



**higher education  
& training**

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

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**INFORMATION PROCESSING N4**

**5 NOVEMBER 2018**

**This marking guideline consists of 32 pages.**

## SECTION A: TYPING TECHNIQUE

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	10 minutes	20
QUESTION 2: TABULAR STATEMENT	24 minutes	40
QUESTION 3: BUSINESS LETTER	34 minutes	55
QUESTION 4: COLUMNS	40 minutes	65
QUESTION 5: AFRICAN LANGUAGE	12 minutes	20
TOTAL	120 minutes	200

### SECTION A: TYPING TECHNIQUE

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

1. The mark for typing technique (200) is added to the word processing mark (100) to obtain a mark out of 300 which is processed to a mark out of 100 (percentage). This mark must be sent to the CD: NATIONAL EXAMINATIONS AND ADMINISTRATION.
2. ACCURACY errors must be indicated with a RED /. Repetitive accuracy errors must be indicated with a RED circle.
3. DISPLAY errors must be indicated with a BLUE X. Repetitive display errors must be indicated with a BLUE circle.

QUESTION 1 – MARKING SCHEDULE – TIMED ACCURACY TEST						
WPM	35	40		WPM	35	40
ERRORS				ERRORS		
1	19	19		29		3
2	19	19		30		2
3	18	18		31		1
4	17	18		32		0
5	17	17				
6	16	16				
7	15	16				
8	15	15				
9	14	15				
10	13	14				
11	12	13				
12	12	13				
13	11	12				
14	10	12				
15	10	11				
16	9	10				
17	8	10				
18	8	9				
19	7	9				
20	6	8				
21	6	7				
22	5	7				
23	4	6				
24	4	6				
25	3	5				
26	2	4				
27	1	4				
28	0	3				

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

Do not penalise incorrect letter spaces.

Do not penalise incorrect justification.

Do not penalise incorrect display errors.

Do not penalise if a whole line or paragraph is left out and keyed in at another position.

When exactly the same word is repeatedly keyed in incorrectly, it is penalised once only per question. Thereafter it is encircled as a repetitive error.

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

Omission of words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last few strokes at the end are 5 or more, count as another error. If the last few strokes at the end are less than 5, ignore.

If 35 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 35 wpm/Pass 40 wpm/Fail where applicable in the following way:

INDICATE AT THE END OF THE SPEED TEST:

Pass 35 wpm/Pass 40 wpm/Fail; Errors; Mark

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

Pass 35 wpm/Pass 40 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 35 wpm/Pass 40 wpm/Fail

Should a candidate fail the examination (less than 40 %) and pass the accuracy test, the word Fail replaces the Pass 35 wpm/Pass 40 wpm, as a candidate cannot fail the question paper as a whole and get recognition for the wpm.

THE 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**

Information technology includes tools that store, receive and transmit information electronically. E-mails, mobile phones, instant messaging, social networking applications and video-conferencing have simplified the way people and organisations communicate. These tools allow people to communicate instantly with others in any part of the world at a relatively cheap cost. Advancement in transport technology has seen the introduction of electric trains and airplanes that have made it easy to travel long distances within a short period of time.

Technology has facilitated the development of platforms that have led to the creation of jobs and that have enhanced communication such as Facebook, Twitter, WhatsApp, Google and Amazon. Social networking technologies help people reconnect with old friends. Adoption of technology has spawned new industries and professions such as programmers, database managers, system analysts and web designers. New architectural technology has improved the quality of current house designs. Automated doors that use finger prints have enhanced security in homes and organisations. Installation of webcams allows parents to monitor activities in the home while they are away.

**QUESTION 1 (CONTINUED)**

Technology has led to increased convenience in education through such platforms as online learning institutions. Online banking provides an efficient way of banking for customers and reduces lines in the bank. The application of technology in the health sector has led to automated equipment that helps in reducing mistakes made by doctors and administrators.

If your school is still debating using the latest technology, I hate to break it to you, but it's the inevitable future of education anyway. It is important that school wireless networks keep up with the ever changing technology in order to keep up with our students.

**35 wpm**

From the ease of communicating with their teachers via e-mail to quickly accessing an overabundance of information online about

**40 wpm**

**QUESTION 1 (CONTINUED)**

Online banking provides an efficient way of banking for  
 customers and reduces lines in the bank. The application  
 of technology in the health sector has led to automated  
 equipment that helps in reducing mistakes made by doctors  
 and administrators.

If your school is still debating using the latest  
 technology, I hate to break it to you, but it's the  
 inevitable future of education anyway. It


 35 wpm



**QUESTION 1 (CONTINUED)**

If your school is still debating using the latest  
 technology, I hate to break it to you, but it's the  
 inevitable future of education anyway. It is important  
 that school wireless networks keep up with the ever-  
 changing technology in order to keep up with our students.

13

I

From the ease of communicating with their teachers via e-  
 mail to quickly accessing an overabundance of information  
 online about

40 wpm

**[20]**

20	-	20

TYPING TECHNIQUE				
SCHEDULE – ACCURACY – QUESTION 2-5				
-4 MARKS DEDUCTED PER ERROR – ACCURACY – RED				
MARKS	20	44	52	20
RED ERRORS	Q2	Q3	Q4	Q5
0	20	44	52	20
1	16	40	48	16
2	12	36	44	12
3	8	32	40	8
4	4	28	36	4
5	0	24	32	0
6		20	28	
7		16	24	
8		12	20	
9		8	16	
10		4	12	
11		0	8	
12			4	
13			0	

TYPING TECHNIQUE			
SCHEDULE – DISPLAY – QUESTION 2-5			
-2 MARKS DEDUCTED PER ERROR – DISPLAY – BLUE			
MARKS	20	11	13
BLUE ERRORS	Q2	Q3	Q4
0	20	11	13
1	18	9	11
2	16	7	9
3	14	5	7
4	12	3	5
5	10	1	3
6	8	0	1
7	6		0
8	4		
9	2		
10	0		

**QUESTION 2: TABULAR STATEMENT****MARKS: 40**

<b>20 MARKS – ACCURACY – 4 MARKS PER ERROR</b> <b>Incomplete – as per schedule</b>	
<b>ERROR NO</b>	<b>DISPLAY ERRORS – 20 MARKS – 2 MARKS PER ERROR</b>
1.	Margins not equal and/or incorrect and/or Justification (left, centre, right, justify) 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 (CN 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	Delete – [2017] not deleted and/or incorrect and/or Insert – [these] not inserted and/or incorrect and/or Header – [Examination and question number] not inserted as header and/or incorrect
5	Trs – figures not transposed and/or incorrect and/or Stet – not retained and/or incorrect and/or Sp – [Google+] spelling incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect
7	Spaced capital letters incorrect and/or Merge – column incorrect
8	In full – [and] not in full and/or incorrect and/or New lines incorrect and/or Runs on incorrect
9	Headings incorrect and/or Column headings not left-aligned and/or incorrect and/or Columns incorrect
10	Vertical lines omitted and/or incorrect
11	Horizontal lines omitted and/or incorrect
12	Figures not right-aligned and/or incorrect
13	Footnote incorrect (not align on margin) and/or Footnote – 2 letter spaces after numbering or can use footnote signs
	Incomplete table – as per schedule

QUESTION 2

1 margins, line spacing, justification 2 A4 L, tab stops/indent, hyphen 3 font, uc/lc, letter spaces 4 Header: examination and question number

TEENS, SOCIAL MEDIA AND TECHNOLOGY OVERVIEW

R E P O R T I N F O R G R A H I C S 1  
8 in full

Teens and technology 8 runs on 7 merge	2010 6 bold	2011 6 bold	2012 6 bold	2013 6 bold	2014 6 bold	2015 6 bold	2016 6 bold
	BOYS 3 uc	GIRLS 3 uc	BOYS 3 uc	GIRLS 3 uc	BOYS 3 uc	GIRLS 3 uc	ALL BOYS AND 8 in full GIRLS 3 uc 8 NL ← 1/4
	%	%	%	%	%	%	%
Facebook	71	41	51	46	5 trs 35	81	91
Instagram	52	20	19	15	21	44	84
Twitter	33	6	3	10	12	33	61 ← 1/2
Google+ 5 sp	33	5	10	6	14	31	59
Snapchat	41	11	7	8	8	23	20
Vine	24	1	2	2	5	11	13
Tumblr	14	3	4	1	2	5	6 ← 3/4
Computers	88	88	89	–2	78	–2	67

9 column headings/headings 12 figures 13 footnotes

1 Source: Pew Research centre surveys conducted 2010–2016 4 del 2017

2 Dashes when these questions were not asked 4 insert 5 stet 10 vertical lines 11 horizontal lines

$\frac{1}{4}$				$\frac{1}{2}$				$\frac{3}{4}$								
A	D	T		A	D	T		A	D	T		Errors	Marks	A	D	T
5	5	10	40	10	10	20	40					0	20	20	20	40
												1	16			
												2	12			
												3	8			
												4	4			
												5	0			

[40]

**QUESTION 3: BUSINESS LETTER****MARKS: 55****44 MARKS – ACCURACY – 4 MARKS PER ERROR****Incomplete – as per schedule**

<b>ERROR NO</b>	<b>DISPLAY ERRORS – 11 MARKS – 2 MARKS PER ERROR</b>
1	Left-hand margin not 3.81 cm/1.5" and right-hand margin not 2.54 cm/1" and/or incorrect and/or Justification incorrect (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2	Letterhead not used or not retrieved and/or incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3	Font/font size (CN 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	/ - not changed to [the] and/or incorrect and/or Insert – date not insert in full and/or recipient's address incorrect and/or conclusion incorrect and/or [their] not inserted and/or incorrect and/or [Examination number] not inserted as a footer and/or incorrect and/or Page break not inserted and/or incorrect and/or Page number not inserted and/or incorrect and/or Del – [6. With ... place.] not deleted and/or incorrect
5	Trs – [take control] not transposed and/or incorrect and/or Sp – [diversity] spelling incorrect and/or Stet – not retained and/or incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not underlined and/or incorrect
7	Move – [receiver's address] not moved and/or incorrect and/or Joined – not joined and/or incorrect
8	New paragraphs incorrect and/or In full – [and] not in full and/or incorrect
9	Paragraphs not arranged in numerical order and/or incorrect
10	Find and replace technology to italics and bold and/or incorrect
	Incomplete as per schedule

 $\frac{1}{4}$ 

A	D	T	
11	3	15	55

 $\frac{1}{2}$ 

A	D	T	
22	6	28	55

 $\frac{3}{4}$ 

A	D	T	
33	8	41	55

Error	Marks
0	44
1	40
2	36
3	32
4	28
5	24
6	20
7	16
8	12
9	8
10	4
11	0

A	D	T	
44	11	55	

## QUESTION 3

1 margins, justification, line spacing 2 A4 portrait - letterhead, tab stops/indentation, hyphen Yes;  
3 font/font size, uc/lc, letter spaces 4 footer: examination number 10 technology italics, bold

# THE NEW YORK TIMES



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0970

5 November 2018

4 date in full

7 move 4 inserted address

Ms NL Mashile

Department of Education

Private Bag X2201

PRETORIA 3 uc

0002

Dear Ms Mashile

## REASONS WHY OUR SCHOOL SHOULD IMPLEMENT TECHNOLOGY IN THE CLASSROOM

3 uc 6 bold

4 the

8 NP

4 the

1. Integrating **technology** into the classroom is definitely a great way to reach diversity in learning styles. 4 1/4

5 sp

8 NP

4 the

4 inserted

2. It gives students the chance to interact with their classmates more by encouraging collaboration.

8 NP

4 the

4 the

3. **Technology** helps the teachers prepare students for the real world environment. 4 1/2

8 NP

4. Integrating **technology** in education everyday helps students stay engaged.

8 NP

4 the

5. Students are able to access the most up-to-date information quicker and easier than ever before.

6 u/line

4 del 6. With ... place.

9 arrange paragraphs in numerical order 2 indent 3 letter spaces

4 page break

4 footer

EXAMINATION NUMBER

## QUESTION 3 (CONTINUED)

2

**4** page number**8** NP**4** the **5** stet **4** the

6. With **technology** in the classroom the teacher becomes the encourager, adviser and coach. **8** in full

**8** NP**4** the**5** trs

7. **Technology** helps students take control of their own<sup>3/4</sup> learning by making their own decisions and actually think for themselves. **8** in full

**8** NP**7** join

8. Students can have access to digital textbooks that are constantly updated.

Yours faithfully

NENGOME MUKONDI **3** uc/lc**4** conclusionEDUCATOR: INFORMATION TECHNOLOGY **6** italics**4** footer

EXAMINATION NUMBER

**[55]**



**QUESTION 4: COLUMNS****MARKS: 65**

<b>52 MARKS – ACCURACY – 4 MARKS PER ERROR</b>	
<b>Incomplete – as per schedule</b>	
<b>ERROR NO</b>	<b>DISPLAY ERRORS – 13 MARKS – 2 MARKS PER ERROR</b>
1	Left- and right-hand margin not 2.54 cm/1" and/or incorrect and/or Justification incorrect (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2	Paper size (landscape) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3	Font/font size (CN 12 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	/ - not changed to [the] and/or incorrect and/or Insert – [mail] not inserted and/or incorrect and/or [Examination and question number] not inserted as a header and/or incorrect and/or Columns not inserted and/or incorrect and/or Delete – [anytime] not deleted and/or incorrect
5	Trs – [messages instantly] not transposed and/or incorrect and/or Sp – [channels] spelling incorrect and/or Stet – not retained and/or incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect and/or Underline – not underlined and/or incorrect
7	Paragraphs not arranged in numerical order and/or incorrect and/or Paragraph numbers not replaced with bullets and/or incorrect and/or Joined – not joined and/or incorrect
8	New paragraphs incorrect
	Incomplete as per schedule

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

Error	Marks
0	52
1	48
2	44
3	40
4	36
5	32
6	28
7	24
8	20
9	16
10	12
11	8
12	4
13	0

A	D	T	
13	3	16	65

A	D	T	
26	7	33	65

A	D	T	
39	10	49	65

A	D	T	
52	13		65

## QUESTION 4

1 margins (2.54 cm), line spacing, justification 2 A4 landscape, tab stops/indent, hyph Yes 3 font, uc/lc, letter spaces 4 header: examination and question number  
4 2 equal columns 7 paragraphs in correct numerical order, replace numbers with bullets

3 uc, Arial 14 pt 6 bold 1 centred 4 the

## IMPORTANCE OF TECHNOLOGY IN THE WORKPLACE

### HUMAN CAPITAL

3 uc 6 italics, u/line  
4 the

- Technology in the workplace improves the efficiency of screening, recruiting and hiring potential candidates. 5 stet  
8 NP 4 the
- Businesses utilise the Internet to spread the word about the organisation and advertise job openings. 4 the  
8 NP
- Technology like personality assessments and screening tools allow businesses to determine whether a potential candidate is an appropriate fit for the organisation. 4 the  
8 NP
- Hiring managers can target candidates by using digital advertising technology that tracks the websites they visit. 4 del [anytime]  
4 the 7 join

### IMPROVES COMMUNICATION

3 uc 6 italics, u/line

- Business technology is important because it improves communication in the workplace. 4 the  
8 NP
- Electronic mail allows workers to send messages instantly without interrupting the recipient. 5 trs  
8 NP 4 the
- Business technology also improves communication with clients and business partners because information can be passed through multiple channels almost instantly. 5 sp  
8 NP
- Office workers are not limited to phone calls or inter-office mail to interact with one another anymore. 4 insert

[65]

**QUESTION 5: AFRICAN LANGUAGE****MARKS: 20****20 MARKS – ACCURACY – 4 marks per error**

– Every keying-in error

**0 MARKS – DISPLAY – no marks****NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS**

1. One or more incorrect characters in a word – 1 error.
2. Do not penalise incorrect margins.
3. Do not penalise incorrect line spacing.
4. Do not penalise incorrect hyphenation.
5. Do not penalise incorrect capital/small letters.
6. Do not penalise incorrect letter spaces.
7. Do not penalise incorrect justification.
8. Do not penalise any incorrect display.
9. Do not penalise if a whole line or paragraph has been left out and keyed in at another position.
10. 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.
11. 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.

 $\frac{1}{4}$ 

A			
5	-	5	20

 $\frac{1}{2}$ 

A			
10	-	10	20

 $\frac{3}{4}$ 

A			
15	-	15	20

Errors	Marks
0	20
1	16
2	12
3	8
4	4
5	0

A		
20	-	20

**QUESTION 5: AFRICAN LANGUAGE**

Thekhnologi musala uno ndi yavhudi, nahone i thusa uri zwithu  
 $\frac{1}{4}$  zwi leluwe. ↓ Fhedzi ha i dovha hafhu ya ri tshinyela vhana,  
 ngauri vha vho toda na u  $\frac{1}{2}$  guda zwithu zwo bvaho nnda ha ndila.

Hone ha ndi vhudifhinduleli ha mubebi munwe na munwe  $\frac{3}{4}$  uri u  
 alusa hani nwana wawe, e tsini na thekhnologi ya musala uno.  
 Ri dovha hafhu ...

 $\frac{1}{4}$ 

5	-	5	20

 $\frac{1}{2}$ 

10	-	10	20

 $\frac{3}{4}$ 

15	-	15	20

Errors	Marks
0	20
1	16
2	12
3	8
4	4
5	0

<b>A</b>		
20	-	20

**[20]****TOTAL SECTION A: 200**

## SECTION B: WORD PROCESSING

QUESTION 6:	PARAGRAPHS	A	Already keyed in	-
		B	15 minutes	25
QUESTION 7:	MEMORANDUM	A	10 minutes	17
		B	14 minutes	23
QUESTION 8:	DISPLAY WORK	A	8 minutes	12
		B	13 minutes	23
<b>TOTAL</b>			<b>60 MINUTES</b>	<b>100</b>

The question paper totals 100 MARKS. 80% of the marks of PART A is allocated for ACCURACY and 20% of the marks for DISPLAY. 80% of the marks of PART B is allocated for PROCESSING and 20% for ACCURACY.

Part A of each question has to be keyed in correctly and part B of each question must be processed according to the instructions.

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

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

### EXAMPLE

Total marks = 20: Accuracy = 16; Display = 4

$\frac{1}{2}$  of the questions is completed, mark as follows:

$\frac{1}{2}$  out of 16 = 8 marks  
 $\frac{1}{2}$  out of 4 = 2 marks

The question will be marked out of 10, but the mark will be allocated out of 20:

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

A keying-in error occurring repeatedly, must be penalised as ONE accuracy error only, repeated errors will be encircled only.

ONE MARK IS DEDUCTED PER ERROR – ACCURACY AS WELL AS DISPLAY AND PROCESSING.

	<b>SCHEDULE – QUESTIONS 6B, 7A, 7B, 8A AND 8B</b>						
	<b>-1 MARK PER ERROR DEDUCTED – ACCURACY – RED</b> <b>-1 MARK PER ERROR DEDUCTED – DISPLAY – BLUE</b> <b>-1 MARK PER ERROR DEDUCTED – PROCESSING - BLUE</b>						
<b>MARKS</b>	<b>20</b>	<b>18</b>	<b>14</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>2</b>
<b>QUESTION: ERRORS:</b>	<b>Q6B</b>	<b>Q7B Q8B</b>	<b>Q7A</b>	<b>Q8A</b>	<b>Q6B Q7B Q8B</b>	<b>Q7A</b>	<b>Q8A</b>
0	20	18	14	10	5	3	2
1	19	17	13	9	4	2	1
2	18	16	12	8	3	1	0
3	17	15	11	7	2	0	
4	16	14	10	6	1		
5	15	13	9	5	0		
6	14	12	8	4			
7	13	11	7	3			
8	12	10	6	2			
9	11	9	5	1			
10	10	8	4	0			
11	9	7	3				
12	8	6	2				
13	7	5	1				
14	6	4	0				
15	5	3					
16	4	2					
17	3	1					
18	2	0					
19	1						
20	0						

**QUESTION 6B****MARKS: 25**

<b>PROCESSING: 20 marks –1 mark per processing error</b> <b>ACCURACY: 5 marks –1 mark per accuracy error</b>	
1	Margins (2.54 cm/1") incorrect, justification (left, centre, right, justify) incorrect and/or line spacing (as indicated) incorrect
2	Paper size (A4 portrait) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3	Font/font size (CN 12 pt) incorrect, capital letters/small letters incorrect and/or letter spaces incorrect
4	[Major ... today] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
5	Paragraph numbers not inserted and/or incorrect
6	Paragraphs not arranged in numerical order and/or incorrect
7	Paragraph headings not changed to capital letters and italics and/or incorrect
8	Symbols not inserted and/or incorrect
9	Paragraph [Owing ... possible.] not deleted and/or incorrect
10	Footer [And ... be.] not inserted in Arial 10 pt and/or incorrect plus one accuracy error
11	Footer [Nothing ... has.] not inserted in Arial 10 pt and/or incorrect plus one accuracy error
12	Page break not inserted and/or incorrect
13	Page numbers not inserted top centred on page 2 and 3 and/or incorrect
14	[Technology ... industry] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
15	[Technology ... life] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
16	Page break not inserted and/or incorrect
17	[Today, ... technology] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
18	[Application ... technology] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
19	[That's ... communicate.] not inserted plus two accuracy errors
20	[That's ... communicate.] not inserted in Arial 14 pt, bold and right-aligned and/or incorrect
21	[Examination number and Question number] not inserted as header and/or incorrect

**QUESTION 6B**

21 examination and question number as header

1 margins (2.54 cm), l/s, just 2 A4 portrait, tab stops/indent, hyphen Yes 3 font/font size, uc/lc, letter spaces  
4 insert, 16 pt, uc, bold, centre**MAJOR REASONS WHY TECHNOLOGY IS SO  
IMPORTANT TODAY**

5 paragraph numbers inserted 2 tab stops/indent 3 letter spaces 6 paragraphs in numerical order

1. *HAVE YOU ASKED YOURSELF WHY TECHNOLOGY IS SO IMPORTANT TO-  
DAY?* 7 uc, italics

8 symbols 2 tab stops/indent 3 letter spaces

✎ Just look around and you'll know why.

✎ At any moment in time you are literally surrounded by technology.

✎ Whether you are working or resting, you are always using technology. It is used everywhere and all the time. Its use has made life easy.

2. *WE NEED TECHNOLOGY* 7 uc, italics

✎ It's important. You ask why?

✎ Places far away have come closer thanks to technology.

✎ The pace of life has increased owing to technology.

✎ Communication is rapid, travel is fast, movement is easy, action is quick, interaction has sped up and so has life. Things that once took hours to complete, can be done in seconds today.

3. *TECHNOLOGY HAS BROUGHT ADVANCEMENTS IN AGRICULTURE, DUE TO WHICH FOOD PRODUCE HAS INCREASED* 9 del [Owing ... possible.] 7 uc, italics4. *THE WORLD IS SMALLER AND LIFE IS FAST, COURTESY OF TECHNOLOGY* 7 uc, italics

✎ Why is technology important?

✎ Owing to the application of technology, our standard of living has increased.

✎ Our needs are met with greater ease.

12 page break

☺ And that's exactly why technology is so important today and always will be. 10 insert, Arial 10 pt

☺ Nothing else has changed life the way technology has. 11 insert, Arial 10 pt



**QUESTION 6B (CONTINUED)**

2

**13 page numbers, top centred****14 insert, 16 pt, uc, bold, centre****TECHNOLOGY HAS BOOSTED EVERY INDUSTRY**

5. *TECHNOLOGY HAS TOUCHED EVERY ASPECT OF LIFE, MAKING IT EASIER, BETTER AND DIFFERENT* **7 uc, italics**

6. *BUSINESSES HAVE GROWN, CREATING MORE EMPLOYMENT OPPORTUNITIES* **7 uc, italics**

✂ Advancements in technology have led to the evolution of newer and faster modes of transport and communication.

✂ The application of technology has boosted research in fields ranging from genetics to extraterrestrial space.

✂ The computer and Internet technologies are ubiquitous. They have changed every sector; be it medicine, tourism, education, entertainment or any other. **7 uc, italics**

7. *HOW COULD ELECTRICITY BE CHANNELLED TO PLACES FAR AWAY?*

☞ With the use of technology, again.

☞ Not just basic needs but even luxuries came our way thanks to technology!

**15 insert, 16 pt, uc, bold, centre****TECHNOLOGY HAS CHANGED LIFE**

8. *THE DISCOVERY OF ELECTRICITY PUT AN END TO DARKNESS AND LIT UP THE WORLD* **7 uc, italics**

☞ If not for technology, we wouldn't have been able to produce electric power or to harness it.

**16 page break**

☺ And that's exactly why technology is so important today and always will be. **10 insert, Arial 10 pt**

☺ Nothing else has changed life the way technology has. **11 insert, Arial 10 pt**

**QUESTION 6B (CONTINUED)**

3

**13** page numbers, top centred**17** insert, 16 pt, uc, bold, centre**TODAY, IT CAN BE GENERATED THROUGH VARIOUS  
MEANS BECAUSE OF TECHNOLOGY**

☞ Heat energy (from combustion in fossil fuel power plants, from steam in thermal power plants and from chemical reactions in nuclear power plants) is converted into mechanical energy that drives turbines connected to electrical generators that produce electricity.

☞ By using overhead and underground cables the electricity can be distributed to the smallest households in the farthest corners of the world thanks to technology.

9. *WHAT MADE IT POSSIBLE TO USE THE VARIOUS ENERGY SOURCES TO GENERATE ELECTRICITY?* **7** uc, italics

**18** insert, 16 pt, uc, bold, centre**APPLICATION OF TECHNOLOGY**

10. *HOW WOULD OUR BASIC NEEDS BE MET SO EASILY IF NOT FOR TECHNOLOGY?* **7** uc, italics

☞ Man could meet his needs even before the birth of technology.

**19** inserted 20 Arial 14 pt, bold, right-aligned

**That's how important technology is. Though miles apart, we can stay connected, thanks to technology. Technology has changed the way people communicate.**

☺ And that's exactly why technology is so important today and always will be. **10** insert, Arial 10 pt

☺ Nothing else has changed life the way technology has. **11** insert, Arial 10 pt

**[25]**

**QUESTION 7A: MEMORANDUM**

The benefits of technology can be seen in almost every aspect of modern life.

Benefits technology individuals in daily personal interactions.

1/4

Additionally, the use of technology in education benefits children by helping them to learn at their own pace with individualised computer instruction. This type of global connectivity has greatly increased public awareness of other cultures and lifestyles.

1/2

3/4

1/4

A	D	T	
3	1	4	17

1/2

A	D	T	
7	2	9	17

3/4

A	D	T	
10	3	13	17

A	D	T
14	3	17

ERROR NO	DISPLAY ERRORS
1	Margins Justification Line spacing – Double
2	A4 paper Tab stops/Indentation Hyphenation
3	Font Arial 12 pt Uc/lc Letter spaces
4	[Examination and question number] as header

(17)

**QUESTION 7B****MARKS: 23**

<b>PROCESSING: 18 marks –1 mark per processing error</b> <b>ACCURACY: 5 marks –1 mark per accuracy error</b>	
1	Margins (2.54 cm/1") incorrect, justification (left, centre, right, justify) incorrect and/or line spacing (as indicated) incorrect
2	Paper size (A4 portrait) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3	Font/font size (CN 12 pt) incorrect , capital letters/small letters incorrect and/or letter spaces incorrect
4	[Memorandum] not in full and/or incorrect
5	[Memorandum] not inserted in spaced capital letters and bold and/or incorrect plus one accuracy error
6	Horizontal lines not inserted and/or incorrect
7	[To: Educators] not inserted in capital letters and/or incorrect plus one accuracy error
8	[From: ... Times] not inserted in capital letters and/or [Date: 2018-11-05] not inserted in descending order and/or incorrect plus one accuracy error
9	[What ... technology?] not inserted in capital letters and bold and/or incorrect plus one accuracy error
10	Paragraph numbers not inserted and/or not arranged in numerical order and/or incorrect
11	[life] and [increased] not retained and/or incorrect
12	New paragraphs not created and/or incorrect
13	[Technology benefits] not transposed and/or incorrect
14	[E-mail, ... another.] not inserted and/or incorrect plus one accuracy error and/or [E-mail], [social networks], [texting] and [cellphones] not changed to italics and/or incorrect
15	[education] not underlined and/or incorrect
16	[Children ... software.] not inserted and/or incorrect plus one accuracy error and/or [access] spelling incorrect
17	[For ... visit:] not inserted in 10 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
18	[www.informationtechnology.co.za] not inserted in 10 pt, bold and centred and/or incorrect plus one accuracy error
19	[QUESTION 7A] not changed to [QUESTION 7B] in header and/or incorrect

**QUESTION 7B**

1 margins (2.54 cm), l/s, just left 2 A4 portrait, tab stops/indent, hyph Yes 3 font/font size uc/lc, letter spaces

**M E M O R A N D U M** 4 in full 5 sp caps, bold  
6 horizontal lines

TO: ALL INFORMATION TECHNOLOGY EDUCATORS 7 insert, uc

FROM: NEW YORK TIMES 8 insert, uc

DATE: 2018-11-05 8 insert, descending order

**WHAT ARE THE BENEFITS OF TECHNOLOGY?** 9 insert, uc, bold

10 paragraph numbers, in numeral order 2 indent 3 l/spaces

1. The benefits of technology can be seen in almost every aspect of modern life. 11 stet

12 NP 3 uc 13 trs 3 lc

2. Technology benefits individuals in daily personal interactions. *E-mail, social networks, texting and cellphones* have made it easier for people to connect with one another. 14 insert, italics

11 stet

3. This type of global connectivity has greatly increased public awareness of other cultures and lifestyles.

15 u/line

4. Additionally, the use of technology in education benefits children by helping them to learn at their own pace with individualised computer instruction. Children also stay more focused and excited to learn when they have access to computers and software. 16 insert, sp

17 insert, 10 pt, uc, bold, centre

FOR MORE INFORMATION, VISIT:

18 insert, 10 pt, bold, centre

www.informationtechnology.co.za

19 [QUESTION 7A] changed to [QUESTION 7B] in header

(23)

[40]

**QUESTION 8A: DISPLAY WORK**

Computers have had a number of positive effects on society such as:

- Improved communication ←  $\frac{1}{4}$
- Increased access to educational information via the Internet
- Increased productivity
- Ties to increased obesity  $\frac{1}{2}$
- Exposure to inappropriate material via the Internet
- Increased crime and access to private and public information  $\frac{3}{4}$
- Potential over-dependence on technology

 $\frac{1}{4}$ 

A	D	T	
2	1	3	12

 $\frac{1}{2}$ 

A	D	T	
5	1	6	12

 $\frac{3}{4}$ 

A	D	T	
7	2	9	12

A	D	T
10	2	12

ERROR NO	DISPLAY ERRORS
1	Margins Justification Line spacing – 1.5
2	A4 paper Tab stops/Indentation Hyphenation
3	Font Arial 12 pt Uc/lc Letter spaces
4	Bullets [Examination and question number] as header

(12)

**QUESTION 8B****MARKS: 23**

<b>PROCESSING: 18 marks –1 mark per processing error</b> <b>ACCURACY: 5 marks –1 mark per accuracy error</b>	
1	Margins (2.54 cm/1") incorrect, justification (left, centre, right, justify) incorrect and/or line spacing (as indicated) incorrect
2	Paper size (A4 portrait) incorrect, tabular stops/indentation incorrect and/or hyphenation incorrect
3	Font/font size (CN 12 pt) incorrect , capital letters/small letters incorrect and/or letter spaces incorrect
4	Header [1 Technology ... today] not inserted in Arial 8 pt and/or incorrect plus two accuracy errors
5	Page border not inserted and/or incorrect
6	[What ... society?] not inserted in WordArt, capital letters and centred and/or incorrect plus one accuracy error
7	[Computers ... today.] not inserted in capital letters and italics and/or incorrect plus one accuracy error
8	[Full answers:] not inserted in capital letters and/or incorrect plus one accuracy error
9	New paragraphs not created and/or incorrect
10	[Computers ... such as:] not underlined and/or incorrect
11	Bullets not replaced with Arabic figures and/or incorrect
12	[Computers ... society:] not inserted and/or not underlined and/or incorrect plus one accuracy error
13	[material] not retained and/or incorrect
14	[and public] not deleted and/or incorrect
15	Heading not copied and/or incorrect
16	Shape not inserted and/or incorrect
17	[Computer ... best!!!!] not inserted and/or incorrect plus one accuracy error
18	[Computer ... best!!!!] not inserted in Arial 10 pt, bold and centred and/or incorrect
19	[QUESTION 8A] not changed to [QUESTION 8B] in header and/or incorrect

- 1 Technology has become an integral part of our daily life [4 header, Arial 8 pt]  
 2 To understand why technology is so important today

**QUESTION 8B: DISPLAY WORK**

[1 margins, l/s, just 2 A4 portrait, tab stops/indent, hyphen No 3 font/font size, uc/lc, letter spaces]  
 [5 page border 6 insert, WordArt, uc, centre]

# WHAT POSITIVE AND NEGATIVE EFFECTS HAVE COMPUTERS HAD ON SOCIETY?

COMPUTERS AND TECHNOLOGY HAVE BECOME A STANDARD COMPONENT IN THE LIVES OF MOST PEOPLE TODAY. [7 insert, uc, italics]

FULL ANSWERS: [8 insert, uc]

[9 NP]

Computers have had a number of positive effects on society, such as: [10 u/line]

[11 replace bullets with Arabic figures 2 indent]

1. Improved communication
2. Increased access to educational information via the Internet
3. Increased productivity

Computers have also had negative effects on society: [12 insert, u /line]

1. Ties to increased obesity [13 stet]
2. Exposure to inappropriate material via the Internet
3. Increased crime and access to private information [4 del and public]
4. Potential over-dependence on technology

[15 heading copied]

# WHAT POSITIVE AND NEGATIVE EFFECTS HAVE COMPUTERS HAD ON SOCIETY?

[16 shape 17 insert text 18 Arial 10 pt, bold, centre 19 [QUESTION 8A] changed to [QUESTION 8B] in header]

Computer and technology are best!!!

(23)

[35]

TOTAL SECTION B: 100  
 GRAND TOTAL: 300