



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE INFORMATION PROCESSING N4

6 NOVEMBER 2019

This marking guideline consists of 30 pages.

GENERAL REMARKS

ACCURACY ERRORS must be indicated with a RED /. REPETITIVE accuracy errors must be indicated with a RED CIRCLE.

DISPLAY ERRORS must be indicated with a BLUE X. REPETITIVE display errors must be indicated with a BLUE CIRCLE.

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

INDICATE AT THE END OF THE SPEED TEST THE SPEED OBTAINED WITH PASS 35 WPM/PASS 40 WPM/FAIL WHERE APPLICABLE IN THE FOLLOWING WAY:

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 timed 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.

SECTION A: TYPING TECHNIQUE

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**

MARK ACCURACY ERRORS ONLY. MARK WITH CARE AS IT MAKES A DIFFERENCE TO THE RESULTS. USE THE ENCLOSED DEPARTMENTAL SCHEDULE.

Indicate accuracy errors with a red slash (/).

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

Do not penalise incorrect margins.

Do not penalise incorrect line spacing.

Do not penalise incorrect hyphenation.

Do not penalise incorrect capital/small letters.

Do not penalise incorrect letter spaces.

Do not penalise incorrect alignment.

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.

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.

QUESTION 1 (CONTINUED)

There is no clinical or scientific evidence that supports the theory that a specialised diet may cause or benefit individuals with ulcerative colitis. However patients may find that certain foods aggravate symptoms of ulcerative colitis and they should avoid such foods.

The most common symptoms of ulcerative colitis are rectal bleeding, abdominal cramping and diarrhoea. It may be reasonable to keep a food journal to track what foods aggravate symptoms.

Discuss your dietary needs with your treating doctor or a dietician that specialises in ulcerative colitis and diet. The cause of ulcerative colitis is not known. To date there has been no convincing evidence that it is caused by infection or is contagious.

Ulcerative colitis likely involves abnormal activation of the immune system in the intestines. This system is supposed to defend the body against harmful bacteria, viruses, fungi and other foreign invaders. Normally the immune system is activated only when the body is exposed to harmful invaders.

In patients with ulcerative colitis however the immune system is abnormally and chronically activated in the absence of any known invader. The continued abnormal activation of the immune system causes chronic inflammation and ulceration portions of the large intestine.

This susceptibility to abnormal activation of the immune system is genetically inherited. First degree relative's brothers, sisters, children, and parents of patients with IBD

QUESTION 1 (CONTINUED)

are therefore more likely to develop these diseases. There have been multiple studies using genome wide association scans investigating genetic susceptibility in ulcerative colitis.

At this early point in the research it is still unclear how these genetic associations will be applied to treating the disease but they might have future implications for understanding pathogenesis and creating new treatments. 35 wpm

Common symptoms of ulcerative colitis include rectal bleeding, abdominal pain and diarrhoea, but there 40 wpm

20	-	20

[20]

QUESTION 1 (CONTINUED)

This susceptibility to abnormal activation of the immune system is genetically inherited. First degree relative's brothers, sisters, children, and parents of patients with IBD are therefore more likely to develop these diseases. There have been multiple studies using genome wide association scans investigating genetic susceptibility in ulcerative colitis.

At this early point in the research it is still unclear how these genetic associations

→ 35 wpm

20	-	20

QUESTION 1 (CONTINUED)

32 31 30 29 28
 At this early |point in t|he researc|h it is st|ill unclea|r
 27 26 25 24 23
 how thes|e genetic |associatio|ns will be| applied t|o
 22 21 20 19
 treating| the disea|se but the|y might ha|ve future
 18 17 16 15 14 13
 |implicatio|ns for und|erstanding| pathogene|sis and cr|eating
 12 11
 new| treatment|s.

10 9 8 7 6
 Commo|n symptoms| of ulcera|tive colit|is include| rectal
 5 4 3 2 1
 bl|eeding, ab|dominal pa|in and dia|rrhoea, bu|t there

→ 40 wpm

20	-	20

[20]

TYPING TECHNIQUE				
SCHEDULE – ACCURACY – QUESTION 2–5				
-4 MARKS DEDUCTED PER ERROR – ACCURACY – RED				
MARKS	22	48	45	20
RED ERRORS	Q2	Q3	Q4	Q5
0	22	48	45	20
1	18	44	41	16
2	14	40	37	12
3	10	36	33	8
4	6	32	29	4
5	2	28	25	0
7	0	24	21	
8		20	17	
9		16	13	
10		12	9	
11		8	5	
12		4	1	
13		0	0	

TYPING TECHNIQUE			
SCHEDULE – DISPLAY – QUESTION 2–4			
-2 MARKS DEDUCTED PER ERROR – DISPLAY – BLUE			
MARKS	22	12	11
BLUE ERRORS	Q2	Q3	Q4
0	22	12	11
1	20	10	9
2	18	8	7
3	16	6	5
4	14	4	3
5	12	2	1
6	10	0	0
7	8		
8	6		
9	4		
10	2		
11	0		

QUESTION 2: TABULAR STATEMENT**MARKS: 44**

	22 MARKS – ACCURACY –4 MARKS PER ERROR Incomplete – as per schedule
ERROR NO	22 MARKS - DISPLAY ERRORS –2 MARKS PER ERROR
1	Margins (equal) incorrect and/or Alignment (left, centred, right, justified) incorrect and/or Line spacing (as indicated) incorrect
2	Paper size (A4 landscape) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3	Font/font size (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 Delete – [fees] not deleted and/or incorrect
5	Stet – [740.36] not retained and/or incorrect and/or Sp – [comparison] spelling incorrect
6	Bold – not changed and/or incorrect and/or Italics – not changed and/or incorrect
7	Spaced capital letters incorrect
8	In figures – [13] not in figures and/or incorrect
9	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	Paragraphs not arranged in alphabetically order and/or incorrect
13	Figures – incorrect
14	Footnote incorrect – not aligned on margin or footnote sign not used or Footnote – 1 letter space after a, b and c when footnote sign is not used
15	[EXAMINATION NUMBER] left and [QUESTION 2] right not inserted as a header and/or incorrect
	Incomplete table – as per schedule

QUESTION 2 (CONTINUED)

EXAMINATION NUMBER
1 margins, alignment, line spacing 2 A4 L, tab/indent, hyphenation 3 CN 12 pt, uc/lc, letter spaces 9 headings/column headings 15 header right, uc QUESTION 2

T A B L E 1 3 7 sp caps 6 bold 8 in figures 5 sp 1 centre, 3 uc 6 ital
COST COMPARISON TABLE FOR BIOLOGIC AGENTS FOR ULCERATIVE COLITIS¹

DRUG/COMPARATOR 3 uc	RECOMMENDED DOSE 3 uc	DOSAGE FORM 3 uc	AVERAGE ANNUAL DRUG COST 3 uc	STRENGTH 3 uc	PRICE (\$) 3 uc
Simponi Golimumab	50 mg/0.5 ml 200 mg week 0, 100 mg week 2, and 50 or 100 mg every 4 weeks thereafter ^a	Pre-filled syringe or auto-injector	Year 1: 22,356 Thereafter: 19,375	50 mg/0.5 ml 100 mg/1.0 ml ← ¼	1,490.4
Infliximab Remicade	5 mg/kg at weeks 0, 2 and 6, and every 8 weeks thereafter ^b	Vial for IV infusion	Year 1: 29,046 Thereafter: 23,600	100 mg/10 ml	968.20 ½
Adalimumab Humira	160 mg week 0, 80 mg week 2 and 40 mg every 2 weeks thereafter ^c	Pre-filled syringe or auto-injector	Year 1: 22,356 Thereafter: 19,249	40 mg/0.8 ml	740.36 5 stet ¾

12 arrange in alphabetically order 4 the
a Manufacturer-submitted price. All prices are from the Ontario Drug Benefit. 4 del [fees]
b Assumes 75 kg patient and no wastage of partially used vials.
c Dosing for adalimumab is based on the US product monograph for Humira. 4 the

1 line spacing
IV = Intravenous and UC = Ulcerative Colitis

10 vertical lines 11 horizontal lines 13 figures 14 footnote

¼	½	¾
A D T 44 6 5 11	A D T 44 11 11 22	A D T 44 17 16 33

A	D	T
22	22	44

Errors	Marks
0	22
1	18
2	14
3	10
4	6
5	2
6	0

QUESTION 3: BUSINESS LETTER**MARKS: 60**

48 MARKS – ACCURACY – 4 MARKS PER ERROR Incomplete – as per schedule	
ERROR NO	12 MARKS – DISPLAY ERRORS – 2 MARKS PER ERROR
1	Left-hand margin not 3,81 cm/1,5" and right-hand margin not 2,54 cm/1" or incorrect and/or Alignment (left, centre, right, justify) incorrect and/or Line spacing (as indicated) incorrect
2	Letterhead 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	Insert – date not inserted in full and/or [0977] not inserted and/or incorrect and/or [doctor] not inserted and/or incorrect and/or conclusion not displayed correctly / - not changed to [the] and/or incorrect and/or Del – [/Madam] and/or [to] not deleted and/or incorrect
5	Trs – [bowel movements] not transposed and/or incorrect and/or Sp – [inflammation] spelling incorrect and/or Stet – [have] 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 – heading not moved and/or incorrect
8	New paragraph incorrect
9	Bullets not inserted and/or incorrect
10	[EXAMINATION NUMBER] left not inserted as a footer and/or incorrect and/or Page break not inserted and/or incorrect and/or Page number not inserted top centred and/or incorrect
	Incomplete as per schedule

$$\frac{1}{4}$$

A	D	T	
12	3	15	60

$$\frac{1}{2}$$

A	D	T	
24	6	30	60

$$\frac{3}{4}$$

A	D	T	
36	9	45	60

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

A	D	T
48	12	60

QUESTION 3 (CONTINUED)

1 margins, alignment, line spacing 2 letterhead, tab stop/indent, hyphen
3 CN 12 pt, uc/lc, letter spaces

MAYO MEDICLINIC

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PO Box 100
PRETORIA
0002

6 November 2019 4 date in full

Mr KS Mukwevho
PO Box 987
KHUBVI 3 uc
0977 4 postal code

Dear Sir 4 del [/Madam]

1 centre 3 uc 6 bold 7 move
WHAT IS ULCERATIVE COLITIS?

3 uc 6 bold 5 stet
If you or someone you love have recently been diagnosed with **ULCERATIVE COLITIS**, it's important to begin learning as much as you can about what **ULCERATIVE COLITIS** is. ¼
8 NP 3 uc 6 bold

By developing a better understanding of **ULCERATIVE COLITIS** you will be more prepared to manage its symptoms and live a full life. 3 ld

3 uc 6 bold 3 letter space 4 the
ULCERATIVE COLITIS is a chronic disease of the large intestine also known as the colon in which the lining of the colon becomes inflamed and develops tiny open sores ← ½ or ulcers that produce pus and mucous. The combination of inflammation and ulceration can cause abdominal discomfort and frequent emptying of the colon. 5 sp 4 the, del [to]

10 page break

EXAMINATION NUMBER 10 footer left

QUESTION 3 (CONTINUED)

10 page number top centred

2

4 the

WHAT ARE THE SIGNS AND SYMPTOMS? 3 uc 6 ital, u/line

4 insert

Be sure to consult your doctor if you experience any of the following symptoms:

4 the

5 trs

- ❖ *bowel movements become looser and more urgent* ← ³/₄
- ❖ *persistent diarrhoea*
- ❖ *stool is generally bloody* 1 s/s 6 ital 9 insert bullets
- ❖ *spasmodic abdominal pain*

3 uc 6 bold

People suffering from **ULCERATIVE COLITIS** often experience loss of appetite and may lose weight as a result.

Yours faithfully

FLORENCE MUTOTI 3 uc/lc

MANAGER 4 conclusion

[60]

EXAMINATION NUMBER 10 footer left

QUESTION 4: COLUMNS**MARKS: 56**

45 MARKS – ACCURACY – 4 MARKS PER ERROR Incomplete – as per schedule	
ERROR NO	11 MARKS - DISPLAY ERRORS –2 MARKS PER ERROR
1	Margins not 1,27 cm/0,5" and/or incorrect and/or Alignment (left, centred, right, justified) incorrect and/or Line spacing incorrect
2	Paper size (A4 landscape) incorrect and/or Tabular stops/indentation incorrect and/or Hyphenation incorrect
3	Font/font size (Arial 12 pt, 14 pt and CN 8 pt) incorrect and/or Capital letters/small letters incorrect and/or Letter spaces incorrect
4	/ - not changed to [the] and/or incorrect and/or Del – [either] and/or [and] not deleted and/or incorrect
5	Trs – [managed with] not transposed and/or incorrect and/or Sp – [supplements] spelling incorrect and/or Stet – [teens] 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 in numerical order arranged and/or incorrect and/or Join – [Antidiarrhoeal] not joined and/or incorrect
8	New paragraphs incorrect and/or Runs on incorrect and/or Paragraph numbers not replaced with asterisks and/or incorrect
9	Columns not created and/or incorrect
10	[EXAMINATION NUMBER] (left) and [QUESTION 4] (right) not inserted as header and/or incorrect

$$\frac{1}{4}$$

A	D	T	
11	3	14	56

$$\frac{1}{2}$$

A	D	T	
22	6	28	56

$$\frac{3}{4}$$

A	D	T	
34	8	42	56

A	D	T
45	11	56

Errors	Marks
1	45
2	41
3	37
4	33
5	29
6	25
7	21
8	17
9	13
10	9
11	5
12	1
13	0

QUESTION 4 (CONTINUED)

10 header left

EXAMINATION NUMBER

1 margins, alignment, line spacing 2 A4 landscape, tab stops/indentation, hyph 3 font, uc/lc, letter spaces 8 paragraph numbers replaced with asterisks 9 columns

3 14 pt, uc 6 bold, underline

TREATMENT FOR ULCERATIVE COLITIS

- * You may need to treat other problems such as anaemia or infection.
- * Treatment in children and teens may include taking nutritional supplements to restore normal growth and sexual development.
- * If you don't have any symptoms or if your disease is not active you may not need treatment.
- * If you do have symptoms they usually can be managed with medicines to put the disease in remission.
- * It often is easier to keep the disease in remission than to treat a flare-up.

1/4

A	D	T	
11	3	14	56

1/2

A	D	T	
22	6	28	56

3/4

A	D	T	
34	8	42	56

3 14 pt, uc 6 bold, underline

MILD SYMPTOMS MAY RESPOND TO:

- 7 join
- Antidiarrhoeal medicines;
 - Enemas or suppositories that contain medicine;
 - Amino salicylates.
 - These medicines relieve inflammation in the intestines.
 - They are also taken to keep the disease in remission.
 - Your doctor may prescribe these for a few weeks to control active disease.
 - Changes in your diet.

1/2

3 letter space, CN 8 pt 6 ital
For more information contact Muriel Mabel at 015 963 3490

Errors	Marks
1	45
2	41
3	37
4	33
5	29
6	25
7	21
8	17
9	13
10	9
11	5
12	1
13	0

A	D	T
45	11	56

[56]

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 alignment.
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.

 $\frac{1}{4}$

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

20	-	20

QUESTION 5

EXAMINATION NUMBER

QUESTION 5

Vuvabyi bya fukuzane ya vele byi tolovelekile swinene, naswona vanhu vo tala vala va tshamile va twa hi byona. Fukuzane ya muxaka lowu hi yona yi nga tala swinene eka vaxisati eka tinxaka hinkwato ta ti fukuzane.

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

Nhlangano wa rihanyu wa misava, wu pimanyisa leswaku hi lembe ra 2004, vavasati va hundzile emisaveni.

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

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

20	-	20

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

SECTION B: WORD PROCESSING

1. The total of the section is 100 marks. Part A of each question is 80% accuracy and 20% display. Part B is 80% processing and 20% accuracy.
2. Part A of each question has to be keyed in correctly, except for Q6A that is already copied to your hard drive/compact disk/memory stick.
3. Part B of each question has to be processed according to the processing instructions.
4. ONE mark per error deducted – 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 not completed (only part A) is marked accordingly. In part B the candidate is penalised for each processing not done.

If only $\frac{1}{4}$ of a question is completed, only $\frac{1}{4}$ of the original mark is 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 is used. If only $\frac{3}{4}$ of a question is completed, only $\frac{3}{4}$ of the original mark is used.

EXAMPLE

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

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

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

$\frac{1}{2}$ OUT OF 4 = 2 MARKS

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

$$\begin{array}{r} 6 \quad 1 = 7 = 7 \\ 8 \quad 2 = 10 = 20 \\ 2 \quad 1 \text{ errors} \end{array}$$

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

QUESTION 6B**MARKS: 25**

DISPLAY: 20 marks –1 mark per error ACCURACY: 5 marks –1 mark per error	
1	Margins incorrect and/or alignment (left, centre, right, justify) 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 (CN12 pt) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect
4	[What are ... colitis?] not inserted in Comic Sans 14 pt, capital letters, bold and italics and/or incorrect plus one accuracy error
5	[There ... colitis] not changed to capital letters and bold and/or incorrect
6	New paragraphs not created and/or incorrect
7	[What are ... medication?] not inserted in Comic Sans 14 pt, capital letters, bold and italics and/or incorrect plus one accuracy error
8	[:] not inserted and/or incorrect
9	Symbol [☺] and [☹] not inserted and/or incorrect
10	First letter of sentences not changed to capital letters and/or incorrect
11	[Crohn's] not replaced with [chronic] and/or incorrect
12	Page break not inserted and/or incorrect
13	Page number not inserted at the top centred and/or incorrect
14	[five] and/or [six] not replaced with [5] and/or [6] and/or incorrect
15	[Immunomodulator(s)] not changed to capital letters and bold and/or incorrect
16	[(Azulfidine), (pentasa, ... enema)] not deleted and/or incorrect
17	[medication such] not transposed and/or incorrect
18	[(Imuran), ... Neoral)] not deleted and/or incorrect
19	[What are ... medication?] not inserted in Comic Sans 14 pt, capital letters, bold and italics and/or incorrect plus one accuracy error
20	[Immunomodulators ... system.] not inserted and/or incorrect plus one accuracy error
21	Examination number left and QUESTION 6B right not inserted as a header in capital letters and/or incorrect

QUESTION 6B (CONTINUED)

1 margins, alignment, l/s 2 A4 portrait, tab stop/indent, hyphen 3 CN 12 pt, uc/lc, letter spaces

EXAMINATION NUMBER 21 header left
4 insert, Comic Sans 14 pt, uc, bold, ital

21 header right, uc QUESTION 6B

WHAT ARE THE TREATMENTS FOR ULCERATIVE COLITIS?

Both medication and surgery have been used to treat ulcerative colitis. However, surgery is reserved for those with severe inflammation and life-threatening complications.

THERE IS NO MEDICATION THAT CAN CURE ULCERATIVE COLITIS 5 uc, bold

6 NP

Patients with ulcerative colitis will typically experience periods of relapse (worsening of inflammation) followed by periods of remission (resolving of inflammation) lasting from months to years.

6 NP

During relapses symptoms of abdominal pain, diarrhoea and rectal bleeding worsen. During remissions these symptoms subside. Remissions usually occur because of treatment with medication or surgery but occasionally they occur spontaneously, that is without any treatment.

7 insert, Comic Sans 14 pt, uc, bold, ital

WHAT ARE ULCERATIVE COLITIS MEDICATION?

6 NP

Since ulcerative colitis cannot be cured by medication the goals of treatment with medication are to: 8 insert

6 NP 9 symbol bullets

- ⊗ Induce remissions
- ⊗ Maintain remissions
- ⊗ Minimise side effects of treatment
- ⊗ Improve the quality of life and
- ⊗ Minimise risk of cancer.

10 uc 6 NP

Treatment of ulcerative colitis with medication is similar, though not always identical, to treatment of chronic disease.

11 replace

12 page break

QUESTION 6B (CONTINUED)

13 page number top centred

EXAMINATION NUMBER

2

QUESTION 6B

Medication for treating ulcerative colitis include

6 NP 9 symbol bullets

14 replace

☺ Anti-inflammatory agents such as five-ASA compounds,

☺ Systemic corticosteroids,

☺ Topical corticosteroids and

10 uc

☺ IMMUNOMODULATORS .

15 uc, bold

6 NP

Anti-inflammatory medication that decreases intestinal inflammation is analogous to arthritis medication that decreases joint inflammation (arthritis). The anti-inflammatory medication used in the treatment of ulcerative colitis is:

6 NP

14 replace

16 del [(Azulfidine, ... enema)]

Topical five-ASA compounds such as sulfasalazine olsalazine dipentum and mesalamine that need direct contact with the inflamed tissue in order to be effective.

6 NP

17 trs

Systemic anti-inflammatory medication such as corticosteroids that decrease inflammation throughout the body without direct contact with the inflamed tissue. Systemic corticosteroids have predictable side effects with long term use.

6 NP 15 uc, bold

IMMUNOMODULATORS are medication that suppress the body's immune system either by reducing the cells that are responsible for immunity, or by interfering with proteins that are important in promoting inflammation.

6 NP 15 uc, bold

IMMUNOMODULATORS are becoming increasingly important treatments for patients with severe ulcerative colitis who do not respond adequately to anti-inflammatory agents. Examples of **IMMUNOMODULATORS** include six-mercaptopurine (six-MP), azathioprine.

16 del (Imuran, ... Neoral)

14 replace

6 NP

It has long been observed that the risk of ulcerative colitis appears to be higher in nonsmokers and in ex-smokers. In certain circumstances, patients improve when treated with nicotine.

19 insert, Comic Sans 14 pt, uc, bold, ital

WHAT ARE IMMUNOMODULATOR MEDICATION?

18 insert

15 uc, bold 20 insert

IMMUNOMODULATORS are medication that weaken the body's immune system.

A	P	T
20	5	25

[25]

QUESTION 7AEXAMINATION NUMBER **5 header left****5 header right, uc** QUESTION 7A

Surgery for UC usually involves removing the entire colon and the rectum.

Removal of the colon and rectum is the only permanent cure for UC.

This procedure also eliminates the risk of developing colon cancer.

Surgery in UC is reserved for the following patients:

Patients with fulminant colitis and toxic megacolon who are not responding readily to medication.

Patients with long standing pancolitis.

Patients who have had years of severe colitis which has responded poorly to medication.

ERROR NO	DISPLAY ERRORS
1	Margins, alignment, line spacing
2	A4 paper, tab stops/indentation, hyphenation
3	Courier New 12 pt
4	Uc/lc, letter spaces
5	[EXAMINATION NUMBER] left and [QUESTION 7A] right as header

A	D	T
19	5	24

(24)

QUESTION 7B**MARK: 20**

DISPLAY: 16 marks –1 mark per error ACCURACY: 4 marks –1 mark per error	
1	Margins incorrect and/or alignment (left, centre, right, justify) 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 (CN12 pt) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect
4	[Memorandum] not inserted in spaced capital letters, bold and centred and/or incorrect plus one accuracy error
5	[To: ...Managers] not inserted in capital letters and/or incorrect plus one accuracy error
6	[From: ... Department] not inserted in capital letters and/or incorrect plus one accuracy error
7	[Date:] not inserted in capital letters and/or incorrect plus one accuracy error
8	Date not in descending order and/or incorrect
9	Horizontal lines not inserted and/or incorrect
10	[Surgery ... colitis] not inserted in capital letters, bold and italics and/or incorrect plus one accuracy error
11	[Runs on] incorrect
12	[Surgery ... patients:] not changed to capital letters and underlined and/or incorrect
13	[☺ symbol] not inserted and/or incorrect
14	[Patients ... medication.] not deleted and/or incorrect
15	[For more ... za.] not inserted in Courier New 8 pt and/or incorrect plus one accuracy error
16	[UC] not replaced with [ulcerative colitis] in capital letters and/or incorrect
17	[QUESTION 7A] not changed to [QUESTION 7B] in the header and/or incorrect

QUESTION 7B (CONTINUED)

1 margins, align, l/s 2 A4 portrait, tab stops/indent, hyphenation 3 CN 12 pt, uc/lc, letter spaces

EXAMINATION NUMBER 17 change 7A to 7B QUESTION 7B

4 insert, sp caps, bold, centre
M E M O R A N D U M

5 insert, uc

TO: ALL CLINIC MANAGERS

9 horizontal lines

FROM: HEAD OF DEPARTMENT 6 insert, uc

DATE: 2019-11-06 7 insert, uc 8 descending order

SURGERY FOR ULCERATIVE COLITIS 10 insert, uc, bold, ital

16 replace

Surgery for ULCERATIVE COLITIS usually involves removing the entire colon and the rectum.

16 replace

11 runs on

Removal of the colon and rectum is the only permanent cure for ULCERATIVE COLITIS. This procedure also eliminates the risk of developing colon cancer.

16 replace

SURGERY IN ULCERATIVE COLITIS IS RESERVED FOR THE FOLLOWING PATIENTS: 12 uc, u/line

13 insert symbol

⌚ Patients with fulminant colitis and toxic megacolon who are not responding readily to medications.

⌚ Patients with long standing pancolitis.

14 del [Patients ... medication.]

15 insert, CN 8 pt

For more information about ulcerative colitis visit www.ulcerativecolitis.co.za.

A	P	T
16	4	20

(20)
[44]

QUESTION 8AEXAMINATION NUMBER 4 header left 4 header right, uc QUESTION 8A

Menu

Whole grains

Breads Cereals Pastas

Starches → $\frac{1}{4}$

Well-cooked white rice

Nuts

Seeds

Legumes

Vegetables

Fruits → $\frac{1}{2}$

Sulfate

Dairy

Gluten

Foods to enjoy

Foods to enjoy → $\frac{3}{4}$

Crackers and cereals made with refined white flour

A	D	T
7	2	9

ERROR NO	DISPLAY ERRORS
1	Margins, alignment, line spacing
2	A4 paper, tab stops/indentation, hyphenation
3	Courier New 12 pt, uc/lc, letter spaces
4	[EXAMINATION NUMBER] left and [QUESTION 8A] right as header

(9)

QUESTION 8B**MARKS: 22**

DISPLAY: 18 marks –1 mark per error ACCURACY: 4 marks –1 mark per error	
1	Margins incorrect and/or alignment (left, centre, right, justify) 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 (Courier New 12 pt) incorrect and/or capital/small letters incorrect and/or letter spaces incorrect
4	[Foods ... colitis] not inserted in 16 pt, capital letters, bold and centred and/or incorrect plus one accuracy error
5	[Menu] not changed to spaced capital letters and bold and/or incorrect
6	Headings not changed to capital letters and bold and/or incorrect
7	[Brown ... starches] not inserted and/or incorrect plus one accuracy error
8	[Dried ... lentils] not inserted and/or incorrect plus one accuracy error
9	[Fruits ... fruits] not moved and/or incorrect
10	[Fibrous fruits] not inserted and/or incorrect plus one accuracy error
11	[Fibrous ... peeled] not inserted and/or incorrect plus one accuracy error
12	[Sulfate and sulphides] not inserted and/or incorrect plus one accuracy error
13	[Dairy products] not inserted and/or incorrect plus one accuracy error
14	[Gluten containing foods] not inserted and/or incorrect plus one accuracy error
15	[Well-cooked ... rice], [Food to enjoy] and/or [Crackers ... flour] not deleted and/or incorrect
16	[Oils ... oil] not inserted and/or incorrect plus one accuracy error
17	Footer [It's ... health.] not inserted in Arial Black 10 pt and/or incorrect plus one accuracy error
18	[QUESTION 8A] not changed to [QUESTION 8B] in the header and/or incorrect

QUESTION 8B (CONTINUED)

1 margins, l/s, align left 2 A4, tab stop/indent, hyphenation 3 CN 12 pt, uc/lc, letter spaces

EXAMINATION NUMBER 4 insert, 16 pt, uc, bold, centre 18 change 8A to 8B QUESTION 8B

FOODS THAT YOU SHOULD USE WITH ULCERATIVE COLITIS**M E N U** 5 sp caps, bold**WHOLE GRAINS** 6 uc, bold

Breads

1 centre
Cereals

Cereals

1 align right
Pastas

Pastas

STARCHES 6 uc, bold

15 del [Well-cooked white rice]

Brown rice and other whole grain starches 7 insert

Nuts

Seeds

LEGUMES 6 uc, bold

Dried peas, beans and lentils 8 insert

9 move

FRUITS 6 uc, bold

Fibrous fruits 10 insert

VEGETABLES 6 uc, bold

Fibrous vegetables, like skinned or peeled 12 insert

SULFATE 6 uc, bold

Sulfate and sulphides 12 insert

DAIRY 6 uc, bold

Dairy products 13 insert

GLUTEN 6 uc, bold

Gluten containing foods 14 insert

FOODS TO ENJOY 6 uc, bold

15 del [Foods to enjoy], [Crackers ... flour]

Oils like olive oil and coconut oil 16 insert

17 insert, Arial Black 10 pt

It's important to remember that your diet plays a vital role in your overall health.

(22)

[31]

TOTAL SECTION B: 100
GRAND TOTAL: 300