

M E M O R A N D U M

(ENGLISH)

INFORMATION PROCESSING - N6

TYPING TECHNIQUE - Section A

WORD PROCESSING - Section B

(06020286)

11 NOVEMBER 2012

**EXAMINER:
Ms C Sherratt**

**MODERATOR:
Ms M du Preez**

EXAMINATION PAPER	TIME	MARKS
TYPING TECHNIQUE - Section A	2 hours	200
WORD PROCESSING - Section B	1 hour	100
TOTAL	3 hours	300

TYPING TECHNIQUE
(SECTION A)
MEMORANDUM

	TIME	MARKS
QUESTION 1: TIMED ACCURACY TEST	10 minutes	20
QUESTION 2: TABULAR STATEMENT	25 minutes	40
QUESTION 3: PAMPHLET	25 minutes	40
QUESTION 4: FINANCIAL STATEMENT	25 minutes	40
QUESTION 5: FLOW CHART	25 minutes	40
QUESTION 6: AFRICAN LANGUAGE	10 minutes	20
TOTAL	120 minutes	200

TYPING TECHNIQUE - SECTION A

THIS QUESTION PAPER IS OUT OF 200.

GENERAL REMARKS:

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

- 1. THIS MARK FOR TYPING TECHNIQUE (200) TOGETHER WITH THE WORD PROCESSING MARK (100) IS ADDED TO OBTAIN A MARK OUT OF 300 WHICH IS PROCESSED TO A MARK OUT OF 100 (PERCENTAGE). THIS MARK MUST BE SENT TO THE CD: NATIONAL EXAMINATIONS AND ADMINISTRATION.**
- 2. ACCURACY ERRORS** must be indicated with a **RED /**. **REPETITIVE** accuracy errors must be indicated with a **RED CIRCLE**.
- 3. DISPLAY ERRORS** must be indicated with a **BLUE X**. **REPETITIVE** display errors must be indicated with a **BLUE CIRCLE**.

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

QUESTION 1: TIMED ACCURACY TEST**MARKS: 20****NOTE: / = RED ERRORS = ACCURACY**

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 any 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 50 w.p.m. is not completed, count back as indicated in the memorandum.

The highest mark obtained, will be indicated. The highest speed passed, will be indicated.

Indicate the speed obtained with Pass 50 w.p.m./Pass 55 w.p.m./Fail, where applicable, in the following way:

INDICATE AT THE END OF THE SPEED TEST:

Pass 50 w.p.m./Pass 55 w.p.m./Fail; Errors; Mark

INDICATE ON THE INSIDE BACK/OUTSIDE FRONT OF THE FOLDER COVER, DIRECTLY NEXT TO THE MARK OBTAINED FOR QUESTION 1:

Pass 50 w.p.m./Pass 55 w.p.m./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 inside back/outside front of the folder cover and writing "Fail" at the appropriate positions.)

INDICATE ON THE FRONT PAGE OF THE COVER, JUST BELOW THE CIRCLE FOR THE MARKS OBTAINED:

Pass 50 w.p.m./Pass 55 w.p.m./Fail

Should a candidate fail the examination (less than 40 %) and pass the accuracy test, the word "Fail" will replace the "Pass 50 w.p.m./Pass 55 w.p.m.", as a candidate cannot fail the examination paper as a whole and get recognition for the w.p.m.

THIS MARK FOR TYPING TECHNIQUE (200) TOGETHER WITH THE WORD PROCESSING MARK (100) IS ADDED 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

The Cape buffalo is considered by many to be the most dangerous of the big five. Large herds of buffalo are generally relaxed when compared to single buffalo or small groups, which are extremely unpredictable. Lone bulls are very nervous as they do not have the safety and security of numbers and are therefore very quick to charge at any sign of danger. A charging buffalo is difficult to stop and many hunters have fallen victim to them, even after shooting warning shots.


Large breeding herds can reach up to one thousand five hundred, rarely more. With so many buffalo the herd has to keep on the move in search of good grazing and water. The old, sick and weak often fall behind until eventually losing their herd. Old bulls that were previously with the herd will often form small groups. This herd normally settle down into a smaller area that has sufficient water and food to survive on. When the breeding herds pass through their area, they will sometimes join for a short period before remaining behind once again.


To roll in the mud is very good for the buffalo's skin as it helps remove unwanted parasites such as ticks. When an animal goes into the water, a small air-bubble develops around the tick's mouth where the mouth enters the buffalo's skin. This air-bubble supplies the tick with extra oxygen allowing it to stay under water without drowning. Mud on the other hand is too thick to allow for these small air-bubbles, resulting in the suffocation of ticks. After a good rolling session, the buffalo rubs its body against large rocks, trees or anthills to remove the mud along with the ticks.

QUESTION 1 - TIMED ACCURACY TEST**CONTINUED**

The horns of buffalo give a good indication of the sex. The male's horns are slightly thicker than the females and the bull has a very prominent boss. The bull makes a regular habit of rubbing and polishing his horns and boss on trees. The purpose of this may be to prevent flies from laying eggs in the cracks of its horns. Eggs laid in the horns eventually hatch into larva and start boring through the keratin layers causing significant damage to the buffalo's horns.

The buffalo feeds mostly on grass but in the drier seasons they will also eat leaves.

Within a breeding herd there are a number of dominant bulls. Only these bulls are able to mate with the females. At the age of five years the female will give birth to her first calf. The new born calf has a light brown to dark brown colouration. This helps to camouflage it while being /  50 wpm hidden away and suckled for the first few weeks until it is strong enough to keep up with the herd. The calf will often stay with the mother until she gives birth to a new calf, which is around every two years.

Lions are capable of hunting mature/  55 wpm

QUESTION 1 - TIMED ACCURACY TEST

CONTINUED

The horns of buffalo give a good indication of the sex. The male's horns are slightly thicker than the females and the bull has a very prominent boss. The bull makes a regular habit of rubbing and polishing his horns and boss on trees. The purpose of this may be to prevent flies from laying eggs in the cracks of its horns. Eggs laid in the horns eventually hatch into larva and start boring through the keratin layers

causing significant damage to t/he buffalo/'s horns. /

The buff/alo feeds /mostly on /grass but /in the dri/er seasons/they will/also eat /leaves.

/Within a b/reeding he/rd there a/re a numbe/r of domin/ant bulls./ Only th/ese bulls /are able t/o mate wit/h the fema/les. At /the age of/ five year/s the fema/le will gi/ve birth t/o her firs/t calf. /The new bo/rn calf ha/s a light /brown to d/ark brown /colouratio/n. This /helps to c/amouflage /it while b/eing /

50 wpm

20	-	20
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QUESTION 1 - TIMED ACCURACY TEST


CONTINUED

The horns of buffalo give a good indication of the sex. The male's horns are slightly thicker than the females and the bull has a very prominent boss. The bull makes a regular habit of rubbing and polishing his horns and boss on trees. The purpose of this may be to prevent flies from laying eggs in the cracks of its horns. Eggs laid in the horns eventually hatch into larva and start boring through the keratin layers causing significant damage to the buffalo's horns.

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Only these bulls are able to mate wit/h the fema/les.
 At /the age of/ five year/s the fema/le will gi/ve
 birth t/o her firs/t calf. /The new bo/rn calf ha/s a light
 /brown to d/ark brown /colouratio/n. This /helps to
 c/amouflage /it while b/eing hidde/n away and/ suckled f/or
 the fir/st few wee/ks until i/t is stron/g enough t/o keep up
 /with the h/erd. The/ calf will/ often sta/y with the/ mother
 un/til she gi/ves birth /to a new c/alf, which/ is around/
 every two/ years.

/Lions are /capable of/ hunting m/ature/  **55 wpm**

20	-	20
----	---	----

TYPING TECHNIQUE

SCHEDULE - ACCURACY – QUESTIONS 2-6

-3 MARKS DEDUCTED PER ERROR – ACCURACY – RED

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

TYPING TECHNIQUE

SCHEDULE – DISPLAY – QUESTION 2-5

-2 MARKS PER ERROR DEDUCTED – DISPLAY – BLUE

MARKS		20		8	
BLUE ERRORS		Q2		Q3, Q4, Q5	
0		20		8	
1		18		6	
2		16		4	
3		14		2	
4		12		0	
5		10			
6		8			
7		6			
8		4			
9		2			
10		0			

QUESTION 2: TABULAR STATEMENT	MARKS: 40
20 MARKS - ACCURACY - 3 marks per error	
- every keying in error	
20 MARKS - DISPLAY - 2 marks per error	
<ol style="list-style-type: none"> 1. margins (equal) incorrect and/or justification (left, centre, right, full) 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. / - 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 together 	

QUESTION 2: TABULAR STATEMENT**CONTINUED**

8. [& NP – new line and new paragraph incorrect and/or runs on – incorrect and/or in full/words – 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. footnote incorrect

QUESTION 2 – TABULATION 1 marg, just, l/s 2 A4L, tab/indent, hyph 3 font, uc/lc, spaces 9 headings, columns 10 vertical lines 11 horizontal lines 12 footnote

T O U R I S M 7 sp caps

Domestic Tourism Indicators 5 trs 6 italics

Important Statistics 6 bold		2007 6 bold		2008 6 bold		2009 6 bold		2010 6 bold		2011 6 bold	
<u>Domestic Travel</u> 6 u/line	Annual 6 bold	43.5%		44.5%		45.5%		46.5%		47.5%	
	Monthly 6 bold	9.9%		9.8%		9.7%		9.6%		9.5%	
<u>Number of Trips</u> 6 u/line	Adults	12.7 Million		13.7 Million		14.7 Million		15.7 Million		16.7 Million	
	Purpose	Holiday: 16% Business: 7% Religious: 7% Medical: 1%		Holiday: 17% Business: 8% Religious: 6% Medical: 2%		Holiday: 18% Business: 9% Religious: 5% Medical: 1%		Holiday: 19% Business: 8% Religious: 4% Medical: 2%		Holiday: 18% Business: 7% Religious: 3% Medical: 1%	
<u>Expenses</u> 6 u/line	Total	R20.0 Billion		R21.1 Billion		R22.2 Billion		R21.1 Billion		R22.2 Billion	
	Annual Expenses 5 sp 8 nl										
	Purpose 4 del	Holiday: 17% Business: 8% Religious: 6% Medical: 2%		Holiday: 18% Business: 9% Religious: 5% Medical: 1%		Holiday: 19% Business: 8% Religious: 4% Medical: 2%		Holiday: 19% Business: 8% Religious: 4% Medical: 4%		Holiday: 16% Business: 7% Religious: 7% Medical: 1%	
	Average Expenses Per trip/per day 8 nl	R550/Trip: 7 move R120/Day		R650/Trip: R220/Day		R750/Trip: R320/Day		R850/Trip: R420/Day		R950/Trip: R520/Day	

8 runs on
There was an increase in tourist arrivals across all the sectors and travel. 4 the 5 stet 7 join 8 in full 8 runs on

1/4

5	5	10	40
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1/2

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

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

QUESTION 3: PAMPHLET	MARKS: 40
32 MARKS - ACCURACY - 3 marks per error	
- every keying in error	
08 MARKS - DISPLAY - 2 marks per error	
<ol style="list-style-type: none"> 1. margins (equal) incorrect and/or justification (left, centre, right, full) 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 together 	

QUESTION 3: PAMPHLET**CONTINUED**

8. [& NP – new line and new paragraph incorrect and/or
runs on – incorrect and/or
in full/words – not in full/words and/or incorrect
9. main headings incorrect and/or
column headings incorrect and/or
columns 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
----	---	----

South Africa is a preferred tourism destination
1 just 4 insert 8 runs on

TOP TEN REASONS 3 uc 6 italics

- Affordable
- Natural Beauty
- World-Class Facilities 5 sp
- Adventure
- Good Weather
- Rainbow Nation
- Diverse Experiences
- Wildlife
- Freedom Struggle
- Responsible Tourism

TOP TEN ATTRACTIONS 3 uc 5 stet 6 italics

- Cape Town
- The Wine Lands 4 the
- Garden Route
- Johannesburg
- Kruger National Park
- Durban Beachfront
- Robben Island
- Soweto
- Blyde River Canyon
- Wild Coast

TOP TEN ACTIVITIES 3 uc 6 italics

- Game Viewing and Safari
- Nightlife
- Shopping 4 del
- Beaches
- Township Tours
- Adventure
- Theme Parks
- Casinos
- Ostrich Farms
- Sport

TOP TEN REGIONS 3 uc 6 italics

- Garden Route
- Klein Karoo
- Kruger Lowveld
- Cape Peninsula
- Panorama Route
- Drakensberg
- Namaqualand
- Battlefields
- Elephant Coast
- West Coast

TOP TEN TOWNS 3 uc 6 u/line

- Stellenbosch
- Pilgrim's Rest
- Franschhoek
- Knysna
- Oudtshoorn
- Dullstroom/Emnotweni 7 join
- Clarens
- Cullinen
- Groot Marico
- Rhodes

TOP TEN EXPERIENCES 3 uc 6 u/line

- Scenery
- Five-Star Safari 8 in full
- Unique Cultures
- Wild Animals
- Outdoor Life
- Barbeque
- South African Feasts
- Route 62
- Mountains and Caves 5 trs
- Museums

7 sp caps
T O U R I S M

THE BEST IN SOUTH AFRICA
3 uc 4 the 6 bold 8 NP

QUESTION 4: FINANCIAL STATEMENT	MARKS: 40
32 MARKS - ACCURACY - 3 marks per error	
- every keying in error	
08 MARKS - DISPLAY - 2 marks per error	
<ol style="list-style-type: none"> 1. margins (equal) incorrect and/or justification (left, centre, right, full) 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 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 together 	

QUESTION 4: FINANCIAL STATEMENT**CONTINUED**

8. [& NP – new line and new paragraph incorrect and/or runs on – incorrect and/or in full/words – 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
13. footnote 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
----	---	----

QUESTION 4 – FINANCIAL STATEMENT

1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, spaces 9 headings, columns 10 vertical lines 11 horizontal lines 12 figures 13 footnote

CONDENSED GROUP Statement of Financial Position

4 insert 6 u/line

	Unaudited 31 March 2012 R'000	Audited 30 Sept 2011 R'000	
Assets 6 bold			
Non-current assets 8 in full	584116	553223	600373
Property, plant and equipment	400601	390980	415623
Fishing right	2912		
Trademark 4 del	17961	16008	18101
Deferred taxation	14561	9561	13204
Investments and loans 5 trs	148081	136674	153445
Current assets	1540607	1218186	1422623
Inventories 5 stet	517318	426621	489850
Accounts receivable	554136	556935	536913
Cash and cash equivalents	48153	234630	395860
Total assets	212423	1771409	2022996

Equity and liabilities 6 bold

Equity

Share capital and premium 8 runs on	29006	24904	26293
Foreign currency translation reserve	(2980)	(7047)	(2547)
Capital redemption reserve	130	130	130
Cash flow hedging reserve	753	(2453)	1922
Share-based payment reserve	53278	44829	49599
Distributable reserves	1266408	1127045	1283031
Interest of own shareholders 7 join	1346595	1187408	1358428
Non-controlling interests 5 sp	42201	32981	40923
Total equity	1388796	1220389	1399351

N O T E S 7 sp caps 7 move

Basis of preparation 6 italics 8 NP

The condensed financial information has been prepared in accordance with the framework concepts and the measurement and recognition requirements of the International Financial Reporting Standards.

4 the 4 the 4 the 4 the

QUESTION 5: FLOW CHART**MARKS: 40****32 MARKS - ACCURACY - 3 marks per error**

- every keying in error

8 MARKS - DISPLAY - 2 marks per error

1. margins (equal) incorrect and/or
justification (left, centre, right, full) incorrect and/or
line spacing (as indicated) incorrect
2. paper size (A4 Portret) 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. moved – not moved and/or incorrect and/or
sp caps – spaced capital letters incorrect and/or
join together – not joined together

QUESTION 5: FLOW CHART**CONTINUED**

8. [& NP – new line and new paragraph incorrect and/or runs on – incorrect and/or in full/words – 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

 $\frac{1}{4}$

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 – FLOW CHART

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

4 the

WHAT ARE THE BIG FIVE AND HOW WERE THEY CHOSEN?

3 uc 6 bold, u/l 8 runs on

These five animals were chosen by the first European hunters as being the most dangerous animals to hunt and were responsible for killing the most hunters on their hunting safaris.

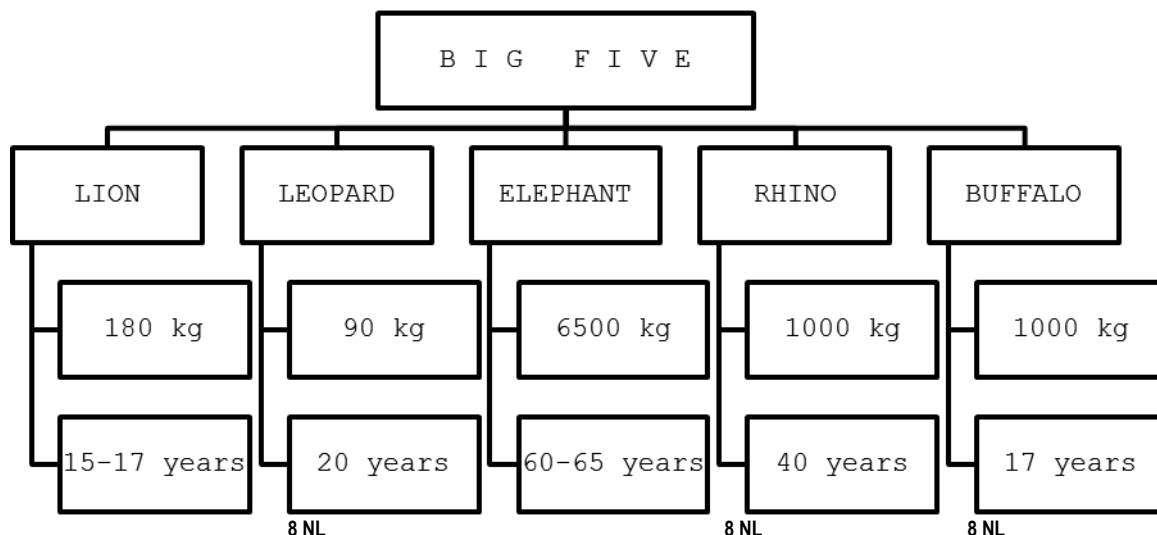
4 the 5 stet

Why is the hippo not part of the *Big Five*, as statistics show it kills more people in Africa than any other mammal?

4 the 6 italics 7 move

The hippo is very dangerous, but not dangerous to hunt. When hippos are in the water they are quite relaxed when approached on foot, making it very easy for a hunter to get close to them without much threat of an attack.

4 the 4 insert 5 sp 7 sp caps



The lion and African bush elephant are classified as endangered species.

4 the 5 trs

The leopard and white rhinoceros are classified as vulnerable and endangered species.

4 the 8 in full 8 NP

The black rhinoceros is classified as critically endangered and therefore cannot be hunted and is not available at all.

4 the, del

The buffalo is the most popular *Big Five* to hunt, as its conservation status is of less concern.

4 the 6 italics 7 join

QUESTION 6: AFRICAN LANGUAGE**MARKS: 20****20 MARKS - ACCURACY - 3 marks per error**

- every keying in error

00 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 upper case/lower case.
5. Do not penalise incorrect letter spaces.
6. Do not penalise incorrect justification.
7. Do not penalise any incorrect display errors.
8. Do not penalise if a whole line or paragraph is 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.

QUESTION 6 - AFRICAN LANGUAGE

LION

Sotho - Tau
 Tsonga/Shangaan - Ngala
 Tswana - Tau
 Swahili - Simba
 Xhosa - Isigidi
 Zulu - Ingonyama
 Afrikaans - Leeu

LEOPARD

Sotho - Nkwe $\frac{1}{4}$
 Swahili - Chui
 Tsonga/Shangaan - Yingwe
 Tswana - Nkwe
 Xhosa - Ingwe
 Zulu - Ingwe
 Afrikaans - Luiperd

CARACAL

Sotho - Thoane
 Tsonga - Nandzana
 Tswana - Thwane $\frac{1}{2}$
 Xhosa - Ingqawa
 Zulu - Indabushe
 Afrikaans - Rooikat

SERVAL

Sotho - Tlodi
 Tsonga/Shangaan - Ndloti
 Tswana - Tadi
 Xhosa - Hlosi
 Zulu - Ndlozi $\frac{3}{4}$
 Afrikaans - Tierboskat

CIVET

Sotho - Leqaqane
 Tsonga/Shangaan - Mfungwe
 Tswana - Tsaparangaka
 Xhosa - Inyhwagi
 Zulu - Iqaqa
 Afrikaans - Siwet

$\frac{1}{4}$

5	-	5	20
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$\frac{1}{2}$

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

$\frac{3}{4}$

15	-	15	20
----	---	----	----

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

20	-	20
----	---	----

WORD PROCESSING
(SECTION B)
MEMORANDUM

			TIME	MARKS
QUESTION 1:	DISPLAY	A	09 minutes	15
		B	12 minutes	20
QUESTION 2:	MAIL MERGE	A	06 minutes	10
		B	12 minutes	20
QUESTION 3:	AFRICAN LANGUAGE	A	09 minutes	15
		B	12 minutes	20
TOTAL			60 minutes	100

WORD PROCESSING - SECTION B

TOTAL: 100 MARKS

1. The total of the question paper is **100 MARKS**. **80 %** of the marks of the **A PART** is allocated for **ACCURACY** and **20 %** of the marks for **DISPLAY**. **80 %** of the marks of the **B PART** is allocated for **PROCESSING** and **20 %** of the marks for **ACCURACY**.
2. The **A QUESTIONS** have to be keyed in **CORRECTLY**.
3. The **B QUESTIONS** 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 the A section 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.

NOTE: EXAMPLE

TOTAL MARKS = 20
ACCURACY = 16
DISPLAY = 04

$\frac{1}{2}$ OF THE QUESTION IS COMPLETED, MARK AS FOLLOWS:

$\frac{1}{2}$ OUT OF 16 = 8 MARKS

$\frac{1}{2}$ OUT OF 04 = 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		

6. **A KEYING IN ERROR** occurring **REPEATEDLY**, must be penalized as **ONE ACCURACY ERROR** only; **REPETITIVE ERRORS** will be **ENCIRCLED** only.

ALLOCATION OF MARKS

1. The **A QUESTIONS** must be **KEYED IN CORRECTLY**.
2. The **B QUESTIONS** 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 1A, 1B, 2A, 2B, 2C, 3A & 3B								
-1 MARK PER ERROR DEDUCTED – ACCURACY – RED -1 MARK PER ERROR DEDUCTED – DISPLAY – BLUE -1 MARK PER ERROR DEDUCTED – PROCESSING – BLUE								

MARKS:	16	12	10	8	6	4	3	2
QUESTION: ERRORS:	Q1B Q3B	Q1A Q3A	Q2B	Q2A	Q2C	Q1B Q2B Q3B	Q1A Q3A	Q2A
0	16	12	10	8	6	4	3	2
1	15	11	9	7	5	3	2	1
2	14	10	8	6	4	2	1	0
3	13	9	7	5	3	1	0	
4	12	8	6	4	2	0		
5	11	7	5	3	1			
6	10	6	4	2	0			
7	9	5	3	1				
8	8	4	2	0				
9	7	3	1					
10	6	2	0					
11	5	1						
12	4	0						
13	3							
14	2							
15	1							
16	0							

QUESTION 1A: DISPLAY	MARKS: 15
12 MARKS – ACCURACY	
- every keying in error	
03 MARKS – DISPLAY	
<ol style="list-style-type: none"> 1. margins incorrect and/or justification (left, centre, right, full) 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 	

QUESTION 1A - DISPLAY

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

Black Rhino

It is smaller than the white rhino.

A large bull weighs around 1000 kg.

They have a rather small hooked shaped mouth for feeding on trees and shrubs. ^{1/4}

The black rhino's natural head posture is face upward, so there is no need to lift its head when feeding off trees. ^{1/2}

Black rhinos are often found in thick vegetation which is possibly the reason why the female will often run in front of her calf to ensure its safety. ^{3/4}

They are solitary and will seldom join up with other individuals.

^{1/4}

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

^{1/2}

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

^{3/4}

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

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

QUESTION 1B: DISPLAY	MARKS: 20
04 MARKS – ACCURACY	
- every keying in error	
16 MARKS – PROCESSING	
<ol style="list-style-type: none"> 1. margins incorrect and/or justification (left, centre, right, full) 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 (additional) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect 4. [Rhinoceros] not inserted as a header, CN20, right and/or incorrect plus one accuracy error 5. [Family Rhinocerotidae] not inserted as a footer, CN16, right and/or incorrect plus one accuracy error 6. [Black Rhino] not changed to CN24 and/or incorrect 7. [Hooked-lip Rhino] not inserted as footnote 1 and/or incorrect plus one accuracy error 8. [There is no colour difference between the two rhinos] not inserted as an endnote and/or incorrect plus one accuracy error 9. [Black rhinos are often found in thick vegetation which is possibly the reason why the female will often run in front of her calf to ensure its safety.] not deleted and/or incorrect 10. A page break not inserted and/or incorrect 	

QUESTION 1B: DISPLAY**CONTINUED**

11. [White Rhino] not inserted in CN24 and/or incorrect plus one accuracy error
12. [Broad-mouthed Rhino] not inserted as Footnote 2 and/or incorrect plus one accuracy error
13. [Larger than the black rhino.] and [Large bulls reach a weight of 2500 kg.] not inserted and/or incorrect plus one accuracy error
14. [They have a very broad flat mouth which aids in feeding large quantities of grass.] not inserted and/or incorrect plus one accuracy error
15. [A white rhino's head faces downward so its mouth is always close to the ground while grazing.] not inserted and/or incorrect plus one accuracy error
16. [They have a very distinct hump above the shoulders as well as a very prominent fold at the lower parts of the shoulders.] not inserted and/or incorrect plus one accuracy error
17. A second page break not inserted and/or incorrect
18. [Because they are social animals, it is not uncommon to see 10 to 15 white rhinos moving together.] not inserted and/or incorrect plus one accuracy error
19. [White rhinos are normally found in very open areas such as plains.] not inserted and/or incorrect plus one accuracy error
20. Pages not numbered at the bottom right as pages 1, 2 and 3 and/or incorrect

Rhinoceros

Black Rhino¹ 6 CN24 7 footnote 1

It is smaller than the white rhinoⁱ. 8 endnote 1

A large bull weighs around 1000 kg.

They have a rather small hooked shaped mouth for feeding on trees and shrubs.

The black rhino's natural head posture is face upward, so there is no need to lift its head when feeding off trees. 9 delete paragraph

They are solitary and will seldom join up with other individuals.

10 page break

¹Hooked-lip Rhino 7 footnote

5 footnote, CN16, right

20 page number, right

Family Rhinocerotidae

1

Rhinoceros

White Rhino² 11 CN24, insert 12 footnote 2

Larger than the black rhino. 13 insert

Large bulls reach a weight of 2500 kg. 13 insert

They have a very broad flat mouth which aids in feeding large quantities of grass. 14 insert

A white rhino's head faces downward so its mouth is always close to the ground while grazing. 15 insert

They have a very distinct hump above the shoulders as well as a very prominent fold at the lower parts of the shoulders. 16 insert

17 page break

²Broad-mouthed Rhino 12 footnote

5 footnote, CN16, right

20 page number, right

Family Rhinocerotidae

2

Rhinoceros

Because they are social animals it is not uncommon to see 10 or 15 white rhinos moving together. **18 insert**

White rhinos are normally found in very open areas such as plains. **19 insert**

ⁱThere is no colour difference between the two rhinos

8 endnote

Family Rhinocerotidae

QUESTION 2A: 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 2A – MAIL MERGE

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

TO	FROM	FAX	PHONE	E-MAIL	CC	RE
Mr JH Viljoen	Ms JB Molefe	012 555 6979	012 555 6978	jhviljoen@tourism.co.za	Manager	Transport
Ms GD Masemola	Ms KH Botha	013 444 3254	013 444 3255	gdmasemola@touring.co.za	Director	Administration
Ms AB Metseeme	Mr IL Molotsane	014 333 4234	014 333 4235	abmetseeme@bigfive.co.za	Manager	Tourism and Conservation

$\frac{1}{4}$

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

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

$\frac{3}{4}$

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

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

QUESTION 2B: MAIL MERGE	MARKS: 20
4 MARKS – ACCURACY	
- Every keying in error <div style="text-align: right;">-</div>	
10 MARKS – PROCESSING	
<ol style="list-style-type: none"> 1. margins incorrect and/or justification (left, centre, right, full) 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. [FAX:] not inserted in CN24, bold and/or incorrect plus one accuracy error 6. [TO:], [FROM:], [FAX:], [PHONE:], [E-MAIL:], [PAGES:], [DATE:], [11 November 2012], [CC:] and [RE:] not inserted and/or incorrect plus one accuracy error 7. [Important], [For Review], [Please Comment], [Please Reply] and [Please Recycle] not inserted in CN10 and/or incorrect plus one accuracy error 8. [COMMENTS:] not inserted in CN20, bold and/or incorrect plus one accuracy error 9. [International tourist arrivals have surged, making tourism one of the fastest growing sectors.] not inserted and/or incorrect plus one accuracy error 	

QUESTION 2B – MAIL MERGE**CONTINUED**

10. [The tourism industry is well established with an exciting sector of emerging entrepreneurs.] not inserted and/or incorrect plus one accuracy error
11. [The country is strong on adventure, sport, nature and wildlife travel and is a pioneer and global leader in responsible tourism.] not inserted and/or incorrect plus one accuracy error
12. Horizontal lines not inserted and/or incorrect
13. Vertical lines not inserted and/or incorrect

QUESTION 2C – MAIL MERGE**CONTINUED****06 MARKS – PROCESSING – MERGED DOCUMENT****(-2 PER PRINTOUT NOT HANDED IN)**

QUESTION 2B – MAIL MERGE

1 marg, just, l/s 2 A4P, tab/indent, hyph 3 font, uc/lc, spaces 4 fields/field names 12 horizontal lines 13 vertical lines

FAX

5 insert, CN24, bold

6 insert

TO:

«TO»

4 fields/field names

FROM:

«FROM»

4 fields/field names

FAX:

«FAX»

4 fields/field names

PHONE:

«PHONE»

4 fields/field names

E-MAIL:

«E-MAIL»

4 fields/field names

PAGES:

DATE:

11 November 2012

CC:

«CC»

4 fields/field names

RE:

«RE»

4 fields/field names

7 insert, CN10

☐

Urgent

☐

For
Review

☐

Please
Comment

☐

Please
Reply

☐

Please
Recycle

8 insert CN20, bold

COMMENTS:

9 insert, CN12

International tourist arrivals have surged, making tourism one

10 insert, CN12

of the fastest growing sectors. The tourism industry is well-

established with an exciting sector of emerging entrepreneurs.

11 insert, CN12

The country is strong on adventure, sport, nature and wildlife

travel and is a pioneer and global leader in responsible

tourism.

QUESTION 2C – MAIL MERGE

FAX

TO: Mr JH Viljoen

FROM: Ms JB Molefe

FAX: 012 555 6979

PHONE: 012 555 6978

E-MAIL: jhviljoen@tourism.co.za

PAGES:

DATE: 11 November 2012

CC: Manager

RE: Transport

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

COMMENTS:

International tourist arrivals have surged, making tourism one of the fastest growing sectors. The tourism industry is well-established with an exciting sector of emerging entrepreneurs. The country is strong on adventure, sport, nature and wildlife travel and is a pioneer and global leader in responsible tourism.

✓
✓

QUESTION 2C – MAIL MERGE

FAX

TO: Ms GD Masemola

FROM: Ms KH Botha

FAX: 013 444 3254

PHONE: 013 444 3255

E-MAIL: gdmasemola@touring.co.za

PAGES: _____

DATE: 11 November 2012

CC: Director

RE: Administration

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

COMMENTS:

International tourist arrivals have surged, making tourism one
of the fastest growing sectors. The tourism industry is well-
established with an exciting sector of emerging entrepreneurs.
The country is strong on adventure, sport, nature and wildlife
travel and is a pioneer and global leader in responsible
tourism.

✓
✓

QUESTION 3C – MAIL MERGE

FAX

TO: Ms AB Metseeme

FROM: Mr IL Molotsane

FAX: 014 333 4234

PHONE: 014 333 4235

E-MAIL: abmetseeme@bigfive.co.za

PAGES:

DATE: 11 November 2012

CC: Manager

RE: Tourism and Conservation

<input type="checkbox"/> Urgent	<input type="checkbox"/> For Review	<input type="checkbox"/> Please Comment	<input type="checkbox"/> Please Reply	<input type="checkbox"/> Please Recycle
---------------------------------	-------------------------------------	---	---------------------------------------	---

COMMENTS:

International tourist arrivals have surged, making tourism one of the fastest growing sectors. The tourism industry is well-established with an exciting sector of emerging entrepreneurs. The country is strong on adventure, sport, nature and wildlife travel and is a pioneer and global leader in responsible tourism.

8	6	6	20
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QUESTION 3A: AFRICAN LANGUAGE	MARKS: 15
12 MARKS – ACCURACY	
- every keying in error	
03 MARKS – DISPLAY	
<ol style="list-style-type: none"> 1. margins incorrect and/or justification (left, centre, right, full) 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 and/or incorrect 	

QUESTION 3A – AFRICAN LANGUAGE

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

English – African Wild Dog
Sotho – Lekanyane
Swahili – Mbwa mwitu
Tsonga/Shangaan – mahlolwa
Tswana – Lethalerwa
Xhosa – Ixhwili
Zulu – Inkentshane
Afrikaans – Wildehond

$\frac{1}{4}$

English – Black-Backed Jackal
Sotho – Phokojwe
Swahili – Bweha
Tswana – Phokoje
Tsonga/Shangaan – Mangawana
Xhosa – Impungutye
Zulu – Impungushe
Afrikaans – Swartrugjakkals

$\frac{1}{2}$

English – Spotted Hyena
Sotho – Sentawana
Swahili – Fisi
Tsonga/Shangaan – Mhisi
Tswana – Phiri
Xhosa – Mpisi
Zulu – Mpisi
Afrikaans – Gevlekte hiëna

$\frac{3}{4}$

$\frac{1}{4}$

3	1	4	15
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$\frac{1}{2}$

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

$\frac{3}{4}$

9	3	12	15
---	---	----	----

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

QUESTION 3B: AFRICAN LANGUAGE	MARKS: 20
04 MARKS – ACCURACY	
- Every keying in error	
16 MARKS – PROCESSING	
<ol style="list-style-type: none"> 1. margins incorrect and/or justification (left, centre, right, full) 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 (additional) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect 4. A header [ALL ABOUT AFRICAN WILDLIFE] not inserted in CN24, bold, centred horizontally and/or incorrect plus one accuracy error 5. Column 1 not created on page 1 and/or incorrect 6. [English- African Wild Dog] and [English – Black-Backed Jackal] not changed to CN16, italics and underlined and/or incorrect 7. Column 2 not created on page 1 and/or incorrect 8. [English – Spotted Hyena] and [English – Cheetah] not inserted in CN16, italics, underlined and/or incorrect plus one accuracy error 9. [Sotho – Lengau], [Tsonga/Shangaan – Xikankanka], [Tswana – Lengau], [Swahili – Duma], [Xhosa – Ihlosi], [Zulu – Ingulule] and [Afrikaans – Jagluiperd] not inserted and/or incorrect plus one accuracy error 10. Column 1 not created on page two and/or incorrect 	

QUESTION 3B – AFRICAN LANGUAGE**CONTINUED**

11. [English –] not inserted before [Caracal] and [English –] not inserted before [Serval], not changed to CN16, italics and underlined and/or incorrect plus one accuracy error
12. [Sotho – Thoane], [Tsonga – Nandzana], [Tswana – Thwane], [Xhosa – Inggawa], [Zulu – Indabushe] and [Afrikaans – Rooikat] not copied from Question 6 and/or incorrect
13. [Sotho – Tlodi], [Tsonga/Shangaan – Ndloti], [Tswana – Tadi], [Xhosa – Hlosi], [Zulu – Ndlozi] and [Afrikaans – Tierboskat] not copied from Question 6 and/or incorrect
14. Column 2 not created on page 2 and/or incorrect
15. [English – Vervet Monkey] not inserted in CN16, italics, underlined and/or incorrect plus one accuracy error
16. [Sotho – Kgabo], [Swahili – Tumbili], [Tsonga/Shangaan – Nkawu], [Tswana – Kgabo], [Xhosa – Inkawu], [Zulu – Nkawu] and [Afrikaans – Blou-aap] not inserted and/or incorrect plus one accuracy error
17. [AFRICAN ANIMAL NAMES] not inserted in CN20, capital letters, horizontally centred at the bottom of page 1 and 2 and/or incorrect plus one accuracy error
18. Pages not numbered, bottom, middle as page 1 and 2 and/or incorrect

ALL ABOUT AFRICAN WILDLIFE

English – African Wild Dog 6 CN16, u/l, ital

Sotho – Lekanyane
Swahili – Mbwa mwitu
Tsonga/Shangaan – mahlolwa
Tswana – Lethalerwa
Xhosa – Ixhwili
Zulu – Inkentshane
Afrikaans – Wildehond

English – Black-Backed Jackal 6 CN16, u/l, ital

Sotho – Phokojwe
Swahili – Bweha
Tswana – Phokoje
Tsonga/Shangaan – Mangawana
Xhosa – Impungutye
Zulu – Impungushe
Afrikaans – Swartrugjakkals

English – Spotted Hyena 8 CN16, u/l, ital

Sotho – Sentawana
Swahili – Fisi
Tsonga/Shangaan – Mhisi
Tswana – Phiri
Xhosa – Mpisi
Zulu – Mpisi
Afrikaans – Gevlekte hiëna

English – Cheetah 8 CN16, u/l, ital

Sotho – Lengau
Tsonga/Shangaan – Xikankanka 9 insert
Tswana – Lengau
Swahili – Duma
Xhosa – Ihlosi
Zulu – Ingulule
Afrikaans – Jagluiperd

AFRICAN ANIMAL NAMES

17 CN20, uc, horizontally centred, insert

18 page numbers

1

Q3B – AFRICAN LANGUAGE 1 marg, just, l/s 2 A4L, tab/indent, hyph 3 font, uc/lc, spaces 4 header, CN24, bold, horizontally centred
10 column 1 14 column 2

ALL ABOUT AFRICAN WILDLIFE

English – Caracal 11 insert [English –], CN16, u/l, ital

Sotho – Thoane

Tsonga – Nandzana 12 copy Q6

Tswana – Thwane

Xhosa – Inggawa

Zulu – Indabushe

Afrikaans – Rooikat

English – Serval 11 insert [English –], CN16, u/l, ital

Sotho – Tlodi

Tsonga/Shangaan – Ndloti 13 copy Q6

Tswana – Tadi

Xhosa – Hlosi

Zulu – Ndlozi

Afrikaans – Tierboskat

English – Vervet Monkey 15 CN16, u/l, ital

Sotho – Kgabo

Swahili – Tumbili

Tsonga/Shangaan – Nkawu 16 insert

Tswana – Kgabo

Xhosa – Inkawu

Zulu – Nkawu

Afrikaans – Blou-aap

AFRICAN ANIMAL NAMES

17 CN20, uc, horizontally centred, insert

18 page numbers

2