



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**BSN740(E)(N12)H
NOVEMBER EXAMINATION**

NATIONAL CERTIFICATE

INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

**12 November 2015 (Y-Paper)
13:00–16:00**

**QUESTION PAPER AND INSTRUCTIONS TO INVIGILATORS AND
CANDIDATES**

**HAND TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT
OF THE EXAMINATION.**

**Candidates may use the ASCI code table, a computer ruler and
dictionaries.**

This question paper consists of 26 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
 NATIONAL CERTIFICATE
 INTRODUCTORY INFORMATION PROCESSING N4
 TIME: 3 HOURS
 MARKS: 300

PAPER	TIME	MARKS
TYPING TECHNIQUE – SECTION A	2 HOURS	200
WORD PROCESSING – SECTION B	1 HOUR	100
TOTAL	3 HOURS	300

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

HAND TO CANDIDATES 30 MINUTES BEFORE COMMENCEMENT OF EXAMINATION SESSION.

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

TYPING TECHNIQUE (SECTION A)

1. Candidates who are not ready and on time for the TIMED ACCURACY TEST, will only be allowed to enter the classroom after the expiration of the TEN MINUTES allowed for the TIMED ACCURACY TEST (QUESTION 1).
2. Candidates are allowed to read through QUESTION 1, the TIMED ACCURACY TEST, 3 MINUTES before the commencement of the examination.
3. The TIMED ACCURACY TEST must be keyed in at the beginning of the examination.
4. After the expiration of the TEN MINUTES allowed for the TIMED ACCURACY TEST, all the tests must be collected and initialled after the last typed word on each page. Retain the tests until the examination has been completed whereafter it must be put into the candidate's EXAMINATION FOLDER in the presence of the candidate.

WORD PROCESSING (SECTION B)

1. QUESTION 7A has already been keyed in by the lecturer and saved on the hard drive/network/disk (floppy/stiffy) as 7AQ.
2. Retrieve QUESTION 7A, proofread for keying-in errors. Correct errors (if any) and save the corrections. Process according to the instructions given in QUESTION 7B.
3. Answer ALL the questions.
4. Procedure for QUESTIONS 8A and 9A:
Key in, save and print.
5. Retrieve, copy and process according to the instructions in part B of each question. Print and hand in part A as well as part B.

PRINTING: QUESTION PAPER (SECTION A AND SECTION B)

1. Each answer must be printed on a SEPARATE A4 PAPER. Use only ONE side of the paper.
2. If a letterhead is provided and the printer(s) cannot accommodate the letterhead, you may use A4 paper. Hand in the printout on the A4 paper together with the letterhead so that the positioning of the text on the paper can be determined in accordance with the data on the letterhead.

GENERAL: QUESTION PAPER (SECTION A AND SECTION B)

1. You may use a computer ruler, dictionary, ASCII codes and the template.
No notes or any nonpermissible material may be hidden in or transcribed into these articles.
2. Use only **Courier New 12 pt** except if otherwise indicated in the question paper.
3. Work fast in order to complete the QUESTION PAPER in time.
4. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally. NO extra time will be allowed for loss of work.
5. In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

6. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO questions without EXAMINATION NUMBERS will be marked.
7. At the end of the examination session hand in the following:
 - 7.1 EXAMINATION FOLDER with printouts to be marked in the same order as the questions in the examination paper.
 - 7.2 Disk (floppy/stiffy) properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy work to a compact disk/memory stick and then it must immediately be deleted from the hard drive/network. Students' answers must be kept for at least SIX months.
 - 7.3 All other printouts. NO PRINTOUTS may be taken out of the examination room or put into bins.
8. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be regarded in a serious light. If you are found guilty of such a violation steps will be taken against you.

**WAIT FOR THE INSTRUCTION FROM THE
INVIGILATOR BEFORE YOU TURN THE PAGE**

TYPING TECHNIQUE

SECTION A

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

		TIME	MARKS
QUESTION 1	TIMED ACCURACY TEST	10 minutes	20 marks
QUESTION 2	PARAGRAPHS	34 minutes	56 marks
QUESTION 3	BUSINESS LETTER	30 minutes	49 marks
QUESTION 4	COLUMNS	24 minutes	39 marks
QUESTION 5	ADVERTISEMENT	10 minutes	16 marks
QUESTION 6	AFRICAN LANGUAGE	12 minutes	20 marks
		120 minutes	200 marks

QUESTION 1

DOCUMENT:	TIMED ACCURACY TEST Key in ONCE ONLY	SPEED:	25 wpm (minimum requirement)
LETTER TYPE:	CN12	PAPER:	A4
LINE SPACING:	1.5 or 2	MARKS:	20
MARGINS:		TIME:	10 minutes
LEFT:	2.5 cm/1"		
RIGHT:	2.5 cm/1"		
JUSTIFICATION:	Left		

Key in the timed accuracy test ONCE ONLY. Print and save as QUEST1. Your test must be collected and signed by the invigilator at the beginning of the EXAMINATION. ALL pages need to be signed.

A person who gossips can be referred to as a talebearer or a blabbermouth. This indicates that the person freely talks about other people's affairs.

A person who is known to be a blabbermouth will not be trusted. You will not have the need to share anything special with him/her. You will only inform them about the negative aspects which you know they would prefer. Gossiping is a negative action, because it is usually done with the purpose to put somebody in a negative position.

Gossiping has no positive result because usually it tends to add to the story and make it worse.

In the end the person about whom is gossiped about will hear the story and will not recognise the initial story because it has

QUESTION 1 (CONTINUED)

become distorted.

Unfortunately gossiping in the working environment may have far-reaching consequences. It not only hurts the person about whom you are gossiping but sometimes the company and its name get involved. Stories about products, services rendered, company policy and staff might be spread and this will definitely be destructive for the company. The person who gossips might be involved in legal actions against him/her.

If you should come across a person who is a blabbermouth and who wants to share a juicy story with you, tell this person you find what you are being told about that specific person very strange, because that person only speaks highly of the person telling the story. 25 wpm

You could change the story by saying that you thought this person actually had such good 30 wpm

[20]

QUESTION 2

DOCUMENT:	Paragraphs	PAPER:	A4
LETTER TYPE:	CN12	JUSTIFICATION:	Left
LINE SPACING:	Single, except where otherwise indicated	HYPHENATION:	No
MARGINS:		MARKS:	56
LEFT:	3.75 cm/1.5"	TIME:	34 minutes
RIGHT:	2.5 cm/1"		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST2. Put the printout in your EXAMINATION FOLDER.

Positive Attitude Towards Others centre, u/line, caps

≠

manner

stet

A person's attitude generally entails the way in which he/she communicates his/her moods to others.

bold

runs on

sp

When a person is optimistic and expect a successful meeting with others, he/she reveals a positive attitude.

1. A positive attitude will achieve three basic goals, namely:

uc

1.1 It will / enthusiasm towards your work and others.

/strengthen

1.2 It will boost your creativity and improve your productivity.

1.3 It will help you in making the most important of your personality.

∩

2. The following behaviour will have the necessary influence on others:

uc

* Empathy [Putting oneself in the shoes of other people and showing understanding.

NP

* Friendliness

Candidate: Replace [*] with subparagraph numbers and TWO letter spaces

Smiles should come (the from) heart.

trs

Candidate: Underline headings of subparagraph [2.1] and [2.2]

[56]

QUESTION 3

DOCUMENT:	Business Letter	PAPER:	Letterhead
LETTER TYPE:	CN12	JUSTIFICATION:	Left
LINE SPACING:	Single, except where otherwise indicated	HYPHENATION:	No
MARGINS:		MARKS:	49
LEFT:	2.5 cm/1"	TIME:	30 minutes
RIGHT:	2.5 cm/1"		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST3. Put the printout in your EXAMINATION FOLDER.

Candidate: ❶ Retrieve letterhead from stiffy/hard drive and leave TWO lines after letterhead.
 ❷ The letter must fit on ONE page.
 ❸ Insert today's date in full.

Date

Ms KE Atisang [995 Moduane Street [Boitumelong [Bloemhof caps
 2660

Madam

Responsibility Of Workers caps, centre

Attitude to work is part of someone's personality. sp

1. Punctuality uc

1.1 Punctuality means italics, bold

- being on time for work;
- completing / in time. } s/s

Candidate: Replace bullets [-] with subsubparagraph numbers and TWO letter spaces

/ work

2. Loyalty uc

2.1 Loyalty means italics, bold

QUESTION 3 (CONTINUED)

A positive person will try to find solutions [for problems which might arise in a working situation [without causing further problems.

- 2.1.1 *do not criticise colleagues or / company business;* stet
- 2.1.2 *do not share confidential information;* s/s
- 2.1.3 *do quality and work complete tasks in time.* trs

move the paragraph and centre

Kind and friendly regards delete

R Ai [Human Resources Manager uc

[49]

QUESTION 4

DOCUMENT: Columns	JUSTIFICATION: As indicated
LETTER TYPE: CN12	HYPHENATION: No
LINE SPACING: As indicated	TAB STOPS FROM THE MARGIN: Left: 13.5 cm/5.4" Right: 18.5 cm/7.4"
MARGINS: LEFT: 1.25 cm/0.5" RIGHT: 1.25 cm/0.5"	MARKS: 39
PAPER: A4	TIME: 24 minutes

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST4. Put the printout in your EXAMINATION FOLDER.

Work Attitude Scale

centre, bold, caps

≠

u/line, caps

Encircling the 10 indicates that you give your utmost best each and every day. ≠

u/line, caps

Encircling the 1 indicates that you stopped trying to establish a better attitude ~~your~~ work. ~~towards~~

towards

Insert a horizontal line with ONE line space before and TWO line spaces after the line

High Positive Low Negative

≠

1. morning. stet ≡

Every evening on my way to work I concentrate on having a positive outlook. ←-----→ 10#9#8#7#6#5#4#3#2#1

2. I never allow pettiness to influence my positive attitude negatively. ≡

insert ONE letter space [#] between figures

←-----→ 10#9#8#7#6#5#4#3#2#1

Key in the headings [High] and [Low] in capital letters and bold

QUESTION 5

DOCUMENT: Advertisement	PAPER: A4
LETTER TYPE: CN12	JUSTIFICATION: As indicated
LINE SPACING: As indicated	MARKS: 16
MARGINS:	TIME: 10 minutes
LEFT: 2.5 cm/1"	
RIGHT: 2.5 cm/1"	

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST5. Put the printout in your EXAMINATION FOLDER.

Birthday bargains!!



Love is a gift from the heart!



Rose Garden

centre, caps



E-mail: † roses@garden.co.za †

Cell 078 543 6789



If you order before 12:00 the roses will include a box of chocolates!!



move

[16]

QUESTION 6

DOCUMENT: African language	PAPER: A4
LETTER TYPE: CN12	JUSTIFICATION: Left
LINE SPACING: 2 (double)	MARKS: 20
MARGINS:	TIME: 12 minutes
LEFT: 2.5 cm/1"	
RIGHT: 2.5 cm/1"	
Key in the document. Proofread, print and save as QUEST6. Put the printout in your EXAMINATION FOLDER.	

IMBONGI

Emhlabeni kusizungu,
 Sigqunyiwe nayinkungu:
 Khanya mbongi!

Amathafa abukele,
 Kwanentaka zimamele:
 Bonga mbongi!

Engqatsini nguw' umthunzi,
 Enkundleni nguw' inkunzi:
 Khonya mbongi!

Ebubini nguw' inqaba,
 Ekufeni nguw'

[20]

TOTAL SECTION A: 200

WORD PROCESSING

SECTION B

WORK FAST AND ACCURATELY

			TIME	MARKS
QUESTION 7:	BUSINESS LETTER	A	Already keyed in	–
		B	24 minutes	40
QUESTION 8:	CURRICULUM VITAE	A	10 minutes	17
		B	12 minutes	20
QUESTION 9:	PARAGRAPHS	A	7 minutes	12
		B	8 minutes	13
			60 minutes	100

QUESTION 7A

DOCUMENT:	Business Letter	PAPER:	A4
MARGINS:		TABULAR STOPS:	As required
LEFT:	2.5 cm/1"	HYPHENATION:	No
RIGHT:	2.5 cm/1"	LETTER SIZE:	CN12
LINE SPACING:	As indicated	MARKS:	0
JUSTIFICATION:	Justify		
TIME FOR KEYING IN:	0 minutes		

INSTRUCTIONS TO CANDIDATES: Following is the example of QUESTION 7A which has already been keyed in. Use the information to proofread the question on the screen. Make sure that you work on the already keyed-in QUESTION 7A.

When asking people for the why reason they are working most would answer: I have to because I need the money. It is clear that people exchange their time and talents for money.

QUESTION 7A (CONTINUED)

Most of your waking time is spent at work. Therefore it is important that you should be happy at work. The way in which you experience your work is greatly influenced by your attitude towards your work.

Your attitude consists of your expectations together with what you are willing to do in order to achieve those prospects.

Your attitude to work is part of your personality. Your personality consists of your overall impression on others and your attitude towards others. Your attitude to work is formed by your basic beliefs and your code of behaviour towards others.

If you believe that no stranger can be trusted, you will meet new people with a frown on your face. People who enjoy life will meet newcomers in a friendly way and make them feel welcome. Therefore it is important that you should feel good about yourself before you will be able to share it with others.

More careers have been wrecked by a negative attitude to work than by insufficient knowledge to do the job. MANY PEOPLE DO NOT KNOW THAT KNOWLEDGE ON ITS OWN IS NOT THE KEY TO SUCCESS.

Positive attitudes are not that found. In order to keep a job it is important that you learn to be positive. It does not imply that you should like everything, but you could also be positive about a task that you dislike. If you are expected to do something against your code of behaviour you can explain it to the person without becoming involved in an argument and without being rude.

An emotion which determines your code of behaviour is known as a belief. Others will respect it if you state your beliefs clearly with a positive attitude.

NO MARKS ARE ALLOCATED FOR THIS QUESTION.

QUESTION 7B – PROCESSING

TIME FOR PROCESSING: 24 minutes

MARKS: 40

1. Retrieve the document saved as 7AQ and immediately change the document name to 7BQ. Process according to the instructions.
3. Do all processing as indicated in the text.
4. Proofread, print and save the document as 7BQ.
4. Put the printouts in your EXAMINATION FOLDER.

Candidate: → Margins: Left-hand margin: 3.75 cm/1.5"
 Right-hand margin: 2.5 cm/1"
 → Hyphenation: Yes
 → Justification: Left
 → Number pages top, CENTRE

move
 ≠
 When asking people for the **trs** (why reason) they are working most would answer: [I have to because I need the money.] **NP**
 [It is clear that people exchange their time and talents **NP** for money.] **italics, centre**

Positive attitudes to work **centre, bold**

delete page break

QUESTION 7B (CONTINUED)

Most of your waking time is spent at work. Therefore it is important that you should be happy at work. The way in which you experience your work is greatly influenced by your attitude towards your work. †

u/line

s/s

runs on

Your attitude consists of your expectations together with what you are willing to do in order to achieve those expectations prospects.

stet

insert page break

Attitude towards work

sp caps, centre

≠

1. † Your attitude to work is part of your personality. [1.1 † Your personality consists of [1.1.1 † your overall impression on others and [1.1.2 † your attitude towards others. [2. † Your attitude to work is formed by your basic beliefs and your code of behaviour towards others.

NP
NP
NP

Candidate: Change the left- and right-hand margin of paragraph [If ... others.] to 6 cm/2.4" and justify.

If you believe that no stranger can be trusted, you will meet new people with a frown on your face. People who enjoy life will meet newcomers in a friendly way and make them feel welcome.

bold

Therefore it is important that you should feel good about yourself before you will be able to share it with others.

insert page break

QUESTION 7B (CONTINUED)

insert a horizontal line ONE line space before and TWO line spaces after line

~~/A# Negative attitudes to work~~

uc, align right, change [A] to a Roman figure in uc

‡

More careers have been wrecked by a negative attitude to work than by insufficient knowledge to do the job. MANY PEOPLE DO NOT KNOW THAT KNOWLEDGE ON ITS OWN IS NOT THE KEY TO SUCCESS.

l/c

‡

~~/B # Positive attitudes to work~~

uc, align left, change [B] to a Roman figure in uc

‡

Positive attitudes are not that ~~/~~ found. In order to easily keep a job it is important that you learn to be positive. It does not imply that you should like everything, but you could also be positive about a task that you dislike. If you are expected to do something against your code of behaviour you can explain it to the person without becoming involved in an argument and without being rude.

u/line

‡

~~/C #Belief~~

uc, centre, change [C] to a Roman figure in uc

‡

An emotion which determines your code of behaviour is known as a belief. Others will respect it if you state your beliefs clearly with a positive attitude.

insert a horizontal line with ONE line space before and TWO line spaces after the line

insert today's date in full

Candidate:

- Change the word [code of behaviour] to underline and font size 14 throughout
- Centre page 2 vertically

[40]

QUESTION 8A

DOCUMENT:	Curriculum Vitae	PAPER:	A4
MARGINS:		TABULAR STOPS:	As required
LEFT:	1.25 cm/0.5"	HYPHENATION:	No
RIGHT:	1.25 cm/0.5"	LETTER SIZE:	CN12
LINE SPACING:	As indicated	MARKS:	17
JUSTIFICATION:	Left		
TIME FOR KEYING IN:	10 minutes		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 8AQ. Put the printout in your EXAMINATION FOLDER.

Candidate: All underlined words must be in upper case.

Curriculum vitae

Surname: ≠

Full names: ≠

Thomas Baleseng bold

Address: ≠

Friedman-
6 Modisane Street

stet

Kanana

s/s

2619

Identity number: ≠

Telephone: ≠

Landline: ≠

Cell: ≠

Date of birth: ≠

QUESTION 8A (CONTINUED)

Qualifications:

≠

2011-2014

Viglia College

Business Administration Certificate

} s/s

I hereby declare that the information [≠] above is true in every respect.

trs

(17)

QUESTION 8B: PROCESSING

TIME FOR PROCESSING: 12 minutes

MARKS: 20

1. Retrieve the document saved as 8AQ and immediately change the document name to 8BQ. Process according to the instructions.
5. Do all processing as indicated in the text.
6. Proofread, print and save the document as 8BQ.
4. Put the printout in your EXAMINATION FOLDER.

Candidate: Change left- and right-hand margin to 2.5 cm/1"
 Insert a left tab stop on 6 cm/2.4" from the margin

CURRICULUM VITAE sp caps, centre

SURNAME: *Motsie Khumou* stet

FULL NAMES: move to the same line as [FULL NAMES:]

Thomas Baleseng

ADDRESS: move to the same line as [ADDRESS:]

6 Modisane Street
 Kanana caps
 2619

IDENTITY NUMBER: *7701170087081*

move

TELEPHONE:

Landline: *(018) 462 7891*

Cell: *082 345 6789*

DATE OF BIRTH: *17 January 1977*

QUESTION 8B (CONTINUED)

QUALIFICATIONS:

move to the same line as [QUALIFICATIONS:]

2011-2014

Viglia / College

TVET

Business Administration Certificate

insert a horizontal line with ONE line space before and TWO line spaces after the line

uc, bold

I hereby declare that the above information is true in every respect.

⊥
⊥
⊥

N Figlan (Miss)

uc

⊥

Insert today's date in full

(20)
[37]

QUESTION 9A

DOCUMENT: Paragraphs	PAPER: A4
MARGINS: LEFT: 3.75 cm/1.5" RIGHT: 2.5 cm/1"	TABULAR STOPS: As required
LINE SPACING: As indicated	HYPHENATION: No
JUSTIFICATION: Left	LETTER SIZE: CN12
TIME FOR KEYING IN: 7 minutes	MARKS: 12
Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 9AQ. Put the printout in your EXAMINATION FOLDER.	

Qwaha le Kwenauc, bold

≠

uc

Qwaha le Kwena e ne e le metswalle e meholo.
 Kwena e ne e dula mahaheng a Noka ya Ruaha.
 UDube noNgwenya kwakungabangani abakhulu.
 UNgwenya wayehlala emigedeni yoMfula iRuaha.

} d/s

≠

UDube noNgwenyauc, u/line

(12)

QUESTION 9B: PROCESSING

TIME FOR PROCESSING: 8 minutes

MARKS: 13

1. Retrieve the document saved as 9AQ and immediately change the document name to 9BQ. Process according to the instructions below.
2. Do all processing as indicated in the text.
3. Proofread, print and save the document as 9BQ.
4. Put the printouts in your EXAMINATION FOLDER.

Candidate:

Number pages top, left

Change the left-hand margin to 2.5 cm/1"

QWAHA LE KWENA

remove bold

1≠

Qwaha le Kwena e ne e le METSWALLE e meholo.

Kwena e ne e dula mahaheng a Noka ya Ruaha.

UDube noNgwenya kwakungabangani abakhulu.

UNgwenya wayehlala emigedeni yoMfula iRuaha.

≠

UDUBE NONGWENYA

remove u/line

Candidate:

Insert a page break

Copy page one to page two

QUESTION 9B (CONTINUED)

PAGE 2

↵ Centre page vertically

QWAHA LE KWENA

Qwaha le Kwena e ne e le metswalle e meholo.

Change [QWAHA ... meholo.] to justify. Change left- and right-hand margin to 7.5 cm/3".

Kwena e ne e dula mahaheng a Noka ya Ruaha.

UDube noNgwenya kwakungabangani abakhulu.

Change [Kwena ... abakhulu.] to right-align. Change left- and right-hand margin to 4 cm/1.6".

UNgwenya wayehlala emigedeni yoMfula iRuaha.

Change [UNgwenya ... iRuaha.] to centre. Change left- and right-hand margin to 8 cm/3.2".

UDUBE NONGWENYA

Change [UDUBE NONGWENYA] to left-align. Change left- and right-hand margin to 2.5 cm/1".

(13)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 300