This is called condensation.

When these water droplets are in the atmosphere they join together and form clouds. When these droplets get too heavy to stay in the atmosphere they fall to the earth as rain, snow and hail. This is called precipitation. Some of these water droplets fall into oceans, some into rivers and streams, some into lakes and dams. Some fall onto the land where they either seep into the ground or run off the surface into rivers, lakes, dams or the ocean. Water knows no boundaries and as it flows over the earth's surface it is used by plants, animals and humans in order to survive. These water droplets can then be reheated by the sun and the whole cycle repeats itself.

The amount of water on earth is constant and cannot be increased or decreased, but it is unevenly distributed across the earth. South Africa receives an annual rainfall of 492 millimetres whereas the rest of the earth receives 985 millimetres. This is nearly half the earth's average. Thus South Africa is classified as a water-stressed country.

**QUESTION 1: TIMED ACCURACY TEST (CONTINUED)**

There is also uneven distribution of rainfall across South Africa. The eastern half of the country is much wetter than the western half due to the nature of the weather conditions **50 wpm**

South Africa also experiences alternating periods of droughts and floods which affects the amount of water across the country. In addition, hot dry conditions result in a high evaporation rate. Scientists predict **55 wpm**



**QUESTION 1: TIMED ACCURACY TEST (CONTINUED)**

The amount of water on earth is constant and cannot be  
 41  
 increased or decreased, but it is unevenly dis/tributed  
 40 39 38 37 36  
 a/cross the /earth. S/outh Afri/ca receive/s an annua/l  
 35 34 33 32 31 30  
 rainfall/ of 492 mi/l/limetres /whereas th/e rest of /the earth  
 29 28 27 26 25  
 /receives 9/85 millime/tres. Th/is is near/ly half th/e  
 24 23 22 21 20 19  
 earth's /average. /Thus Sou/th Africa/ is classi/fied as a  
 18 17  
 /water-stre/ssed count/ry.

16 15 14 13 12 11  
 There/ is also u/neven dist/ribution /of rainfa/ll across  
 10 9 8 7 6 5  
 /South Afr/ica. The/ eastern h/alf of the/ country i/s much  
 4 3 2 1  
 wett/er than th/e western/ half due /to the

**50 wpm**

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

45                      44                      43                      42  
 South Africa /is classif/ied as a w/ater-stres/sed countr/y.  
 41                      40                      39                      38                      37                      36  
 There/ is also u/neven dist/ribution o/f rainfall/ across  
 35                      34                      33                      32                      31                      30  
 S/outh Afri/ca. The /eastern h/alf of the/ country i/s much  
 29                      28                      27                      26                      25  
 wet/ter than t/he western/ half due /to the nat/ure of the/  
 24                      23                      22                      21                      20  
 weather /conditions/. South /Africa als/o experien/ces  
 19                      18                      17                      16                      15                      14  
 altern/ating peri/ods of dro/ughts and /floods whi/ch affects/  
 13                      12                      11                      10                      9                      8  
 the amoun/t of water/ across th/e country./ In addi/tion, hot  
 7                      6                      5                      4                      3  
 /dry condit/ions resul/t in a hig/h evaporat/ion rate.  
 2                      1  
 /Scientist/s predict \_\_\_\_\_ **55 wpm**

20	-	20
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**[20]**

**TYPING TECHNIQUE**

<b>ACCURACY SCHEDULE: QUESTIONS 2–6</b>					
<b>–3 MARKS DEDUCTED PER ERROR – ACCURACY – RED</b>					
<b>MARKS</b>	<b>20</b>	<b>32</b>	<b>32</b>	<b>32</b>	<b>20</b>
<b>RED ERRORS</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>	<b>Q6</b>
<b>0</b>	<b>20</b>	<b>32</b>	<b>32</b>	<b>32</b>	<b>20</b>
<b>1</b>	<b>17</b>	<b>29</b>	<b>29</b>	<b>29</b>	<b>17</b>
<b>2</b>	<b>14</b>	<b>26</b>	<b>26</b>	<b>26</b>	<b>14</b>
<b>3</b>	<b>11</b>	<b>23</b>	<b>23</b>	<b>23</b>	<b>11</b>
<b>4</b>	<b>8</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>8</b>
<b>5</b>	<b>5</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>5</b>
<b>6</b>	<b>2</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>2</b>
<b>7</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>0</b>
<b>8</b>		<b>8</b>	<b>8</b>	<b>8</b>	
<b>9</b>		<b>5</b>	<b>5</b>	<b>5</b>	
<b>10</b>		<b>2</b>	<b>2</b>	<b>2</b>	
<b>11</b>		<b>0</b>	<b>0</b>	<b>0</b>	

**TYPING TECHNIQUE**

<b>DISPLAY SCHEDULE: QUESTIONS 2-5</b>				
<b>-2 MARKS PER ERROR DEDUCTED – DISPLAY – BLUE</b>				
<b>MARKS</b>	<b>20</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>BLUE ERRORS</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>
<b>0</b>	<b>20</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>1</b>	<b>18</b>	<b>6</b>	<b>6</b>	<b>6</b>
<b>2</b>	<b>16</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>3</b>	<b>14</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>4</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>5</b>	<b>10</b>			
<b>6</b>	<b>8</b>			
<b>7</b>	<b>6</b>			
<b>8</b>	<b>4</b>			
<b>9</b>	<b>2</b>			
<b>10</b>	<b>0</b>			

**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, centred, right, justified) 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 (CN8) incorrect and/or  
Capital letters/Small letters incorrect and/or  
Letter spaces incorrect
4. 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

**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/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

$\frac{1}{4}$

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
----	----	----	----

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, l/s 2 A4L, tab/indent, hyph 3 font, uc/lc, letter spaces 9 headings, columns 10 vertical lines 11 horizontal lines 12 figures 13 footnote

7 sp caps 6 italics 7 move 1 centre  
 WATER AND SANITATION  
 5 trs 3 uc 6 u/line 1 centre  
TREATED AND DISTRIBUTED WATER  
 3 uc 6 bold 4 insert 1 centre

**BLUE DROP SYSTEM – NATIONAL VIEW – OCTOBER 2015**

7 sp caps 6 bold

6 bold 8 in full 8 runs on 7 combine

6 bold 5 stet

P R O V I N C E  1 centre	MICROBIOLOGICAL 6 bold			CHEMICAL 6 bold 5 sp			PHYSICAL AND ORGANOLEPTIC			OPERATIONAL		
	2014 Blue Drop Determined list (Limits) 4 del 8 NL		Monitoring compliance 8 NL	2014 Blue Drop Determined list (Limits) 8 NL		Monitoring compliance 8 NL	2014 Blue Drop Determined list (Limits) 8 NL		Monitoring compliance 8 NL	2014 Blue Drop Determined list (Limits) 8 NL		Monitoring compliance 8 NL
	Oct 15	Annual		Oct 15	Annual		Oct 15	Annual		Oct 15	Annual	
	%	%	%	%	%	%	%	%	%	%	%	
Eastern Cape	96.3	95.9	54.9	99.7	98.2	28.7	98.8	98.4	54.4	87.2	84.6	51.9
Free State	97.4	95.8	49.0	>99.9	94.8	12.9	99.7	98.3	16.8	79.1	83.1	36.1
Gauteng	99.5	99.7	68.7	97.7	98.7	71.7	97.7	99.5	72.4	90.5	90.4	71.1
KwaZulu-Natal 3 uc	93.8	95.0	67.3	98.8	98.4	42.3	96.8	97.6	51.5	87.0	85.9	54.2
Limpopo	99.2	98.7	45.3	99.6	99.5	19.1	99.7	99.5	29.4	83.4	84.6	37.4
Mpumalanga	96.4	94.5	36.4	98.9	98.8	29.8	99.4	97.6	33.6	86.1	81.8	33.4
North-West	99.6	98.3	11.9	>99.9	99.5	16.7	98.2	98.5	13.9	98.8	89.6	14.4
Northern Cape	97.7	94.0	34.0	84.4	98.6	16.9	98.2	97.3	29.2	72.5	81.4	34.0
Western Cape	98.3	98.7	69.9	99.7	99.6	74.9	98.4	98.3	72.3	93.7	89.4	64.0
Bulk Suppliers	91.1	95.5	63.2	>99.9	99.9	58.4	99.8	99.9	64.7	97.1	93.8	64.9
<b>6 bold 3 uc</b>												
<b>NATIONAL</b>	97.7	96.0	51.8	99.5	99.8	50.5	98.8	99.7	51.5	91.2	91.6	50.3

WATER IS LIFE, SANITATION IS DIGNITY  
 3 uc 6 bold 6 italics 6 u/line 1 centre

13 footnote

1/4

1/2

3/4

1/4

1/2

3/4

5	5	10	40
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10	10	20	40
----	----	----	----

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
----	----	----

[40]

**QUESTION 3: 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  
Justification (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 (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



**QUESTION 3: PAMPHLET (CONTINUED)**

- 8. [ & NP – new line and new paragraph incorrect and/or  
Runs on – incorrect and/or  
In full – not in full/words and/or incorrect
- 9. Columns incorrect and/or used table with lines
- 10. Vertical lines (dashed) omitted and/or incorrect
- 11. Replace Water Wise with bold and italics and/or incorrect
- 12. Leader dots omitted and/or incorrect

$\frac{1}{4}$

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

16	4	20	40
----	---	----	----

$\frac{3}{4}$

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
----	---	----

INFORMATION PROCESSING N6

QUESTION 3: PAMPHLET 1 marg (1.27 cm), just, l/s 2 A4L, tab/indent, hyph 3 font, uc/lc, letter spaces 9 columns incorrect 10 vertical line 11 replace Water Wise 12 leader dots

Water Wise Programme

PO Box 147

JOHANNESBURG

0001

1 centre vertically 6 bold 8 NL 3 uc

1 centre horizontally  
3 uc 8 in full 5 trs  
As we all know water in South Africa is very precious and we all need to contribute to keep our lives and economy healthy.

4 the 6 bold, italics 8 figures  
The **Water Wise Programme** has been helping with water conservation for over 15 years!

3 uc 11 replace 8 NL  
PROGRAMMES INCLUDE:  
**Water Wise Youth**  
**Water Wise Residential**  
**Water Wise Industrial**

11 replace 8 runs on 6 italics  
**Water Wise** is recognised as a *critical component of water conservation efforts.*

4 del 7 sp caps 6 bold 8 NL  
**S P O N S O R S**  
**MAKE A GREAT PROGRAMME!**

1/4

7 join 11 replace  
As a supporter of **Water Wise**

4 bullets 4 the  
• you are helping to keep the economy strong by meeting its water conservation goal.

4 the  
• you are helping to protect the rivers.

• you are a wise user of natural resources.  
5 stet 11 replace

There are many outreach materials that **Water Wise** produces. Your name could be on some of these publications (you can choose to be anonymous if you wish). 8 runs on

Your sponsorship is tax deductible. 5 sp

1/2

6 bold 6 u/line 11 replace 4 the  
**YES!** I would like to be a sponsor of the **Water Wise** programme. Enclosed is my cheque for the amount of: 8 runs on

R.....

Name .....  
(as you would like it to appear on **Water Wise** publications) 11 replace 4 insert

7 move  
Name: .....

Address: .....

City: .....

Code: .....

6 italics  
*Please complete this form and mail with your donation to:*  
www.waterwise@gmail.com

3/4

32	8	40
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[40]

**QUESTION 4: FLOW CHART****MARKS: 40****32 MARKS – ACCURACY –3 marks per error**

– Every keying-in error

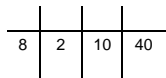
**8 MARKS – DISPLAY –2 marks per error**

1. Margins: page 1: 2.54 cm/1" and page 2: 1.27 cm/0.5" incorrect and/or  
Justification (left, centred, right, justified) incorrect and/or  
Line spacing (as indicated) incorrect
2. Paper size: page 1: A4 portrait and page 2: A4 landscape 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 and/or  
Page break 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

**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/words and/or incorrect
- 9. Two columns not created and/or incorrect and/or  
Bullets not inserted and/or incorrect
- 10. Vertical lines omitted and/or incorrect
- 11. Horizontal lines omitted and/or incorrect

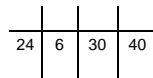
$\frac{1}{4}$



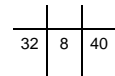
$\frac{1}{2}$



$\frac{3}{4}$



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



**QUESTION 4: FLOW CHART** 1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, letter spaces  
10 vertical lines 11 horizontal lines

7 move 3 uc 6 bold 4 insert 1 l/space 1 centre

**LAND WATER – CORPORATE STRUCTURE**

To be a provider of sustainable, universally competitive water and sanitation solutions for Africa. 5 trs 8 runs on 8 in full 4 del

8 NP 7 sp caps 6 italics 6 u/line 9 columns

M I S S I O N

The mission of Land Water is to deliver and supply world-class affordable, reliable and good quality water and water-related services.

4 the 5 sp 5 stet

4 page break

7 sp caps 6 italics 6 u/line

V A L U E S

- Equity
- Integrity
- Spirit of solidarity 4 insert
- Excellence 3 uc
- Caring

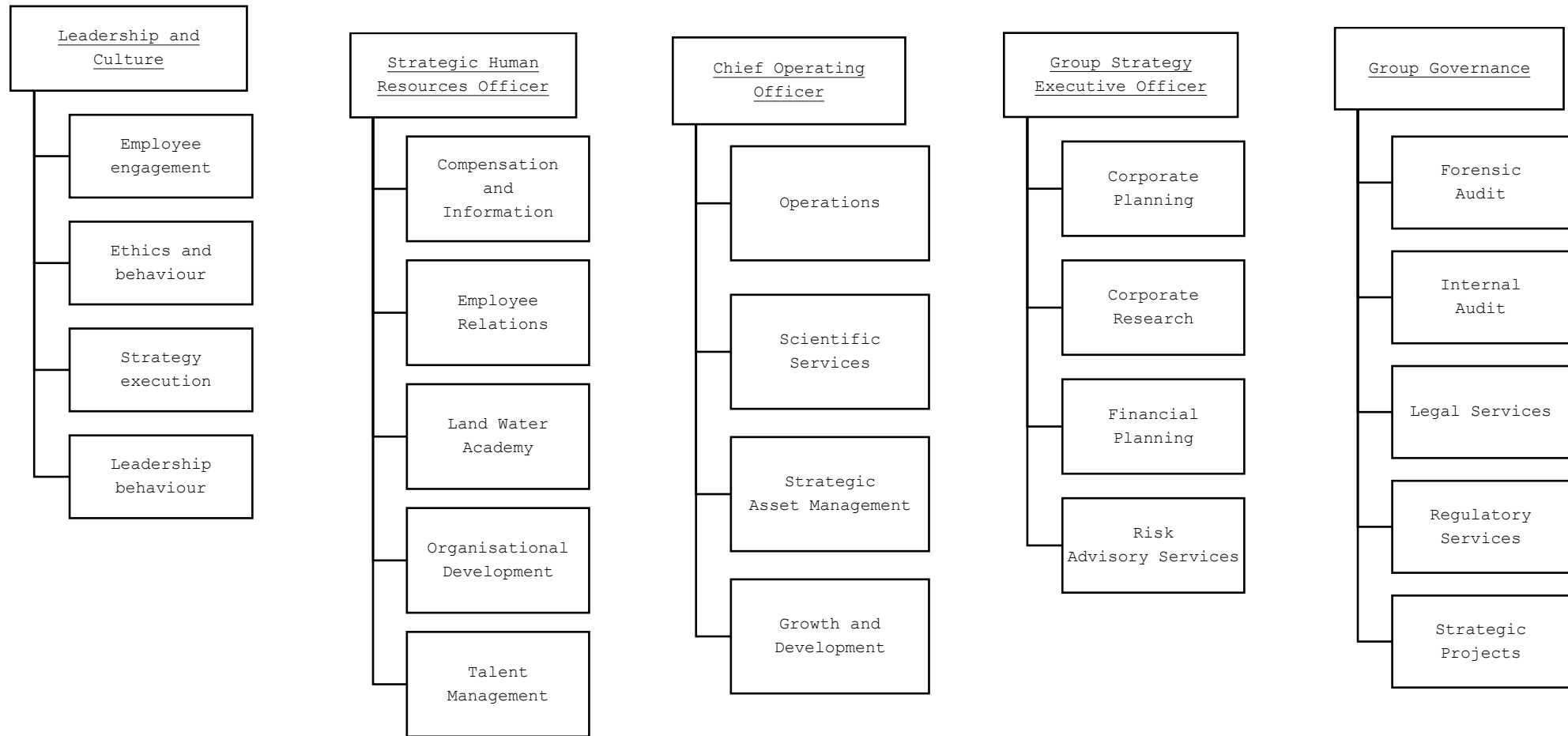
9 bullets

1/4

**QUESTION 4: FLOW CHART** 1 marg, just, l/s 2 A4L, tab/indent, hyph 3 font, uc/lc, letter spaces

10 vertical lines 11 horizontal lines

7 join



1/2

3/4

32	8	40
----	---	----

[40]

**QUESTION 5: FINANCIAL STATEMENT****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") incorrect and/or  
Justification (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 (CN8) 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 – not joined

**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/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

$\frac{1}{4}$

8	2	10	40
---	---	----	----

$\frac{1}{2}$

16	4	20	40
----	---	----	----

$\frac{3}{4}$

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
----	---	----



**QUESTION 5: FINANCIAL STATEMENT**

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

7 move 6 u/line 1 centre  
LAND WATER: Financial information  
**NOTES TO THE ANNUAL FINANCIAL STATEMENTS**  
*for the year ended 2015-03-31*

4/ 4 insert 3 uc 6 bold 1 centre  
 4/ 6 italics 4 date descending 1 centre

TABLE 34:13

8 NL	8 NL	8 NL	8 NL	1 centre
6 bold	Audited outcome	Revised estimate	Medium-term estimate	
Statement of financial performance 6 italics	2010/11	2011/12	2013/14	2014/15
<b>R million</b> 5 sp 6 bold				
<b>R E V E N U E</b> 7 sp caps 6 u/line				
<b>Non-taxable revenue</b> 6 bold	4554.6	4841.0	5471.0	5844.0
Sale of goods and services				
other than capital assets existing of: 8 NL	4274.4	4579.2	5259.0	5626.0
Bulk water sales 5 stet	4274.4	4579.2	5259.0	5626.0
Other non-taxable revenue	280.2	261.8	212.0	218.0
<b>Total revenue</b> 6 bold	4554.6	4841.0	5471.0	5844.0
<b>E X P E N S E S</b> 7 sp caps 6 u/line				
<b>Current expenses</b> 6 bold	3745.1	4211.4	4720.0	5087.0
Compensation of employees	726.1	780.1	807.0	862.0
Goods and services	2744.6	3162.6	3556.0	3843.0
Depreciation	175.8	171.1	270.0	300.0
Interest, dividends and rent on land 8 in full	98.6	97.7	87.0	82.0
<b>Transfers and subsidies</b> 6 bold	-	-	-	-
<b>Total expenses</b> 6 bold	3746.8	4211.4	4720.0	5087.0
<b>Surplus/ (Deficit)</b> 6 bold	807.8	629.5	751.0	757.0
<b>Statement of financial position</b> 6 bold				
Carrying value of assets existing of: 8 runs on	5020.8	5789.5	7169.5	8002.5
Acquisition of assets 5 trs 6 italics	640.2	939.9	1007.0	1133.0
Investments 7 join 4 del	124.2	137.6	-	-

(incomplete) 7 move 6 italics

¼

½

¾

32	8	40
----	---	----

**[40]**

**QUESTION 6: AFRICAN LANGUAGE**

**MARKS: 20**

**20 MARKS – ACCURACY –3 marks per error**

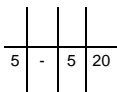
– Every keying-in error

**0 MARKS – DISPLAY – no marks**

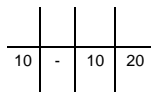
**NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS**

1. Do not penalise incorrect margins.
2. Do not penalise incorrect line spacing.
3. Do not penalise incorrect hyphenation.
4. Do not penalise incorrect capital/small letters.
5. Do not penalise incorrect letter spaces.
6. Do not penalise incorrect justification.
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.

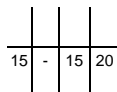
¼



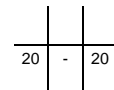
½



¾



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



**QUESTION 6: AFRICAN LANGUAGE**

Tima mati exikarhi ka loko u hlamba xikandza, meno kumbe loko u juvela.

Ku tirhisa xawara ku ringana ntlhanu wa timinete, 1/4  
ematshan'weni ya ku tirhisa bavhu, yi ta tirhisa kotara ya  
mati lawa a ya ta tirhisiwa ebavhini, leswi hlayisaka mati hi  
kwalomu ka 400 ya tilitara hi vhiki. 1/2

Loko u tsakela ku tirhisa bavhu, u nga ri tati.

Loko u tirhisa bavhu ku hlamba u nga tirhisa exikarhi ka 80  
na 150 wa tilitara ta mati hi ku hlamba kan'we. 3/4

Ketlele a yi fanelanga ku tala kambe yi fanele ku cheriwa mati  
hi ku ya hilaha ya lavekaka ha kona.

1/4

5	-	5	20
---	---	---	----

1/2

10	-	10	20
----	---	----	----

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**

# **WORD PROCESSING**

## **SECTION B**

### **MARKING GUIDELINE**

**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**

<b>MARKS:</b>	<b>16</b>	<b>12</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>2</b>
<b>QUESTION: ERRORS:</b>	<b>Q7B Q8B</b>	<b>Q7A Q8A Q9B</b>	<b>Q9A</b>	<b>Q7B Q8B Q9B Q9C</b>	<b>Q7A Q8A</b>	<b>Q9A</b>
<b>0</b>	<b>16</b>	<b>12</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>2</b>
<b>1</b>	<b>15</b>	<b>11</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>2</b>	<b>14</b>	<b>10</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>0</b>
<b>3</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>0</b>	
<b>4</b>	<b>12</b>	<b>8</b>	<b>4</b>	<b>0</b>		
<b>5</b>	<b>11</b>	<b>7</b>	<b>3</b>			
<b>6</b>	<b>10</b>	<b>6</b>	<b>2</b>			
<b>7</b>	<b>9</b>	<b>5</b>	<b>1</b>			
<b>8</b>	<b>8</b>	<b>4</b>	<b>0</b>			
<b>9</b>	<b>7</b>	<b>3</b>				
<b>10</b>	<b>6</b>	<b>2</b>				
<b>11</b>	<b>5</b>	<b>1</b>				
<b>12</b>	<b>4</b>	<b>0</b>				
<b>13</b>	<b>3</b>					
<b>14</b>	<b>2</b>					
<b>15</b>	<b>1</b>					
<b>16</b>	<b>0</b>					

**QUESTION 7A: AFRICAN LANGUAGE****MARKS: 15****12 MARKS – ACCURACY**

– Every keying-in error

**3 MARKS – DISPLAY**

1. Margins incorrect and/or justification (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
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: AFRICAN LANGUAGE**

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

Vala ipompi hlangana nokuhlamba ubuso, ukuhlamba amazinyo nanyana utjhefa.

Ukuhlamba kutjhawara imizuzu emihlanu kunokuhlambela ngebhadeni, konga ingcenywe yokuthathu yamanzi okungalinganiselwa kumalitha wamanzi ama-400 ngeveke.  $\frac{1}{4}$

Ukuhlambela ngebhadeni umuntu/ munye usebenzisa amalitha wamanzi ahlangu nama-80 ukuya kama-150.  $\frac{1}{2}$

Nawukhetha ukuhlambela ngebhadeni, ungayizalisi ngamanzi.

Iinketlela/ mazingazaliswa khulu ngamanzi kodwana thela amanzi alingene iindingo zakho. Lokhu kuzakwehlisa imali yakho yokubhadela igezi.  $\frac{3}{4}$

 $\frac{1}{4}$ 

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 justification (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
4. Page border not inserted and/or incorrect
5. [Hlayisani mati] not inserted as a header in CN10, capital letters, bold, italics and right-aligned and/or incorrect plus one accuracy error
6. [Ndzawulo: Mfumo wa Vuhlanganisi] not inserted as a footer in CN10, bold, italics and left-aligned and/or incorrect plus one accuracy error
7. [Hlayisani mati] not inserted as a footer in CN10, bold, italics and right-aligned and/or incorrect plus one accuracy error
8. Page number not inserted as Roman numeral, capital letters, CN18 and centred and/or incorrect plus one accuracy error
9. [IINYELELISO ZOKONGA AMANZI] and [SWITSUNDZUXO SWA KU HLAYISA MATI] not inserted in CN24, capital letters, bold and centred and/or incorrect plus one accuracy error
10. Parallel columns not created and/or bullets not inserted and/or incorrect
11. [Ekhaya nanyana] not inserted in CN18, italics, underlined and right-aligned and [ebhizinisini] not inserted in a new line, CN18, italics, underlined and right-aligned and/or incorrect plus one accuracy error
12. Question 7A not moved to column one and changed to CN10 and/or incorrect
13. [Nawukhetha ukuhlambela ngebhadeni, ungayizalisi ngamanzi.] and [Loko u tsakela ku tirhisa bavhu, u nga ri tati.] not deleted and/or incorrect

**QUESTION 7B: AFRICAN LANGUAGE (CONTINUED)**

14. [Etonini] not inserted in CN18, italics, underlined and right-aligned and [Sezela iintjalo zakho njalo ekuseni nanyana nakurhwalalako lokha amazinga wokutjhisa nakaphasi.] not inserted and/or incorrect plus one accuracy error
15. [Ungasezeli itoni kanengi kodwana isezele ngokwaneleko.] and [Sebenzisa 'amanzi amlotjhana'.] not inserted and/or incorrect plus one accuracy error
16. Column break not inserted and/or incorrect
17. [Emakaya/Na le ka miako] not inserted in CN18, italics, underlined and right-aligned and [ya mabindzu] not inserted in a new line, CN18, italics, underlined and right-aligned and/or incorrect plus one accuracy error
18. Question 6 not copied to column two and changed to CN10 and/or incorrect
19. [Exirhapheni] not inserted in CN18, italics, underlined and right-aligned and [Hi minkarhi hinkwayo cheleta swimilana swa wena na mixo kumbe na madyambu, loko maxelo ya horile.] not inserted and/or incorrect plus one accuracy error
20. [Susa swimilana leswi nga nhova leswi nghenelelaka ekaya ra wena.] and [Tirhisa mati ya 'mpunga'.] not inserted and/or incorrect plus one accuracy error

4	16	20

**QUESTION 7B: AFRICAN LANGUAGE** 1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, letter spaces 4 page border  
5 header, CN10, uc, bold, italics, right-align

'HLAYISANI MATI'

9 insert, CN24, uc, bold, centre

# I INYELELISO ZOKONGA AMANZI SWITSUNDZUXO SWA KU HLAYISA MATI

11 insert, CN18, italics, u/line, right-align, new line

10 parallel columns, bullets

17 insert, CN18, italics, u/line, right-align, new line

*Ekhaya nanyana*  
*ebhizinisini*

*Emakaya/Na le ka miako*  
*ya mabindzu*

12 move Q7A, CN10

- Vala ipompi hlangana nokuhlamba ubuso, ukuhlamba amazinyo nanyana utjhefa.
- Ukuhlamba kutjhawara imizuzu emihlanu kunokuhlambela ngebhadeni, konga ingcenyane yokuthathu yamanzi okungalinganiselwa kumalitha wamanzi ama-400 ngeveke.
- Ukuhlambela ngebhadeni umuntu munye usebenzisa amalitha wamanzi ahlanguana nama-80 ukuya kama-150.

13 del

- Iinketlela mazingazaliswa khulu ngamanzi kodwana thela amanzi alingene iindingo zakho. Lokhu kuzakwehlisa imali yakho yokubhadela igezi.

14 insert, CN18, italics, u/line, right-align

*Etonini*

14 insert

- Sezela iintjalo zakho njalo ekuseni nanyana nakurhwalalako lokha amazinga wokutjhisa nakaphasi.

15 insert

- Ungasezeli itoni kanengi kodwana isezele ngokwaneleko.

- Sebenzisa 'amanzi amlotjhana'.

18 copy Q6, CN10

- Tima mati exikarhi ka loko u hlamba xikandza, meno kumbe loko u juvela.
- Ku tirhisa xawara ku ringana ntlhanu wa timinete, ematshan'weni ya ku tirhisa bavhu, yi ta tirhisa kotara ya mati lawa a ya ta tirhisiwa ebavhini, leswi hlayisaka mati hi kwalomu ka 400 ya tilitara hi vhiki.
- Loko u tirhisa bavhu ku hlamba u nga tirhisa exikarhi ka 80 na 150 wa tilitara ta mati hi ku hlamba kan'we.

13 del

- Kettlele a yi fanelanga ku tala kambe yi fanele ku cheriwa mati hi ku ya hilaha ya lavekaka ha kona.

19 insert, CN18, italics, u/line, right-align

*Exirhapheni*

19 insert

- Hi minkarhi hinkwayo cheleta swimilana swa wena na mixo kumbe na madyambu, loko maxelo ya horile.

20 insert

- Susa swimilana leswi nga nhova leswi nghenelelaka ekaya ra wena.

- Tirhisa mati ya 'mpunga'.

16 column break

6 insert footer, CN10, bold, italics, left-align

***Ndzawulo: Mfumo wa Vuhlanganisi***

8 page number, uc, CN18, centre

IV

7 insert footer, CN10, bold, italics, left-align

***Hlayisani mati***(20)  
[35]

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

– Every keying-in error

**3 MARKS – DISPLAY**

1. Margins incorrect and/or justification (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

 $\frac{1}{4}$ 

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

 $\frac{1}{2}$ 

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

 $\frac{3}{4}$ 

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

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

**QUESTION 8A: DISPLAY**

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

Water quality is defined as water which is safe, drinkable and appealing to all life on earth.

Polluted water is particularly dangerous to  $\overbrace{\text{water plants,}}^{\frac{1}{4}}$  animals and to people who get their water directly from a river or a dam.

In South Africa the scarce fresh water is decreasing in  $\frac{1}{2}$  quality because of an increase in pollution and the destruction of river catchments caused by accidental water  $\frac{3}{4}$  pollution, urbanisation, deforestation, damming of rivers, destruction of wetlands, industry, energy use and mining.

 $\frac{1}{4}$ 

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

 $\frac{1}{2}$ 

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

 $\frac{3}{4}$ 

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

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

(15)

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

– Every keying-in error

**16 MARKS – PROCESSING**

1. Margins incorrect and/or justification (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
4. [Water Wise – Water Pollution and your Health] not inserted as a header in capital letters, CN10, bold and centred and/or incorrect plus one accuracy error
5. Page numbers not inserted at the bottom, right-aligned and/or incorrect
6. Page border not inserted and/or incorrect
7. [What is polluted water?] not inserted in Georgia 16 pt, capital letters and bold and/or incorrect plus one accuracy error
8. [Water Wise – Causes of Water Pollution] not inserted as a footnote in CN10 and/or incorrect plus one accuracy error
9. [urbanisation], [deforestation], [damming of rivers], [destruction of wetlands], [industry], [energy use] and [mining] not indented, commas, [and] and full-stop not deleted and/or incorrect
10. Page break not inserted and/or incorrect
11. [Water quality is defined as water which is safe, (underlined) drinkable (underlined) and appealing (underlined) to all (underlined) life on earth.] not inserted in italics and does not run on and/or incorrect plus one accuracy error
12. [The Future] not inserted in Georgia 16 pt, capital letters, bold, centred and moved and/or incorrect plus one accuracy error
13. [The future of South Africa lies in our (bold) hands.] not inserted and centred, [We can (bold) make a difference.] not inserted in a new line and centred and [We all need to become 'Water Wise!'] (capital letters, bold) not inserted and centred and/or incorrect plus one accuracy error

**QUESTION 8B: DISPLAY (CONTINUED)**

14. [To be 'Water Wise' means that a person will:] not inserted in italics and/or incorrect plus one accuracy error
15. [www.waterwise.co.za] not inserted as an endnote in CN10 and/or incorrect plus one accuracy error
16. Bullets not inserted and/or incorrect
17. [have respect (capital letters, bold) for water and all life], [use water carefully and not waste (capital letters, bold) it] and [not pollute [capital letters, bold] rivers with liquid and solid waste] not inserted and/or incorrect plus one accuracy error
18. [pay [capital letters, bold] for water services], [take action [capital letters, bold] to solve any water problems] and [save] [capital letters, bold] water and thereby conserve (capital letters, bold) the natural environment.] not inserted and does not run on and/or incorrect plus one accuracy error
19. [Water Use in South Africa] not inserted in capital letters and CN10, [Agricultural use (including irrigation) 60%], [Environmental use 18%], [Urban and Domestic use 11.5%] and [Mining and Industrial use 10.5%] not inserted and/or incorrect plus one accuracy error
20. Border not inserted and/or incorrect

4	16	20
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## INFORMATION PROCESSING N6

**QUESTION 8B :** 1 marg, just, l/s 2 A5P, tab/indent, hyph 3 font, uc/lc, letter spaces  
4 header, CN10, uc, bold, centre 5 page numbers, bottom, align right 6 page border

**WATER WISE – WATER POLLUTION AND YOUR HEALTH**

Water quality is defined as water which is safe, drinkable and appealing to all life on earth.

7 insert, Georgia 16, uc, bold

8 insert, footnote

**WHAT IS POLLUTED WATER?<sup>1</sup>**

Polluted water is particularly dangerous to water plants, animals and to people who get their water directly from a river or dam.

In South Africa the scarce fresh water is decreasing in quality because of an increase in pollution and the destruction of river catchments, caused by:

9 indent, del

*accidental water pollution*

*urbanisation*

*deforestation*

*damming of rivers*

*destruction of wetlands*

*industry*

*energy use*

*mining*

8 insert, footnote, CN10

<sup>1</sup>Water Wise – Causes of Water Pollution

10 page break

5 page number 1

## INFORMATION PROCESSING N6

**QUESTION 8B:** 1 marg, just, l/s 2 A5P, tab/indent, hyph 3 font, uc/lc, letter spaces  
4 header, CN10, uc, bold, centre 5 page numbers, bottom, align right 6 page border

**WATER WISE – WATER POLLUTION AND YOUR HEALTH**

11 insert, italics, u/line, runs on

*Water quality is defined as water which is safe, drinkable and appealing to all life on earth.*

12 insert, Georgia 16, uc, bold, centre, move

**THE FUTURE**

13 insert, bold, centre, new line, uc

The future of South Africa lies in **our** hands.

We **can** make a difference.

We all need to become '**WATER WISE**'!

14 insert, italics

15 insert endnote

*To be 'Water Wise' means that a person will:<sup>1</sup>*

16 bullets 17 insert, uc, bold

- have **RESPECT** for water and all life
- use water carefully and not **WASTE** it
- not **POLLUTE** rivers with liquid and solid waste
- **PAY** for water services 18 insert, uc, bold, runs on
- take **ACTION** to solve any water problems
- **SAVE** water and thereby **CONSERVE** the natural environment

19 insert, CN10, uc

WATER USE IN SOUTH AFRICA

20 border

Agricultural use (including irrigation)	60%
Environmental use	18%
Urban and Domestic use	11.5%
Mining and Industrial use	10.5%

<sup>1</sup>www.waterwise.co.za

15 insert, endnote, CN10

5 page number

2

(20)

[35]

**QUESTION 9A: MAIL MERGE****MARKS: 10****8 MARKS – ACCURACY**

– Every keying-in error

**2 MARKS – DISPLAY/MANIPULATION**

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

**QUESTION 9A: MAIL MERGE**

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

DATE	NAME	TIME 1	TIME 2	TIME 3	TIME 4	TIME 5	TIME 6	TOPIC	RESPONSIBLE
24 February 2016	Mary Mkhize	08:00-09:00	09:00-09:10	09:10-10:00	10:15-11:15	11:15-12:15	12:15-12:45	iSimangaliso Wetland Park	Lindy Niemand
24 August 2016	Godfrey Pule	14:00-15:00	14:00-14:10	14:10-15:00	15:15-16:15	16:15-17:15	17:15-17:45	Wetland Management	Rohan Green

$\frac{1}{4}$

$\frac{1}{2}$

$\frac{3}{4}$

$\frac{1}{4}$

2	1	3	10
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$\frac{1}{2}$

4	1	5	10
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$\frac{3}{4}$

6	2	8	10
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8	2	10
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(10)

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

– Every keying-in error

**12 MARKS – PROCESSING**

1. Margins incorrect and/or justification (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
4. Fields/field names not inserted and/or incorrect
5. [Water is life, Sanitation is dignity] not inserted as a header in CN10, capital letters, bold, italics, underlined and centred and/or incorrect plus one accuracy error
6. [e-mail: www.wetl.gov.za] not inserted as a footer in CN10, bold and left-aligned and [☎ 0861 60 10 60] not inserted as a footer in CN10, bold and right-aligned and/or incorrect plus one accuracy error
7. Double border not inserted and/or incorrect
8. [Land Water] not inserted in CN24, capital letters, bold and left-aligned and [Wetlands for our future: Sustainable livelihoods] not inserted in CN12, capital letters, italics and right-aligned and/or incorrect plus one accuracy error
9. [To:], [Date:] and [Venue:] not inserted in CN14, capital letters and underlined and [Land Water Office] not inserted in CN14 and/or incorrect plus one accuracy error
10. [Programme] not inserted in CN14, spaced capital letters, bold, italics and centred and [Time], [Topic] and [Responsible] not inserted in CN14, bold and centred and/or incorrect plus one accuracy error
11. Columns incorrect and/or lines not inserted and/or rows not shaded and/or incorrect
12. [Registration], [Welcome] and [Land Water] not inserted and/or incorrect plus one accuracy error
13. [The Wetlands programme], [Dave Davids] and [Department ... Affairs] not inserted and [Tea break] not inserted in bold and/or incorrect plus one accuracy error

**QUESTION 9B: MAIL MERGE (CONTINUED)**

14. [Greater St Lucia Wetland Park] and [iSimangaliso Wetland Park] not inserted and/or incorrect plus one accuracy error
15. [Rehabilitation/Restoration], [James Williams] and [Environmental Solutions] not inserted and/or incorrect plus one accuracy error
16. [Wetland .... Rehabilitation], [Piet Lawry] and [Centre for .... Training] not inserted and/or incorrect plus one accuracy error
17. [Discussions], [Closure] and [Refreshments] not inserted in bold and/or incorrect plus one accuracy error

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

**QUESTION 9B: MAIL MERGE**

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

5 header, CN10, uc, bold, italics, u/line, centre

***WATER IS LIFE, SANITATION IS DIGNITY***

7 double border 8 insert, align left, CN24, uc, bold

8 insert, align right, CN12, uc, italics

**LAND WATER**

*WETLANDS FOR OUR FUTURE: SUSTAINABLE LIVELIHOODS*

TO: <<NAME>> 9 insert, CN14, uc, u/line 4 field names

DATE: <<DATE>> 9 insert, CN14, uc, u/line 4 field names

VENUE: Land Water Office 9 insert, CN14, uc, u/line

10 insert, CN14, sp caps, bold, italics, centre

***P R O G R A M M E***

4 field names

10 insert, CN14, bold, centre

11 columns, lines, shade

<b>TIME</b>	<b>TOPIC</b>	<b>RESPONSIBLE</b>
<<TIME 1>>	Registration 12 insert	
<<TIME 2>>	Welcome 12 insert	<<NAME>> 4 field names Land Water 12 insert
<<TIME 3>>	The Wetlands programme 13 insert	Dave Davids 13 insert Department of Environmental Affairs
	<b>Tea break</b> 13 insert, bold	
<<TIME 4>>	<<TOPIC>> 4 field names Greater St Lucia Wetland Park 14 insert	<<RESPONSIBLE>> 4 field names iSimangaliso Wetland Park 14 insert
<<TIME 5>>	<<TOPIC>> 4 field names 15 insert Rehabilitation/Restoration	James Williams 15 insert Environmental Solutions
<<TIME 6>>	Wetland Delineation, Hydrology and Rehabilitation 16 insert	Piet Lawry 16 insert Centre for Wetland Research and Training
	<b>Discussions</b> 17 insert, bold	
	<b>Closure</b> 17 insert, bold	<<NAME>> 4 field names
	<b>Refreshments</b> 17 insert, bold	

6 footer, CN10, bold, left-align

e-mail: [www.wetl.gov.za](http://www.wetl.gov.za)

6 footer, CN10, bold, right-align

☎ 0861 60 10 60

**QUESTION 9C: MAIL MERGE****WATER IS LIFE, SANITATION IS DIGNITY****LAND WATER***WETLANDS FOR OUR FUTURE: SUSTAINABLE LIVELIHOODS*TO: Mary MkhizeDATE: 24 February 2016VENUE: Land Water Office**P R O G R A M M E**

<b>TIME</b>	<b>TOPIC</b>	<b>RESPONSIBLE</b>
08:00-09:00	Registration	
09:00-09:10	Welcome	Mary Mkhize Land Water
09:10-10:00	The Wetlands programme	Dave Davids Department of Environmental Affairs
	<b>Tea break</b>	
10:15-11:15	iSimangaliso Wetland Park Greater St Lucia Wetland Park	Lindy Niemand iSimangaliso Wetland Park
11:15-12:15	iSimangaliso Wetland Park Rehabilitation/Restoration	James Williams Environmental Solutions
12:15-12:45	Wetland Delineation, Hydrology and Rehabilitation	Piet Lawry Centre for Wetland Research and Training
	<b>Discussions</b>	
	<b>Closure</b>	Mary Mkhize
	<b>Refreshments</b>	

e-mail: [www.wetl.gov.za](http://www.wetl.gov.za)

☎ 0861 60 10 60

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**QUESTION 9C: MAIL MERGE****WATER IS LIFE, SANITATION IS DIGNITY****LAND WATER***WETLANDS FOR OUR FUTURE: SUSTAINABLE LIVELIHOODS*TO: Godfrey PuleDATE: 24 August 2016VENUE: Land Water Office**P R O G R A M M E**

<b>TIME</b>	<b>TOPIC</b>	<b>RESPONSIBLE</b>
14:00-15:00	Registration	
14:00-14:10	Welcome	Godfrey Pule Land Water
14:10-15:00	The Wetlands programme	Dave Davids Department of Environmental Affairs
	<b>Tea break</b>	
15:15-16:15	Wetland Management Greater St Lucia Wetland Park	Rohan Green iSimangaliso Wetland Park
16:15-17:15	Wetland Management Rehabilitation/Restoration	James Williams Environmental Solutions
17:15-17:45	Wetland Delineation, Hydrology and Rehabilitation	Piet Lawry Centre for Wetland Research and Training
	<b>Discussions</b>	
	<b>Closure</b>	Godfrey Pule
	<b>Refreshments</b>	

e-mail: [www.wetl.gov.za](http://www.wetl.gov.za)

☎ 0861 60 10 60

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**[30]****TOTAL SECTION B: 100**  
**GRAND TOTAL: 300**