



# higher education & training

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

**GSN210(E)(M29)H**

**NATIONAL CERTIFICATE**

**COMPUTER PRACTICE N4**

(6030204)

**29 May 2018 (X-Paper)**

**09:00–12:00**

**CANDIDATES HAVE 30 MINUTES TO READ THE INSTRUCTIONS IN THE QUESTION PAPER BEFORE THE EXAMINATION STARTS.**

**This question paper consists of 20 pages and 1 answer sheet.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
COMPUTER PRACTICE N4  
TIME: 3 HOURS  
MARKS: 200

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### **INSTRUCTIONS AND INFORMATION**

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

1. The question paper comprises THREE sections:

SECTION A: Theory:	30 marks
SECTION B: Word processing:	85 marks
SECTION C: Spreadsheet:	85 marks

SECTION A (QUESTION 1 and 2) must be answered on the attached ANSWER SHEET. QUESTION 3 comprises printouts of instructions. The PRINTOUTS and ANSWER SHEET must be placed in the FRONT of the EXAMINATION FOLDER. Approximately 30 minutes should be spent on this section.

SECTION B is done with the aid of a word processing program and approximately 1 hour and 15 minutes should be spent on this section.

SECTION C is done with the aid of a spreadsheet program and approximately 1 hour and 15 minutes should be spent on this section.

2. In the event of a power failure or a computer or printer breakdown the invigilator must make the necessary arrangements for the candidate to continue and the actual time lost must be added.
3. If there is a problem with certain printers, for example it does not print ë, send a report with the ANSWER SHEETS of the centre.
4. A candidate may have in his/her possession a dictionary and a list of ASCII codes. A spelling checker may be used.
5. Each answer must be printed on a SEPARATE sheet of paper and on ONE side of the paper only. PRINTOUTS must be placed in the EXAMINATION FOLDER in the same order as that of the questions in the question paper.

6. Only ONE printout per question or subsection of a question may be handed in. PRINTOUTS not submitted for marking must be collected at the end of each session by the invigilator and must be destroyed at the end of the day. NO printouts whatsoever may be removed from the examination room or put into wastepaper bins.
7. In SECTION B of the question paper only Courier New 12 pt may be used. In SECTION C of the question paper Courier New 12 pt, Calibri 11 pt or Arial 10 pt may be used. In SECTION B margins of 1"/2.54 cm should be used unless otherwise instructed.
8. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER at each question. NO questions without EXAMINATION NUMBERS will be marked.
9. ALL work on the computer should be saved at regular intervals to prevent loss of work in the event of a power failure. NO additional time is allowed for such lost work. It is the candidates' responsibility to protect their answers from obliteration.
10. In order to print the original as well as the edited version of the answers candidates are reminded to save the work after each separate section before it is printed.
11. At the end of the examination session each candidate must hand in the PRINTOUTS of the answers as well as the diskette with the saved answers (properly marked with the candidate's EXAMINATION NUMBER). If the candidate's work is saved on the hard disk/network, the invigilator(s) must copy the answers to a compact disk/memory stick and the answers must immediately be deleted from the hard disk/network. (These diskettes must be handed to the examination section for safekeeping for at least SIX months in case enquiries should be made by the examiner/moderator and subject specialist of education.)
12. Please note that NO question paper may be taken out of the examination room until at least ONE hour after the commencement of the last session. All papers must consequently be handed in. They may be returned to candidates on completion of the examination.
13. In the event of a question paper being written in more than one session invigilators must ensure that ALL answers of candidates are removed from the hard disks or the network before candidates for the next session are allowed into the room.
14. NO candidate may print his/her work for another candidate, make his/her diskette available to another candidate or access other candidate's work on the network. Any attempt to access information from or transfer information to another candidate in whatever manner, is a contravention of the examination rules and regulations and will be viewed in a very serious light.

**DO NOT TURN THE PAGE BEFORE THE  
INVIGILATOR INSTRUCTS YOU TO DO SO.**

**SECTION A (THEORY)**

Answer QUESTION 1 and 2 on the attached ANSWER SHEET.

QUESTION 3 must be done on the computer. The files/folders have been created and saved by your lecturer on your diskette/hard drive (COMPUTER PRACTICE N4 FOLDER).

Approximately 30 minutes should be spent on this section.

**QUESTION 1**

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) on the attached ANSWER SHEET.

- 1.1 The BIOS is the heart of the computer.
- 1.2 The RAM is the temporary memory.
- 1.3 ALU is the acronym for Arithmetic and Logical Unit.
- 1.4 All apparatus that are in any way connected to the central processing unit are called ASCII codes.
- 1.5 The daisy wheel printer can print graphics.
- 1.6 The memory capacity of a microcomputer is normally expressed in bits.
- 1.7 Write-protecting makes a diskette a read-only diskette.
- 1.8 Proper handling of CDs and diskettes includes cleaning it with water and alcohol.
- 1.9 Program files are identical copies of important files to prevent data loss.
- 1.10 When you delete files or folders from your hard disk, Windows moves it to the Recycle Bin.

(10 × 1) **[10]**

**QUESTION 2**

Choose a description or definition from COLUMN A that matches a word(s) in COLUMN B. Write only the letter (A–J) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Set of instructions executed by the computer	A	keyboard
2.2	Input device used by architects and artists to enter graphics and drawings into the computer	B	wireless LAN (Wi-Fi)
2.3	Group of eight bits	C	diskette and CD
2.4	Most commonly used input device	D	Word Processing
2.5	Program used for the manipulation of text	E	user-friendly
2.6	Process preventing data from being erased	F	backup
2.7	Used to save programs and files	G	light-pen
2.8	Command used to check diskette for errors	H	byte
2.9	Phrase describing a program which enables people with limited computer knowledge to follow working procedures	I	scandisk
2.10	To access the internet from any hotspot at airports and coffee shops	J	software

(10 × 1)

**[10]**

**QUESTION 3**

Do the following on the computer and make a print screen of each answer. Insert your EXAMINATION NUMBER (left) and QUESTION NUMBER (right) as a header, make a PRINTOUT and place it in you EXAMINATION FOLDER.

3.1 Display the status report of the COMPUTER PRACTICE N4 FOLDER.

3.2 Display all the files/folders on the COMPUTER PRACTICE N4 FOLDER.

3.3 Create a text file SHY.

3.4 Delete the folder MISCHIEVOUS.

3.5 Rename the folder UNMOTIVATED to MOTIVATED.

(5 × 2) [10]

**TOTAL SECTION A: 30**

**SECTION B: WORD PROCESSING**

Use a word processing program to answer the following questions on the computer. Approximately 1 hour and 15 minutes should be spent on this section.

**QUESTION 4****QUESTION 4A****TIME: 10 MINUTES****MARKS: 10**

1. Key in the text as indicated below. Use Courier New 12 pt.
2. Insert the header QUESTION 4A in capital letters left-aligned and EXAMINATION NUMBER right-aligned.
3. Use a left- and right-hand margin of 1"/2,54 cm.
4. Text must be justified and in single-line spacing except where indicated otherwise.
5. Save the document as COLLEGE.
6. Print the document and place the printout in your EXAMINATION FOLDER.

Student personalities add an unforeseen dynamic to the classroom that requires a certain finesse to handle properly. The personalities of students are not the same; therefore, it requires an assortment of strategies to manage students effectively.

‡

In essence, this requires the educator to become something more than a provider of information. An educator may have to wear the hats of mentor, role model, disciplinarian, et cetera when handling student personalities.

‡

Educators should have the ability to connect with students to increase learning in the classroom and help students outside the classroom.

(10)

**QUESTION 4B**

**TIME: 25 MINUTES**

**MARKS: 32**

1. Retrieve the document COLLEGE and change QUESTION 4A in the header to QUESTION 4B.
2. Edit the document as indicated in the text and according to the instructions below.
3. Change the left-hand margin to 1.5"/3,81 cm.
4. Text must be left-aligned and in single-line spacing except where indicated otherwise.
5. Save the document as COLLEGE2.
6. Print the document and place the document in your EXAMINATION FOLDER.

3,81 cm/1.5"

STUDENT PERSONALITIES

16 pt, uc, bold, centre

sp

Student personalities add an unforeseen dynamic to the classroom that requires a certain finesse to handle properly. The personalities of students are not the same; therefore, it requires an assortment of strategies to manage students effectively.

d/s

Indent left-and right-hand margin on 2 cm/ 0.79"

In essence, this requires the educator to become something more than a provider of information. An educator may have to wear the hats of mentor, role model, disciplinarian, et cetera when handling student personalities.

runs on

Educators should have the ability to connect with students to increase learning in the classroom and help students outside the classroom.

Candidate: Set a left tabular stop from the left-hand margin on 9 cm/3.54"

Educators should distinguish between the different personalities:

u/line, bold

PERSONALITY

NUMBER OF STUDENTS

uc, bold

Shy

5

Mischievous

7

The boss

3

Unmotivated

5

1.5 lines

(32)  
[42]

**QUESTION 5****TIME: 40 MINUTES****MARKS: 43**

1. Retrieve the document TYPES from your diskette/hard drive.
2. Edit the document as indicated in the text and according to the instructions below.
3. Insert your EXAMINATION NUMBER left-aligned and QUESTION 5 right-aligned in capital letters as a footer.
4. Use the hyphenation function for the document.
5. Change the left- and right-hand margin of page 1 only to 3,81 cm/1.5".
6. Centre page 1 vertically.
7. Change paragraphs to TWO columns.
8. Find 'students' and replace it with 'students' in bold.
9. Insert page numbers at the top, right.
10. Save the document as STUDENT1.
11. Print ONLY the edited document and place the PRINTOUT in your EXAMINATION FOLDER.

# KNOW YOUR STUDENTS

*Comic Sans 16 pt, uc, bold*

*justify*

‡  
Student personalities add an unforeseen dynamic to the classroom that requires a certain finesse to handle properly. The personalities of students are not the same; therefore, it requires an assortment of strategies to manage students effectively.

*Indent left- and right-hand margin of paragraph on 3 cm/1.18"*

In essence, this requires the to become educator something more than a provider of information. An educator may have to wear the hats of mentor, role model, disciplinarian, et cetera when handling student personalities. Educators should have the ability to connect with students to increase learning in the classroom and help students outside the classroom.

*tr*

===== page break =====

Here is a list of common personalities found in any classroom:

*uc, bold*

## 3. Shy

*uc, italics*

*Move paragraphs in numerical sequence and indent. Change to 2 columns*

Shy students can be great from a behavioural viewpoint because they rarely cause any problems. Actually, they can easily fall into the educators' 'blind spots' and go unnoticed. That is why it is important to give these students some attention, but be careful not to focus too much on them as this may cause more withdrawal than previously experienced.

*bold, underline*

## 4. Mischievous

*uc, italics*

*Column 2*

Mischievous students tend to cause problems or disruptions in the classroom. They are normally the 'fun' students in the classroom, but have to be properly managed to ensure they do not become a huge disruption to the class. These students are commonly referred to as class clowns, and if handled properly, can provide a fun element to the class.

*sp*

## 2. The boss

*uc, bold*

The boss student is the student who likes to answer every question and is commonly found among younger learners, but not usually as students get older. However, it does happen to older students from time to time. These are the students who want to answer everything and are too eager to show they know all the answers. ~~They are very happy when allowed to answer, but get very upset or sulk when that opportunity is given to someone else. These students can be so strong that they will defy instructions to show they know the answer such as standing up and writing on the board when asked to sit down or blurting out answers when asked to be quiet.~~

9

*Column 1*

## 1. Unmotivated

*uc, bold*

These students have no desire to learn or study. This can be a real challenge to handle inside the classroom. Most of the time, the students are unmotivated because they do not see the relevancy of what is being studied, are not interested in the topics, or the material is far above their level. ~~Regardless, the educator needs to find some means to motivate these students and have them learn.~~

9

# KNOW YOUR STUDENTS

*Copy heading to end of document and insert a text box around heading*

**SECTION C: SPREADSHEET**

Use a spreadsheet program to do the following questions on the computer. Approximately 1 hour and 15 minutes should be spent on this section.

Answer ALL the questions.

**QUESTION 6****QUESTION 6A****TIME: 9 MINUTES****MARKS: 10**

1. Create the spreadsheet below.
2. Insert your EXAMINATION NUMBER left-aligned and QUESTION 6A right-aligned in capital letters as a footer.
3. Display figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT use the Fit-to-one-Page option.
5. Save the spreadsheet as RESULTS.
6. Print the spreadsheet in portrait orientation without row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

	A	B	C	D
1	NCUTVET COLLEGE			
2	open row			
3	COURSE	NUMBER	NUMBER	NUMBER
4		REGISTERED	WROTE	PASSED
5	open row			
6	Human Resources Management	3,478	3,025	2,300
7	Public Management	2,300	2,013	1,876
8	Marketing Management	1,050	871	606
9	Management Assistant	3,330	2,987	2,113
10	Business Management	1,500	1,189	741

(10)

**QUESTION 6B****TIME: 21 MINUTES****MARKS: 26**

1. Retrieve the spreadsheet RESULTS.
2. Change QUESTION 6A in the footer to QUESTION 6B.
3. Insert the header Your College, Your Future in capital letters, bold, italics and centre.
4. Make all the changes as indicated on the spreadsheet and according to the instructions below.
5. Change the paper orientation to landscape.
6. Insert rows, columns and text as indicated on the spreadsheet.
7. Insert formulae where the letters of the alphabet appear to do the following calculations:
  - A  $\text{NUMBER ABSENT} = \text{NUMBER REGISTERED} \text{ minus } \text{NUMBER WROTE}$
  - B  $\text{NUMBER FAILED} = \text{NUMBER WROTE} \text{ minus } \text{NUMBER PASSED}$
  - C  $\% \text{ PASSED} = \text{NUMBER PASSED} \text{ divided by the } \text{NUMBER WROTE}$
  - D  $\% \text{ FAILED} = \text{NUMBER FAILED} \text{ divided by the } \text{NUMBER WROTE}$
  - E  $\text{TOTAL} = \text{Total of each column}$
  - F  $\text{Average of } \% \text{ passed}$
  - G  $\text{Maximum of number passed}$
  - H  $\text{Number of courses}$
8. Copy the formulae to the other cells as indicated on the spreadsheet.
9. Display % PASSED, % FAILED and Average % passed as a % with NO decimals.
10. Display all other figures as integers.
11. Insert horizontal and vertical lines using the method with which you are familiar.
12. Adjust the column width to fit the spreadsheet on ONE page. DO NOT use the Fit-to-one-Page option.
13. Save the spreadsheet as RESULTS2.
14. Print the spreadsheet without row and column headings in landscape orientation and place the PRINTOUT in your EXAMINATION FOLDER.

NCUTVET COLLEGE

20 pt, bold, merge and centre

open row

PHATSIMANG CAMPUS: RESULTS 2016

16 pt, merge and centre, italics, underline

insert

open row

COURSE	NUMBER REGISTERED	NUMBER WROTE	NUMBER ABSENT	NUMBER PASSED	NUMBER FAILED	% PASSED	% FAILED
Human Resources Management	3,478	3,025	A	2,300	B	C	D
Public Management	2,300	2,013	↓	1,876	↓	↓	↓
Marketing Management	1,050	871		606			
Management Assistant	3,330	2,987		2,113			
Financial Management	890	665		330			
Business Management	1,500	1,189		741			
TOTAL	E						

right-align

centre

open row

Average % passed

F

open row

Maximum number passed

G

open row

Number of courses

H

(26)

**QUESTION 6C****TIME: 6 MINUTES****MARKS: 7**

1. Retrieve the spreadsheet RESULTS2.
2. Change QUESTION 6B in the footer to QUESTION 6C.
3. Hide columns B and C.
4. Display the formulae. Adjust the column width to display the whole formulae. Landscape orientation must be used, but do NOT use the Fit-to-one-Page option. You will be penalised if the printout is not legible.
5. Save the spreadsheet as RESULTS3.
6. Print the spreadsheet with row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

(7)  
**[43]**

**QUESTION 7****QUESTION 7A****TIME: 9 MINUTES****MARKS: 7**

1. Create the spreadsheet below.
2. Insert your EXAMINATION NUMBER left-aligned and QUESTION 6A right-aligned in capital letters as a header.
3. Display the figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT use the Fit-to-one-Page option.
5. Save the spreadsheet as STATS1.
6. Print the spreadsheet in portrait orientation without row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

	A	B	C	D	E
1	NCUTVET COLLEGE				
2	open row				
3	TEST MARKS: PERSONNEL MANAGEMENT N6				
4	open row				
5	Surname and Initials	Test 1	Test 1	Test 2	Test 2
6		50 %		75 %	
7	open row				
8	Kotze E	30		57	
9	Africa R	25		70	
10	Mahlangu T	23		61	
11	Kruger M	41		50	
12	Jaars C	44		56	
13	Jansen Y	19		63	
14	Saal V	34		60	

(7)

**QUESTION 7B****TIME: 22 MINUTES****MARKS: 26**

1. Retrieve the spreadsheet STATS1.
2. Change QUESTION 7A in the header to QUESTION 7B.
3. Make all the changes as indicated on the spreadsheet and according to the instructions below.
  - 3.1 Sort Surname and Initials with corresponding figures in descending order.
  - 3.2 Insert horizontal and vertical lines using the method with which you are familiar.
  - 3.3 Insert the columns and text as indicated on the spreadsheet.
  - 3.4 Insert formulae where the letters of the alphabet appear to do the following calculations:
    - A % = Percentage for Test 1 and Test 2 (use absolute cell addresses)
    - B AVERAGE = Average of Test 1 and Test 2 percentage
    - C HIGHEST = Highest mark obtained for Test 2
    - D LOWEST = Lowest mark obtained for Test 1
    - E NUMBER OF STUDENTS
4. Copy the formulae to the other cells as indicated on the spreadsheet.
5. Display Test 1 %, Test 2 % and AVERAGE as percentage with ONE decimal.
6. Display HIGHEST, LOWEST and NUMBER OF STUDENTS as integers.
7. Adjust the column width to fit the spreadsheet on ONE page. If the spreadsheet does not fit on ONE page, landscape orientation may be used.
8. Save the spreadsheet as STATS2.
9. Print the spreadsheet with row and column headings and place the PRINTOUT in your EXAMINATION FOLDER.

NCUTVET COLLEGE

*18 pt, merge and centre, bold*

TEST MARKS: PERSONNEL MANAGEMENT N6

*14 pt, underline, bold*

Surname and Initials	Test 1 50%	Test 1 %	Test 2 75%	Test 2 %	Average
Kotze E	30	A	57	A	B
Africa R	25	↑ ↓	70	↓	↓
Mahlangu T	23		61		
Kruger M	41		50		
Jaars C	44		56		
Gouws G	40		67		
Jansen Y	19	63			
Saal V	34	60			

↙

*centre*

97

open row

*italics*

HIGHEST  
LOWEST  
NUMBER OF STUDENTS

D  
E

C

(26)

**QUESTION 7C****TIME: 9 MINUTES****MARKS: 9**

1. Retrieve the spreadsheet STATS2.
2. Create a column graph to display the AVERAGE of all the students.
3. Insert the following chart titles:  
  
PERSONNEL MANAGEMENT N6  
EXAMINATION NUMBER  
QUESTION 7C
4. Display the percentages on the column graph.
5. Display the legend on the right-hand side of the graph.
6. Save the graph as QUES 7C.
7. Print the graph as a new sheet and put the PRINTOUT in your EXAMINATION FOLDER.

(9)  
[42]

**TOTAL SECTION C: 85**  
**GRAND TOTAL: 200**

ANSWER SHEET EXAMINATION NUMBER:

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**COMPUTER PRACTICE N4**

**SECTION A**

**QUESTION 1**

- 1.1 \_\_\_\_\_
- 1.2 \_\_\_\_\_
- 1.3 \_\_\_\_\_
- 1.4 \_\_\_\_\_
- 1.5 \_\_\_\_\_
- 1.6 \_\_\_\_\_
- 1.7 \_\_\_\_\_
- 1.8 \_\_\_\_\_
- 1.9 \_\_\_\_\_
- 1.10 \_\_\_\_\_

(10 × 1) [10]

**QUESTION 2**

- 2.1 \_\_\_\_\_
- 2.2 \_\_\_\_\_
- 2.3 \_\_\_\_\_
- 2.4 \_\_\_\_\_
- 2.5 \_\_\_\_\_
- 2.6 \_\_\_\_\_
- 2.7 \_\_\_\_\_
- 2.8 \_\_\_\_\_
- 2.9 \_\_\_\_\_
- 2.10 \_\_\_\_\_

(10 × 1) [10]