



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N780(E)(N11)H
NOVEMBER EXAMINATION
NATIONAL CERTIFICATE
INTRODUCTORY COMPUTER PRACTICE N4
(6030134)**

**11 November 2016 (X-Paper)
09:00–12:00**

**CANDIDATES HAVE 30 MINUTES TO READ THE INSTRUCTIONS BEFORE THE START
OF THE EXAMINATION.**

This question paper consists of 18 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
INTRODUCTORY COMPUTER PRACTICE N4
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS TO INVIGILATORS AND CANDIDATES

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

1. The question paper comprises TWO sections:

SECTION A: Text manipulation (100 marks)

SECTION B: Spreadsheets (100 marks)

SECTION A is done on the computer with the aid of a word processing program. ONE of the questions of this section has been loaded on the hard drive. Candidates must retrieve this document from the hard drive and then follow the instructions on the question paper. Approximately 1 hour 30 minutes should 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. Approximately 1 hour 30 minutes should be spent on this section.

The following instructions apply to both SECTION A and SECTION B:

The printouts must be correctly numbered and both the EXAMINATION NUMBER and the question number must be printed as instructed on each printout. EXAMINATION NUMBERS written by hand are NOT acceptable. If written, the invigilator must check the student's printout with his/her typing on the computer. If satisfied that it is the student's work, the invigilator must sign next to the written EXAMINATION NUMBER. NO QUESTION 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.

2. The time allocated for the question paper is THREE hours. An additional 30 minutes may be allowed to a candidate for the printing of answers or when printing problems have been experienced. Candidates may also print answers during the THREE hours allowed for the answering of SECTIONS A and B.

3. Candidates may only effect print commands during the additional printing time. 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. it does not print ë, a report must accompany the ANSWER SHEETS of the centre.
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.
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 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 wastepaper 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 OF A QUESTION MAY BE HANDED IN.
9. Printouts to be marked must be arranged in the same order as that of the questions in the EXAMINATION PAPER.
10. In SECTION B of the question paper only Courier New 12 pt may be used. In SECTION C of the question paper Courier New 12 pt, Calibri 11 pt or Arial 10 pt may be used. In SECTION B margins of 1"/2.54 cm should be used unless otherwise instructed.
11. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO QUESTIONS WITHOUT EXAMINATION NUMBERS WILL BE MARKED.
12. 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 is allowed for such lost work. It is the candidates' responsibility to protect their answers from obliteration.

In order to print the original as well as the edited version of the answers candidates are reminded to save the work after each separate section before it is printed.

At the end of the examination session each candidate must hand in the printouts of the answers as well as the diskette with the saved answers (properly marked with the candidate's EXAMINATION NUMBER). If the candidate's work is saved on the hard disk/network, the invigilator(s) must copy the answers to a compact disk/memory stick and immediately delete the answers from the hard disk/network. (These diskettes must be handed to the examination section for safekeeping for at least SIX months in case enquiries should be made by the examiner/moderator and subject specialists of education.)

13. Please note that NO question paper may be taken out of the examination room until at least ONE hour after the commencement of the last session. All papers must consequently be handed in. These may be returned to candidates on completion of the examination.
14. In the event of a question paper being written in more than one session invigilators must ensure that all answers of candidates are removed from the hard disks or the network before candidates for the next session are allowed into the room.
15. NO candidate may print his/her work for another candidate, make his/her diskette 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 serious light.

NOTE: Please write the name of the program used on the COVER PAGE.

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

SECTION A: WORD PROCESSING**100**

ANSWER ALL QUESTIONS

NOTE: Use Courier New 12 pitch with left and right margins of 2.54 cm/1"/10° except where otherwise indicated.

QUESTION 1**30**

This question has already been keyed in and saved as **Q1A** on your data diskette. Do NOT retype or print this document.

QUESTION 1B

You are requested to do the following:

1. Retrieve the document **Q1A** from your data diskette.
2. Edit the footer by changing the QUESTION NUMBER to **Q1B** and insert your EXAMINATION NUMBER on the left-hand side of the footer.
3. Change the left margin of the document to 2.54cm/1"/10°.
4. Add the heading, Renewable Energy in Africa, and change to Arial Black font size 16.
5. Insert the symbol as indicated by using the Unicode Name Windings:82. Change the font size of the symbol to 22.
6. Edit the document **Q1B** according to the manuscript signs indicated in the text.
7. Save the document as **Q1B**.
8. Print **Q1B** and place it in your EXAMINATION FOLDER

RENEWABLE ENERGY IN AFRICA

bold/italics/UC/centre/Arial Black 16



centre

The developing nations of Africa are popular locations for the application of renewable energy technology. Currently, many nations already have small-scale solar, wind and geothermal devices in operation providing energy to urban and rural populations. These types of energy production are especially useful in remote locations because of the excessive cost of transporting electricity from large-scale power plants. The application of renewable energy technology has the potential to alleviate many of the problems that face Africans every day, especially if done so in a sustainable manner that prioritises human rights.

NP

R/A

stet

Access to energy is ^{important} essential for the reduction of poverty and promotion of economic growth. Communication technologies, education, industrialisation, agricultural improvement and expansion of municipal water systems all require abundant, reliable and cost-effective energy access.

justify

trs

3 2 1



Hydro-electric, wind and solar power all derive their energy from the Sun.

bold / uc



☀ The sun emits more energy in one second than is available in all of the fossil fuels present on earth and therefore has the potential to provide all of our current and future global energy requirements. Since the solar source for renewable energy is clean and free, African nations can protect their people, their environment, and their future economic development by using renewable energy sources.

ins symbol - font size 22

NP

d/s

(30)

QUESTION 2**45**

Create the following document

QUESTION 2A

1. Type the following document as it appears below.
2. Insert a header with your EXAMINATION NUMBER on the left and **Q2A** on the right.
3. Change the left margin of the document to 2.5 cm.
4. Save the document as **Q2A**.
5. Print **Q2A** and place it inside the EXAMINATION FOLDER.

Wave and wind resources

Africa has a large coastline, where wind power and wave power resources are abundant and underutilised in the north and south. Geothermal power has potential to provide considerable amounts of energy in many Eastern African nations.

Wind is far less uniformly distributed than solar resources, with optimal locations positioned near special topographical funnelling features close to coastal locations, mountain ranges, and other natural channels in the north and south. The availability of wind on the western coast of Africa is substantial, exceeding 3,750 kWh, and will accommodate the future prospect for energy demands.

(10)

QUESTION 2B

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 in the text.
4. Insert the indicated heading at the beginning of the document and change the heading to display font type Comic Sans and size 16 pt.
5. Insert a page break as indicated on the document and add a page number at the bottom left of each page.
6. Change the line spacing of paragraph 2 to 1.5, and change the line spacing of the last paragraph to double line spacing.
7. Insert paragraph numbers for subheadings as indicated and indent the subsequent paragraphs accordingly.
8. Save the document as **Q2B**.
9. Print **Q2B** and place it in the EXAMINATION FOLDER.

ENERGY RESOURCES → bold/italics/UC/centre/Comic Sans 16

1. **Solar resources** bold/italics/UC

On average many African countries have a very high amount of days per year with bright sunlight, especially the dry areas, which include the deserts (such as the Sahara) and the steppes. bold/UC

[This gives solar power the potential to bring energy to virtually any location in Africa without the need for expensive large scale grid level infrastructural developments.] italics

[This gives solar power the potential to bring energy to virtually any location in Africa without the need for expensive large scale grid level infrastructural developments.] R/A

2. **Wave and wind resources** bold/italics/UC

America Africa has a large coastline, where wind power and wave power resources are abundant and underutilized in the north and south. Geothermal power has potential to provide considerable amounts of energy in many eastern African nations. / western und

9 ==== page break ====

Wind is far less uniformly distributed than solar resources, with optimal locations positioned near special topographical funnelling features close to coastal locations, mountain ranges, and other natural channels in the north and south.

trs

The availability of wind on the western coast of Africa is substantial, exceeding 3,750 kWh, and will accommodate the future prospect for energy demands.

} 1.5 centre

(35)
[45]

GENERAL STUDIES

QUESTION 3

25

1. Type the following document as it appears below.
2. Insert a footer with your EXAMINATION NUMBER on the right and **Q3** on the left.
3. Follow the manuscript signs as displayed on the document.
4. Save the document as **Q3**.
5. Print **Q3** and place it inside the EXAMINATION FOLDER.

MegaWhatt Memo

bold/spaced caps/Cooper Black 16/centre

⊕

Department of Energy announced its intention to increase the amount of energy it will be procuring under the third window of its renewable energy programme for independent power producers.

bold/uc/und

⊕

In November, the department signed agreements with 17 new preferred bidders in the third round of the programme, following the signing off of 47 projects in the first and second rounds, bringing the total number of renewable energy projects approved to 64 since December 2011.

d/s

in full

⊕

Once they are all operational the 64 projects will add around 3 900 megawatts (MW) of wind, solar photovoltaic & concentrated solar power to South Africa's energy mix.

italics

The average price offered for power generated from wind had dropped from R11.43 per kilowatt hour (kWh) in the first round to R6.65/kWh in the third round.

⊕

Submissions for the fourth window of the programme, which entails the procurement of a further 1 000 MW of renewable energy, is on track. The programme has five windows altogether. While renewable energy accounted for less than 1% of South Africa's energy mix in 2012, this is expected to reach 12% by 2020.

9

The top 5 countries globally implementing renewable energy projects are as follows:

} centre

‡

- Denmark
- United Kingdom
- Germany
- Scotland
- Ireland

} Add bullets and indent

[25]

TOTAL SECTION A:

100

GENERAL STUDIES

SECTION B: SPREADSHEET**100**

NOTE: Use Courier New 12 or Arial 12

QUESTION 4**49**

Prepare the following spreadsheet.

QUESTION 4A

1. Key in the spreadsheet as it appears below.
2. Insert a header with your EXAMINATION NUMBER on the left and **Q4A** on the right.
3. Display the figures in the respective columns as displayed on the document.
4. Adapt column widths where necessary to ensure that the spreadsheet fits on ONE A4 portrait page.
5. Save the spreadsheet as **Q4A**.
6. Print **Q4A** without borders and place it in the EXAMINATION FOLDER.

Gas	12811	41,99
Electric	12812	23,04
Water	12813	127,11
Telephone	12814	66,37
Owner Withdrawl	12815	1 300,00
Accounting Fee	12816	164,61
Owner Withdrawl	12817	125,00
Supplies	12818	1 100,00
License Fee	12819	127,33
Interest	12820	46,88
Purchases	12821	344,91

(15)

QUESTION 4B

1. Retrieve the spreadsheet **Q4A** from your storage device.
2. Change the QUESTION NUMBER to **Q4B** in the header.
3. Edit the spreadsheet according to the manuscript signs in the text.
4. Insert rows/columns and data according to the manuscript signs
5. Provide a formula for the following:

A = SUM OF AMOUNT

6. Adapt column widths where necessary to ensure that the spreadsheet fits on ONE A4 portrait page.
7. Insert horizontal lines as indicated using the method with which you are familiar.
8. Print the spreadsheet and place it in the EXAMINATION FOLDER.
9. Save the spreadsheet as **Q4B**.

RJT Trading: General Ledger				
Description	Check Number	Account Number	Amount	
Gas- Petrol	12811	880	41,99	
Electric	12812	880	23,04	
Water- H ₂ O	12813	880	127,11	
Telephone	12814	874	66,37	
Owner Withdrawl	12815	476	1 300,00	
Accounting Fee	12816	611	164,61	
Owner Withdrawl	12817	476	125,00	
Supplies	12818	863	1 100,00	
License Fee	12819	870	127,33	
Interest	12820	816	46,88	
Purchases	12821	611	344,91	
TOTAL			A	

(30)

QUESTION 4C

1. Open the document **Q4B**.
2. Change the QUESTION NUMBER of the document to **Q4C** in the header.
3. Display the formulae.
4. Adjust the column widths where necessary to ensure that the entire spreadsheet fits on ONE A4 page.
5. Save the spreadsheet as **Q4C**.
6. Print **Q4C** without borders and place it in the EXAMINATION FOLDER.

(4)
[49]

QUESTION 5**51**

You are requested to prepare the following spreadsheet.

QUESTION 5A

1. Insert a header with your EXAMINATION NUMBER on the left and **Q5A** 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 **Q5A** without borders and place it in the EXAMINATION FOLDER.

First Kushinda Bank	
‡	
KDK Mtimkulu	
1643 Duncan Street	
Redville	
55512	
‡	
Cheque Account Statement	
‡	
Date	Description
2005-01-02	Payroll Deposit - HOTEL
2005-01-02	Payroll Deposit - HOTEL
2005-01-04	ATM Withdrawal - INTERACT
2005-01-05	Web Bill Payment - AMEX
2005-01-10	Interact Purchase - SUPERMART
2005-01-12	Pre-Auth. Payment - INSURANCE
2005-01-25	Mortgage Payment
2005-01-25	Fees - Monthly

(15)

QUESTION 5B

1. Retrieve the spreadsheet **Q5A** from your data diskette.
2. Change the QUESTION NUMBER in the header to **Q5B**.
3. Edit the spreadsheet according to the manuscript signs in the text:
4. Add columns/rows, and the additional data as indicated in the text.
5. Insert horizontal lines as indicated using the method with which you are familiar.
6. Insert the following formulae:
A TOTAL WITHDRAWALS = SUM OF WITHDRAWALS
B TOTAL DEPOSITS = SUM OF DEPOSITS
C TOTAL BALANCE = DEPOSIT – WITHDRAWALS
7. Adapt column widths where necessary to ensure that the entire spreadsheet fits on ONE A4 portrait page.
8. Save the spreadsheet as **Q5B**.
9. Print **Q5B** without borders and place it the EXAMINATION FOLDER.



First Kushinda Bank									
KDK Mtinkulu									
1643 Duncan Street									
Redville									
55512									
<i>Current</i>									
Cheque Account Statement		Statement period: 2005-01-01 to 2005-01-25							
Date	Description	Ref.	Withdrawals	Deposits	Balance				
2005-01-02	Payroll Deposit - HOTEL →	GUEST HOUSE		R 2 500,00					uC/Bold/Centre
2005-01-02	Payroll Deposit - HOTEL			R 654,12					
2005-01-04	ATM Withdrawal - INTERACT	963	R 200,00						
2005-01-05	Web Bill Payment - AMEX	852	R 300,00						
2005-01-10	Interact Purchase - SUPERMART	741	R 29,08						uC/Bold/Centre
2005-01-12	Pre-Auth. Payment - INSURANCE	123	R 33,55						
2005-01-25	Mortgage Payment	456	R 250,00						
2005-01-25	Fees - Monthly →	789	R 5,00						
	TOTAL		A	B	C				uC/Bold/RA



QUESTION 5C

1. Open the document **Q5B**.
 2. Change the question number of the document to **Q5C** in the header.
 3. Display the formulae.
 4. Adapt the column widths where necessary to ensure that the entire spreadsheet fits on ONE A4 page.
 5. Save the spreadsheet as **Q5C**.
 6. Print **Q5C** without borders and place it in the EXAMINATION FOLDER. (6)
- [51]**
- | | |
|-------------------------|------------|
| TOTAL SECTION B: | 100 |
| GRAND TOTAL: | 200 |