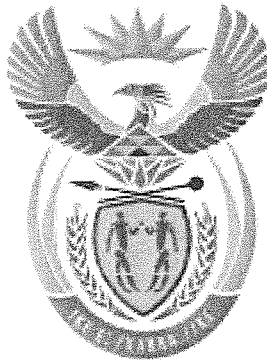
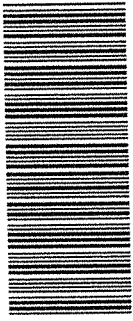


201306H133



# higher education & training

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

**N730(E)(J3)H  
JUNE EXAMINATION  
NATIONAL CERTIFICATE  
INTRODUCTORY COMPUTER PRACTICE N4**

(6030134)

**3 June 2013 (X-Paper)  
09:00–12:00**

**INSTRUCTIONS TO INVIGILATORS AND CANDIDATES AND THE  
QUESTION PAPER MUST BE HANDED TO CANDIDATES  
30 MINUTES BEFORE THE COMMENCEMENT OF THE  
EXAMINATION.**

**This question paper consists of 19 pages**

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

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## **INSTRUCTIONS TO INVIGILATORS AND CANDIDATES.**

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE COMMENCING TO ANSWER THE PAPER – INVIGILATORS WILL EXPLAIN, IF NECESSARY.

1. The question paper comprises two sections, namely:

SECTION A: Text manipulation (100 marks)

SECTION B: Spreadsheet (100 marks)

**SECTION A** is done on the computer with the aid of a word processing program. One of the questions of this section is provided on a data diskette. Candidates must retrieve this document from their data diskette and then follow the instructions on the question paper. **The printouts must be correctly numbered and both the examination number and the question number must be printed as a header on each printout. Examination numbers written in by hand are not acceptable.** If written for one or other reason the invigilator must check the student's work with his/her work on the computer, if the invigilator agrees that it is the student's work, the invigilator must sign next to the written examination number. **No examination paper with a hand written examination number without the invigilators signature and explanation will be marked.** The printouts must be placed in the examination folder in the correct sequence. **They may not be stapled together. Only one printout per question is allowed. If candidates hand in more than one printout, only the top printout will be marked.**

Approximately 1 hour 30 minutes must be spent on this section.

**SECTION B** is done on the computer with the aid of a spreadsheet program. These questions must be typed in from the question paper. **The printouts must be correctly numbered and both the examination number and the question number must be printed as a header on each printout. Examination numbers written in by hand are not acceptable.** If written for one or other reason the invigilator must check the student's work with his/her work on the computer, if the invigilator agrees that it is the student's work, the invigilator must sign next to the written examination number.

**No examination paper with a handwritten examination number without the invigilator's signature and explanation will be marked.** The printouts must be placed in the examination folder in the correct sequence. **They may not be stapled together. Only one printout per question is allowed. If candidates hand in more than one printout, only the top printout will be marked.**

Approximately 1 hour 30 minutes must be spent on this section.

2. The time allocated for the question paper is 3 hours. An additional 30 minutes may be allowed to a candidate for the printing of answers. Candidates may also print their answers during the 3 hours allowed for the answering of Sections A and B.
3. During the additional printing time, candidates may only affect print commands. No further keying in or editing may be done. (It is recommended that additional invigilators who are knowledgeable about computers, invigilate during the printing time.
4. In the event of a power failure or a computer or printer breakdown, the invigilator must make the necessary arrangements for the candidate to continue, and the actual time lost must be added.
5. If there is a problem with certain printers, e.g. does not print ê, send a report with your centres printouts.
6. A candidate may have in his/her possession a typing ruler, a dictionary and a list of ASCII codes. Spell check may be used.
7. Each answer ***must*** be printed on a SEPARATE SHEET OF PAPER and on ONE SIDE of the paper only. Printouts must be placed in the examination folder immediately. Printouts may be made on A4 sheets of paper or on continuous computer paper.

8. At the conclusion of the examination session ALL printouts, which a candidate wishes TO BE MARKED, must be placed in the examination folder and **must be arranged in the same order as that of the questions in the examination paper**. ALL OTHER PRINTOUTS, together with the examination folder, **MUST**, be handed to the invigilator. **NO** printouts whatsoever may be removed from the examination room or put into waste-paper bins. Printouts not submitted for marking must be collected at the end of each session and must be destroyed at the end of the day. Only one printout per question or subsection may be handed in.
9. All work on the computer should be saved at regular intervals to prevent loss of work in the event of a power failure. **NO** additional time **MAY** be allowed for such lost work. It is the candidates responsibility to protect their answers from obliteration.
10. In order to print the original as well as the edited attempts of the answers, candidates are reminded to save the work after each separate section before it is printed either immediately or later during the special time allowed for printing.
11. At the end of the examination session each candidate must hand in the printouts of the answers as well as a floppy disk with the answers (properly marked with the candidate's examination number on the cover). If a network is used the network manager/lecturer must make a backup copy of all the candidate's work under the supervision of the invigilator. [These floppy disks and/or backup disks must be handed to the examination section for safekeeping for **one year** in case the examiner/moderator and superintendents of the Education Department should make enquiries.]
12. Please note that no X paper may be taken out of the examination room until at least 1 hour after the commencement of the next session. All X papers must consequently be handed in.
13. In the event of an X paper being examined at a centre, in more than one session, invigilators must ensure that **all answers of candidates are removed from hard disks or the network before candidates for the next session are allowed into the room.**
14. **NO** candidate may print his/her work for another candidate, make his/her floppy disk available to another candidate or access other candidates' work on the network. **Any attempt to access information from or transfer information to another candidate in whatever manner is a contravention of the examination rules and regulations and will be viewed in a very serious light.**

**NOTE: PLEASE WRITE THE NAME OF THE PROGRAM THAT YOU USED ON THE COVER PAGE.**

# **QUESTION PAPER**

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

**SECTION A: WORD PROCESSING****[100]**

ANSWER ALL QUESTIONS

**NOTE:** FOR SECTION A IT IS RECOMMENDED THAT YOU USE COURIER NEW 12 PITCH WITH LEFT AND RIGHT MARGINS OF 2.54 cm/1"/10° EXCEPT WHERE OTHERWISE INDICATED.

NO PRINTOUT WILL BE MARKED IF IT DOES NOT HAVE AN EXAMINATION NUMBER AND A QUESTION NUMBER TYPED ON IT.

**QUESTION 1****[30]**

This question is already keyed in and saved on your data diskette, please do not key in or print this document.

**QUESTION 1B****(30)**

You are requested to do the following:

1. Retrieve the document **Q1A** from your data diskette.
2. Edit the Header by changing the Question Number to **Q1B** and insert your Examination Number (only the number) on the left-hand side of the header.
3. Edit the document **Q1B** according to the manuscript signs as indicated in the text.
4. Save the document as **Q1B**.
5. Print the document **Q1B** and place it inside your examination folder. Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.

Benefit from a range of features → **Bold  
Uc  
Centre**

Now you can combine convenience, peace of mind, security and flexibility in a small, yet powerful, money management tool, with Freebank business credit card.

*Italics*

Insert paragraph here

Insert bullets for each point

In addition to the obvious safety and convenience of not having to carry cash, you will also enjoy: detailed monthly statements allowing you to monitor your transactions; up to 55 days' interest-free credit (the outstanding balance has to be settled on due date); competitive interest rates on balances; worldwide acceptance 24 hours per day; free travel insurance when you buy airtickets with your card.

of credit

**Bold  
Uc  
Und**

Tip: Your business credit card offers the convenience of monthly statements summarising all purchases individual for cardholder.

trs

Insert paragraph as indicated above

**stet**

*This versatile card is accepted at over 20 million outlets worldwide - around 150 000 of them in SA. You can use it to pay for just about anything.*

**In full**

**QUESTION 2****[40]**

You are requested to create the following document.

**QUESTION 2A****(10)**

1. Type the following document as it appears below.
2. Insert your Examination Number (only the number) and **Q2A** as a header. Your Examination number should be on the left and **Q2A** should be on the right.
3. Save the document as **Q2A**.
4. Print the document **Q2A** and place it inside your examination folder. **Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.**

---

An overall company account will be assigned. You may then nominate specific staff members to have their own credit cards, with their own credit limits, for use on the account. Freebank will issue as many cards as you need for your business, subject to the total limit for which your business qualifies.

† Depending on factors such as turnover, seniority and expenditure ceilings, you may request classic cards or gold cards or a combination of the 2.

† Freebank credit cards are available as classic or gold cards. In both cases certain income criteria apply. The Prestigious Freebank gold credit card has higher income requirements and credit limits.





## QUESTION 2B


(30)



1. Retrieve the document **Q2A** from your data diskette.
2. Change the Question Number to **Q2B** in the header.
3. Edit the document **Q2B** according to the manuscript signs as indicated in the text.
4. Save the document as **Q2B**.
5. Print the document **Q2B** and place it inside your examination folder.  
**Candidates will be penalised if more than one printout is handed in.**  
**Only the top printout will be marked.**


---



*Enjoy a choice of cards with a wealth of options* → Bold  
Uc  
Centre


  
*Cards for selected employees:* → Uc  
Italics  
Und


  
 An overall company account ~~will~~ be assigned. You may then nominate specific staffmembers to have their own credit cards, with their own credit limits, for use on the account. Freebank will issue as many cards as you need for your business, subject to the total limit for which your business qualifies



*The Freebank classic or gold credit card:* → Uc  
Italics  
Und


  
 Depending on factors such as turnover, seniority and expenditure ceilings, you many request classic cards or gold cards or a combination of the 2. In full


  
 Freebank credit cards are available as classic or gold cards. In both cases certain income criteria apply. The Prestigious Freebank gold credit card has ~~higher~~ better income requirements and credit limits. stet

- Change Justification to full for the entire document
- Swap the last 2 paragraphs
- For paragraph starting with "Depending on factors.....", change the left and right margins to 5cm/20°/2"
- For paragraph starting with "Freebank credit cards ....", change the left and right margins to 3.75cm/15°/1.5"

**QUESTION 3****[30]**

You are requested to create the following document.

**QUESTION 3A****(15)**

1. Type the following document as it appears below.
2. Insert your Examination Number (only the number) and **Q3A** as a header. Your Examination Number should be on the left and **Q3A** should be on the right.
3. Save the document as **Q3A**.
4. Print the document **Q3A** and place it inside your examination folder. Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.

Freebank



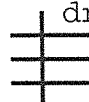
Business card/besigheidskredietkaart



Application form/aansoekvorm



Business details - please complete in block letters:  
Besonderhede van besigheid - voltooi asseblief in  
drukskrif:



Full name of company or business:  
Volle naam van maatskappy of besigheid:

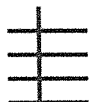


Company name to appear on card:

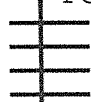
Maatskappy se naam om te verskyn op die kaart:



Street address:  
Straatadres:



Postal address:  
Posadres:



Telephone number:  
Telefoonnommer:



Fax number:  
Faksnommer:



Email address:  
Eposadres:



Names of directors:  
Name van direkteure:



Current account number:  
Lopende rekeningnommer:



Branch name/code:  
Taknaam/kode:

• Type all text in capital letters

**QUESTION 3B****(15)**

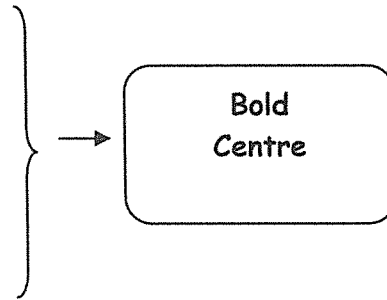
1. Retrieve the document **Q3A** from your data diskette.
2. Change the Question Number to **Q3B** in the header.
3. Edit the document **Q3B** according to the manuscript signs as indicated in the text.
4. Save the document as **Q3B**.
5. Print the document **Q3B** and place it inside your examination folder.  
**Candidates will be penalised if more than one printout is handed in.**  
**Only the top printout will be marked.**

**TOTAL SECTION A: 100**

Freebank

Business card/besigheidskredietkaart

Application form/aansoekvorm



Business details - please complete in block letters:  
Besonderhede van besigheid - voltooi asseblief in drukskrif:

Full name of company or business:  
Volle naam van maatskappy of besigheid:

*RnB Traders*

Company name to appear on card:  
Maatskappy se naam om te verskyn op die kaart:

*RnB Traders*

Street address:  
Straatadres:

*25 Long Street  
North Way  
PRETORIA  
0001*

Postal address:  
Posadres:

*Private Bag X24  
North Way  
PRETORIA  
0001*

Telephone number:  
Telefoonnommer:

**Bold**

*(012) 729 5859*

Fax number:  
Faksnommer:

*(086) 456 7899*

E-mail address:  
E-posadres:

*rnb@telkomsa.net*

Names of directors:  
Name van direkteure:

*Mr JR Ruby  
Mr BR Brown*

Current account number:  
Lopende rekeningnommer:

*987 654 321*

Branch name/code:  
Taknaam/kode:

*951357*

**• All Afrikaans text to be in Italics**

**SECTION B: SPREADSHEET****[100]**

ANSWER ALL QUESTIONS

**NOTE:** It is recommended that you use Courier New 12 for all questions in section B.

NO PRINTOUT WILL BE MARKED IF IT DOES NOT HAVE AN EXAMINATION NUMBER AND A QUESTION NUMBER TYPED ON IT.

**QUESTION 4****[32]**

You are requested to prepare the following spreadsheet.

**QUESTION 4A****10)**

1. Key in the spreadsheet as it appears below.
2. Insert your Examination Number (only the number) and **Q4A** as a header. Your Examination Number should be on the left and **Q4A** should be on the right.
3. Adapt column widths where necessary to ensure that the spreadsheet fits on one A4 portrait page.
4. Save the spreadsheet as **Q4A**.
5. Print the spreadsheet **Q4A** without borders and place it inside your examination folder. Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.

|                           | 2011 | 2012     |
|---------------------------|------|----------|
| Net Profit                |      | 4057455  |
| Sales                     |      | 20518408 |
| Cost of Sales             |      |          |
| Total Current Assets      |      | 14970365 |
| Total Current Liabilities |      | 10592457 |
| Inventory                 |      | 696451   |
| Goods Received            |      | 2229936  |
|                           |      |          |

**QUESTION 4B**

**(22)**

1. Retrieve the spreadsheet **Q4A** from your data diskette.
2. Change the Question Number to **Q4B** in the header.
3. Edit the spreadsheet according to the manuscript signs in the text.
4. Adapt column widths where necessary to ensure that the spreadsheet fits on one A4 portrait page.
5. Insert horizontal lines as indicated with the method you are familiar with.
6. Provide formulae for the following:
  - A.  $\text{Net Profit} \div \text{Sales} \times 100$
  - B.  $\text{Total Current Assets} \div \text{Total Current Liabilities}$
  - C.  $\text{Goods Received} \div \text{Sales} \times 365$
  - D.  $(\text{Total Current Assets} - \text{Inventory}) \div \text{Total Current Liabilities}$
7. Adapt column widths where necessary to ensure that the entire spreadsheet fits on one A4 portrait page. Print the spreadsheet and place it inside your examination folder.
8. Save the spreadsheet as **Q4B**. Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.

| / | Accounting Ratios               | of column |          | ] <b>Bold<br/>Uc<br/>Centre</b> |
|---|---------------------------------|-----------|----------|---------------------------------|
|   | open row                        | 2011      | 2012     |                                 |
|   | open row                        |           |          |                                 |
|   | Net Profit                      |           | 4057455  |                                 |
|   | Sales                           |           | 20518408 |                                 |
|   | <del>Cost of Sales</del> of row |           |          |                                 |
|   | Total Current Assets            |           | 14970365 |                                 |
|   | Total Current Liabilities       |           | 10592457 |                                 |
|   | Inventory                       |           | 696451   |                                 |
|   | Goods Received                  |           | 2229936  |                                 |
|   | open row                        |           |          |                                 |
| / | <i>Net Profit Margin</i>        |           | A        |                                 |
|   | open row                        |           |          |                                 |
|   | <i>Current Ratio : 1</i>        |           | B        |                                 |
|   | open row                        |           |          |                                 |
|   | <i>Settlement Period</i>        |           | C        |                                 |
|   | open row                        |           |          |                                 |
|   | <i>Asset Test Ratio : 1</i>     |           | D        |                                 |

**QUESTION 5****[38]**

You are requested to prepare the following spreadsheet.

**QUESTION 5A****(12)**

1. Insert your Examination Number (only the number) and **Q5A** as a header. Your Examination Number should be on the left and **Q5A** should be on the right.
2. Key in the spreadsheet as it appears below.
3. Adjust column widths where necessary to ensure that the entire spreadsheet fits on one A4 portrait page.
4. Save the spreadsheet as **Q5A**.
5. Print the spreadsheet **Q5A** without borders and place it inside your examination folder. **Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.**

|                    |        |                            |        |
|--------------------|--------|----------------------------|--------|
| Fixed Assets       |        | Equity and Liabilities     |        |
| Land and Buildings | 180000 | Capital                    | 250000 |
| Vehicles at Cost   | 94500  | Less Drawings              | 4400   |
| Furniture at Cost  | 12000  | Add Profit                 | 41500  |
| Total Fixed Assets |        | Total Equity               |        |
| Current Assets     |        | Liabilities                |        |
| Closing Stock      | 6500   | Current Liabilities        | 51940  |
| Debtors            | 40140  |                            |        |
| Bank               | 5900   |                            |        |
| Total Assets       |        | Total Equity & Liabilities |        |



**QUESTION 5B****[26]**

1. Retrieve the spreadsheet **Q5A** from your data diskette.
2. Change the Question Number to **Q5B** in the header.
3. Edit the spreadsheet according to the manuscript signs in the text:
  - 3.1 Insert horizontal lines as indicated with the method you are familiar with.
  - 3.2 Insert the following formulae:
    - A Land and Buildings + Vehicles at Cost + Furniture at Cost
    - B Capital – Drawings + Profit
    - C Closing Stock + Debtors + Bank
    - D Total Fixed Assets + Current Assets
    - E Total Equity + Current Liabilities
  - 3.3 Adapt column widths where necessary to ensure that the entire spreadsheet fits on one A4 portrait page.
4. Save the spreadsheet as **Q5B**.
5. Print the spreadsheet **Q5B** without borders and place it inside your examination folder. Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.

| <i>Balance Sheet for Parrot Agency as at 31 December 2012</i> |        |                            |        |
|---|--------|----------------------------|--------|
| Fixed Assets  |        | Equity and Liabilities     |        |
| <i>Land and Buildings</i>                                     | 180000 | <i>Capital</i>             | 250000 |
| <i>Vehicles at Cost</i>                                       | 94500  | <i>Less Drawings</i>       | 4400   |
| <i>Furniture at Cost</i>                                      | 12000  | <i>Add Profit</i>          | 41500  |
| Total Fixed Assets  | A      | Total Equity               | B      |
| Current Assets  |        | Liabilities                |        |
| <i>Closing Stock</i>  | 6500   | <i>Current Liabilities</i> | 51940  |
| <i>Debtors</i>  | 40140  |                            |        |
| <i>Bank</i>   | 5900   |                            |        |
| Total Assets  | D      | Total Equity & Liabilities | E      |

**Change all text as indicated to Italics**

**QUESTION 6****[30]**

You are requested to prepare the following spreadsheet.

**QUESTION 6****(30)**

1. Insert your Examination Number (only the number) and **Q6** as a header. Your Examination Number should be on the left and **Q6** should be on the right.
2. Edit the spreadsheet according to the manuscript signs in the text:
  - 2.1 Insert horizontal lines as indicated with the method you are familiar with.
  - 2.2 Provide formulae for the following:
    - A Sales – Sales Return
    - B Opening Stock + Purchases + Delivery – Closing Stock
    - C Net Sales – Cost of Sales
    - D Advertising + Insurance + Salaries + Water and Electricity
    - E Gross Profit + Other Income – Operating Expenses
3. Adjust column widths where necessary to ensure that the entire spreadsheet fits on one A4 portrait page.
4. Save the spreadsheet as **Q6**.
5. Print the spreadsheet **Q6** without borders and place it inside your examination folder. **Candidates will be penalised if more than one printout is handed in. Only the top printout will be marked.**

| In column B   |                          |        |        |                |
|---|--------------------------|--------|--------|----------------|
| Income statement for Parrot Agency for the period ended December 2012 |                          | R      | R      |                |
|   | Sales                    |        | 253615 | <b>Bold Uc</b> |
| <b>Ital</b>   | Less: Sales Returns      | 615    |        | <b>Centre</b>  |
|   | Net Sales                |        | A      | <b>Bold</b>    |
| <b>Ital</b>   | Less: Cost of Sales      |        | B      |                |
|   | Opening Stock            | 4000   |        |                |
|   | Purchases                | 170550 |        |                |
|   | Delivery                 | 1440   |        |                |
| <b>Ital</b>   | Less: Closing Stock      | 6500   |        |                |
|   | Gross Profit             |        | C      | <b>Bold</b>    |
|   | Other Income             |        | 2860   |                |
| <b>Ital</b>   | Less: Operating Expenses |        | D      |                |
|   | Advertising              | 820    |        |                |
|   | Insurance                | 2750   |        |                |
|   | Salaries                 | 38500  |        |                |
|   | Water and Electricity    | 3300   |        |                |
|   | Net Profit               |        | E      | <b>Bold Uc</b> |

TOTAL SECTION B: 100  
GRAND TOTAL: 200