higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSIN4830(**E**)(J7)H

NATIONAL CERTIFICATE

INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

7 June 2018 (X-Paper)
09:00–12:00

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

This question paper consists of 22 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY INFORMATION PROCESSING N4
TIME: 3 HOURS
MARKS: 100

	TIME	MARKS
TYPING TECHNIQUE: SECTION A	**2 hours**	**200**
WORD PROCESSING: SECTION B	**1 hour**	**100**
TOTAL	**3 hours**	**300**

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

30 MINUTES ARE ALLOWED TO READ THE INSTRUCTIONS

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

TYPING TECHNIQUE: SECTION A

1. Candidates who are not ready and on time for the TIMED ACCURACY TEST (QUESTION 1) will only be allowed to enter the examination venue after the expiration of the TEN MINUTES allowed for the test.

2. Candidates are allowed to read through the test 3 MINUTES before the commencement of the examination.

3. The timed accuracy test must be keyed in at the beginning of the examination.

4. After the expiration of the TEN MINUTES allowed for the timed accuracy test, your test will be collected and signed by the invigilator. It will be retained until the completion of the examination session whereafter, in your presence, it will be put in your EXAMINATION FOLDER.

5. Answer ALL the questions.

6. Procedure for QUESTIONS 2, 3, 4 and 5: Key in, save and print.

7. Each answer must be printed on a SEPARATE A4 paper. Use only ONE side of the paper.

WORD PROCESSING: SECTION B

1. Answer ALL the questions.

2. Procedure for QUESTIONS 7A, 7B, 8A and 8B: Key in, save and print.

3. Retrieve, copy and process according to the instructions in part B of each question. Print and hand in part A as well as part B.

4. QUESTION 6A has already been keyed in by the lecturer and saved on the hard drive/network/memory stick as Q6A.

5. Retrieve QUESTION 6A, proofread for keying-in errors. Correct errors (if any) and save corrections. Process according to the instructions given in QUESTION 6B.

GENERAL

1.   You may use a computer ruler, dictionary, ASCII codes and the template.

2.   NO notes or any nonpermissible material may be hidden in or transcribed into these articles.

3.   Use only COURIER NEW 12 pt except if otherwise indicated in the question paper.

4.   Work fast in order to complete the question paper in time.

5.   Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally – NO extra time will be allowed for loss of work.

6.   In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

7.   Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO questions without EXAMINATION NUMBERS will be marked.

8.   At the end of the examination session, hand in the following:

        8.1   EXAMINATION FOLDER with PRINTOUTS to be marked in the same order as the questions in the question paper.

        8.2   The compact disk/memory stick on which your work was saved, properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick and then it must be deleted immediately from the hard drive/network. Candidates' answers must be kept for at least 6 MONTHS.

        8.3   ALL other PRINTOUTS. NO PRINTOUTS may be taken out of the examination room or put into bins.

9.   Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be regarded in a serious light. If you are found guilty of such a violation, steps will be taken against you.

WAIT FOR THE INSTRUCTION FROM THE INVIGILATOR BEFORE YOU TURN THE PAGE.

TYPING TECHNIQUE

SECTION A

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

		TIME	MARKS
QUESTION 1	TIMED ACCURACY TEST	10 MINUTES	20 MARKS
QUESTION 2	PARAGRAPHS	33 MINUTES	50 MARKS
QUESTION 3	BUSINESS LETTER	35 MINUTES	56 MARKS
QUESTION 4	ADVERTISEMENT	30 MINUTES	54 MARKS
QUESTION 5	AFRICAN LANGUAGE	12 MINUTES	20 MARKS
		120 MINUTES	200 MARKS

QUESTION 1: TIMED ACCURACY TEST

TIME: 10 minutes   **MARKS: 20**

MARGINS: **Left:** 2.54 cm/1" **Right:** 2.54 cm/1" **LINE SPACING:** 1.5 (1½) or 2 **SPEED:** 25 wpm (minimum requirement)	**PAPER:** A4 portrait **HYPHENATION:** No **JUSTIFICATION:** Left **FONT:** Courier New 12 pt

1. The timed accuracy test below must be keyed in ONCE only.
2. The passage allows for speeds of 25 and 30 words per minute.
3. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header.
4. Save the document as Q1 and print.
5. Your test must be collected and signed by the invigilator at the BEGINNING of the EXAMINATION. ALL pages need to be signed.

The view outside the window. Two men, both seriously ill after

sustaining injuries, were occupying the same hospital room. There

was a curtain dividing the room in half. One man was allowed to sit

up in his bed for an hour each afternoon. His bed was next to the

only window in the room. The other man had to spend all his time

flat on his back. Although they could not see each other because of

the curtain, they could still talk.

The men talked for hours on end. They spoke of their wives and

families, their homes, their jobs they left behind before the war,

and where they had been on vacation.

Every afternoon when the man in the bed by the window could sit up,

he would describe to his roommate all the things he could see

outside the window. The window overlooked a park with a lovely

QUESTION 1 (CONTINUED)

lake. Ducks and swans played on the water while children sailed

their model boats. As the man by the window described all this in

detail, the man on the other side of the room would close his eyes

and imagine the picturesque scene.

One morning, the day nurse arrived to bring water for their baths

only to find the lifeless body of the man by the window. As soon

➔**25 wpm**

as it seemed appropriate the other man asked if he could be moved

next to the window. He strained to turn slowly to look out of the

window beside the bed: it faced a brick wall. The man asked the

nurse what could have compelled his deceased roommate who had

➔**30 wpm**

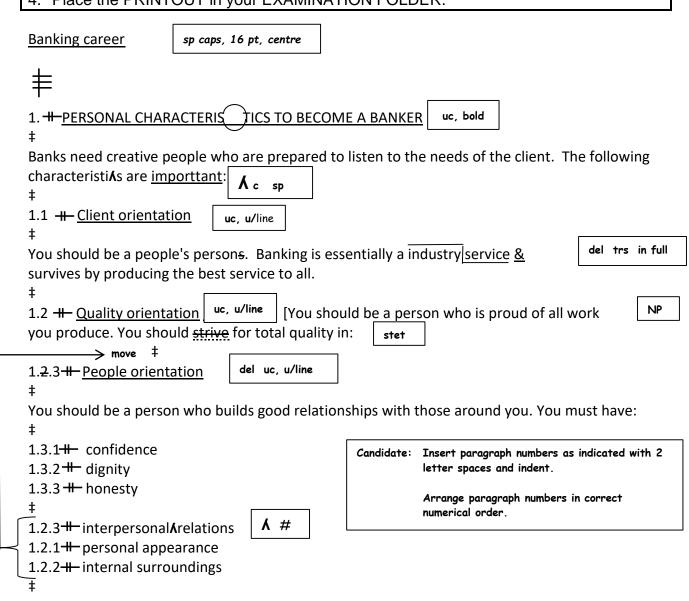described such wonderful things outside the window. The

[20]

Please turn over

QUESTION 2: PARAGRAPHS

TIME: 33 MINUTES **MARKS: 50**

MARGINS: **Left:** 2.54 cm/1" **Right:** 2.54 cm/1" **FONT:** Courier New 12 pt	**PAPER:** A4 portrait **JUSTIFICATION:** Left **HYPHENATION:** No **LINE SPACING:** Single, except where indicated otherwise
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header. 2. Key in the document and take ALL proofreading signs into consideration. 3. Proofread, save the document as Q2 and print. 4. Place the PRINTOUT in your EXAMINATION FOLDER.	

Banking career   `sp caps, 16 pt, centre`

1. PERSONAL CHARACTERISTICS TO BECOME A BANKER   `uc, bold`

Banks need creative people who are prepared to listen to the needs of the client. The following characteristics are importtant: `c  sp`

1.1 Client orientation   `uc, u/line`

You should be a people's persons. Banking is essentially a industry service &   `del trs in full` survives by producing the best service to all.

1.2 Quality orientation   `uc, u/line`   [You should be a person who is proud of all work   `NP` you produce. You should strive for total quality in: `stet`

`move`
1.2.3 People orientation   `del uc, u/line`

You should be a person who builds good relationships with those around you. You must have:

1.3.1 confidence
1.3.2 dignity
1.3.3 honesty

1.2.3 interpersonal relations   `#`
1.2.1 personal appearance
1.2.2 internal surroundings

`Candidate:  Insert paragraph numbers as indicated with 2 letter spaces and indent.`

`Arrange paragraph numbers in correct numerical order.`

QUESTION 2 (CONTINUED)

‡

2.~~II~~ <u>A CAREER NOT A JOB</u> | *uc, bold* |

‡

A person working in / bank should be determined to add value to the company in everything
you do and endeavour to achieve <u>objecteves</u> at the lowest possible cost. | **sp** |

[50]

QUESTION 3: BUSINESS LETTER

TIME: 35 MINUTES **MARKS: 56**

MARGINS: **Left:** 3.81 cm/1.5" **Right:** 2.54 cm/1" **FONT:** Courier New 12 pt **PAPER:** Letterhead	**HYPHENATION:** Yes **JUSTIFICATION:** Left **LINE SPACING:** Single except where indicated otherwise
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header. 2. Retrieve the letterhead saved as QUESTION 3 on your diskette/hard drive/network. 3. Key in the document and take ALL proofreading signs into consideration. 4. Proofread, save the document as Q3 and print. 5. Place the PRINTOUT in your EXAMINATION FOLDER**.**	

‡

Today's date in full

‡

Address of receiver: The Manager, No. 44 Waterfront Hotel, Scottsburg, 4180   Display correctly

uc

‡

Dear Sir

‡

Marketing materials   uc, bold

‡

Thank you for your letter requesting information on / different kinds of marketing materials
which we are able to provide.

‡

A material for Africa is able to provide any kind of marketing material which

3   2   1

may hotel your be interested in.   trs

‡

Some of these examples are: bold, italics

‡

2. A corporate brochure with full colour photographs of your hotel facilities.

‡

5. A marketing video of your hotel.

‡

3. Full colour stationery such as business cards, letterheads, fax forms, etc.

‡

4. Specially printed serviettes with your hotel logo & name on it.

‡

QUESTION 3 (CONTINUED)

1. Specially printed T-shirts, caps & other clothing you would require.

‡

6.   Specially printed crockery such as dinner plates, side plates, glasses, mirrors, etc.

<div style="text-align:center">

page break

</div>

Candidate: Insert a page number only on page 2 top, right-aligned

I have included a portfolio of all / marketing materials we have designed for other hotels

~~in~~ | stet |

~~throughout~~ South Africa, for your perusal.

‡

Should you wish any further information ~~of~~ or would like to see these examples | del |

personally, please do not hesitate to give me a call so that we can arrange a meeting.

‡

Looking forward in doing business with you.

‡

Yours faithfully

≣

<u>Ms SJ King Managing Director</u> | Display correctly   uc |

Candidate: Find & and replace with and

Candidate: Arrange paragraphs in the correct numerical order. Make sure that there are 2 letter spaces after the paragraph numbers and indent.

[56]

Please turn over

QUESTION 4: ADVERTISEMENT

TIME: 30 MINUTES   **MARKS: 54**

MARGINS: **Left:** 2.54 cm/1" **Right:** 2.54 cm/1" **FONT:** Courier New 12 pt **PAPER:** A4 portrait	**HYPHENATION:** No **JUSTIFICATION:** Left **LINE SPACING:** Single except where indicated otherwise
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. 2. Key in the document and take ALL proofreading signs into consideration. 3. Proofread, save the document as Q4 and print. 4. Put your PRINTOUT in your EXAMINATION FOLDER.	

Geris 3-In-1 Total Body <u>Trainar</u> | sp   16 pt, bold, centre |

Burn fat and reshape your body <u>entire</u> with / revolutionary brand new 3-in-1 trainer. For | trs |
the best results, Geris comes with an Exercise <u>&</u> Weight ∧ Programme compiled by | in full ∧ Loss |
a leading <u>S.A.</u> University and sports dietician. | in full |
‡
1.   Personal Trainer#–#Home gym | Replace paragraph numbers with bullets |
2.   High-tech rower#–#Burn calories
‡
<u>Features</u> ~~and~~ | sp caps, u/line   del |
‡
1. Built in computer | Replace paragraph numbers with bullets |
2. Magno tech flywheel   ~~slowly~~
3. Easy storage#–#folds up ~~quickly~~ | stet |
4. <u>Ajustable</u> resistance | sp |
‡
As seen on TV!!
‡
See results in thirty days#–#Guaranteed!
‡
Or your money back! | 18 pt, bold, centre |
‡
Geris#–#For life!

Candidate: Centre vertically and insert a border around the text   # indicates ONE letter space

[54]

Please turn over

QUESTION 5: AFRICAN LANGUAGE

TIME: 12 MINUTES   **MARKS: 20**

MARGINS:	**PAPER:** A4 portrait
Left: 2.54 cm/1"	**HYPHENATION:** No
Right: 2.54 cm/1"	**JUSTIFICATION:** Left
FONT: Courier New 12 pt	**LINE SPACING:** 1.5 (1½)

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header.
2. Key in the document as shown below.
2. Proofread, save the document as Q5 and print.
3. Place the PRINTOUT in your EXAMINATION FOLDER.

Where is the airport?
Where is the departures/arrivals hall?
Where must I check in?
What luggage may I take on board?
Can I get a direct flight?
Is there transport to the city?
I want to cancel my reservation.
May I change my seat?

Waar is die lughawe?
Waar is die vertrek-/aankomsaal?
Waar moet ek inweeg?
Watter bagasie kan ek aan boord neem?
Kan ek 'n regstreekse vlug kry?
Is daar vervoer stad toe?
Ek wil my bespreking kanselleer.
Kan ek my sitplek verander?

[20]

TOTAL SECTION A: 200

WORD PROCESSING

SECTION B

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

	TIME	MARKS
QUESTION 6A	ALREADY KEYED IN	0 MARKS
QUESTION 6B	17 MINUTES	27 MARKS
QUESTION 7A	9 MINUTES	15 MARKS
QUESTION 7B	11 MINUTES	19 MARKS
QUESTION 8A	11 MINUTES	19 MARKS
QUESTION 8B	12 MINUTES	20 MARKS
	60 MINUTES	100 MARKS

QUESTION 6A: PARAGRAPHS

TIME: Already keyed in   **MARKS: 0**

MARGINS: **Left:** 2.54 cm/1" **Right:** 2.54 cm/1" **FONT:** Courier New 12 pt	**PAPER:** A4 portrait **HYPHENATION:** No **JUSTIFICATION:** Left **LINE SPACING:** Double
QUESTION 6A has already been keyed in and saved as Q6A. Make sure that you work on the already keyed-in question and proofread it on your screen.	

Guidelines to remember when you are communicating with customers, especially about problems.

1. Make sure that you are in a quiet environment so that you can attentively listen to the customer.

1.2 Firstly, greet the customer & encourage him or her to talk about / problem. Let the customer know that what he/she has to say is important.

2. Your main aim is to learn as much as you can about / problem. 2.1 Find a way to solve it to the customer's satisfaction.

3.1 Show that you are listening.

4. Ask questions to get details & to check your insight.

5. Put aside your own beliefs – be open to what / customer is saying, without judging who was to blame for / problem.

6. Make sure you are not angry,

as this will simply black the communication with / customer.

7.1 **All complaints** must be handled with empathy, politely & quickly. 7.2 **Handling a complaint** with empathy means that you are able to put yourself in another person's position.

NO MARKS ARE ALLOCATED FOR THIS QUESTION

QUESTION 6B: PARAGRAPHS

TIME: 17 MINUTES   **MARKS: 27**

1. Retrieve the document saved as Q6A and change the name to Q6B. Process according to the instructions.
2. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header.
3. Do ALL processing as indicated in the text.
4. Change the left-hand margin to 3.81 cm/1.5".
5. Change line spacing to single with double line spacing between paragraphs.
6. Use the hyphenation function.
7. Replace / with the and & with and.
8. Proofread, save the document as Q6B and print.
9. Place the PRINTOUT in your EXAMINATION COVER.

Candidate:
* *Insert 2 letter spaces after paragraph numbers and indent.*
* *Number pages bottom right.*

Λ *

‡

Guidelines to remember when you are communicating with | uc, bold, remove italics |

customers, especially about problems.

‡

1. Make sure that you are in a quiet environment so that you can

attentively listen to the customer. | trs |

‡

Λ 1.1 Make sure there is nothing that can distract you.

‡

1.2 Firstly, greet the customer & encourage him or her to talk about / problem. ~~Let the~~ | del |

~~customer know that what he/she has to say is important.~~

| Insert page break |

2. Your main aim is to learn as much as you can about / problem. [2.1 Find a | NP |

way to solve it to the customer's satisfaction. ‡ [Λ 3. Listen for / main details of the

complaint.

Please turn over

QUESTION 6B (CONTINUED)

Λ 3.1 Show that you are listening.

‡

      ~~ask~~

[4. Ask ~~questions~~ to get details & to check your insight. | stet |

‡

| Change the left- and right-hand margin of the paragraph [5. Put aside … problem.] to 6.35 cm/2.5". |

5. Put aside your own beliefs – be open to what / customer is saying, without judging who

was to blame for / problem.

| Insert page break |

6. Make sure you are not angry, # | runs on |

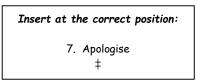as this will simply black the communication with / customer.

‡

Λ 6.1 Your attitude should be one of helpfulness & concern.

‡

~~7.1~~ 7.2 **All complaints** must be handled with empathy, politely & quickly. | Delete bold and 7.2 and 7.1, insert at the correct position |

‡

~~7.2~~ 7.1 **Handling a complaint** with empathy means that you are able to put

yourself in another person's position.

| Insert at the correct position:
|
| 7. Apologise
| ‡ |

Λ * How to communicate with customers | uc, u/line, italics, centre |

[27]

QUESTION 7A: MENU

TIME: 9 MINUTES **MARKS: 15**

MARGINS: **Left:** 2.54 cm/1" **Right:** 2.54 cm/1" **FONT:** Courier New 12 pt	**PAPER:** A4 portrait **HYPHENATION:** No **JUSTIFICATION:** Left **LINE SPACING:** Single except where indicated otherwise

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header.
2. Key in the document and take ALL proofreading signs into consideration.
3. Proofread, save the document as Q7A and print.
4. Place the PRINTOUT in your EXAMINATION COVER.

DRAKENSBERG
‡
DINNER
‡
Menu

≢

Vegetables
‡
Sweet potatoes baked in cream
Baked baby potatoes
Green peas in custard
‡
Prawn cream soup
Salmon and vegetable soup
‡
French kisses and ice cream
Apple pie and cream
‡
Baked Kingklip with tartar sauce
Smoked Rainbow Trout and lemon sauce
‡
Meat
‡
Roast pork
‡
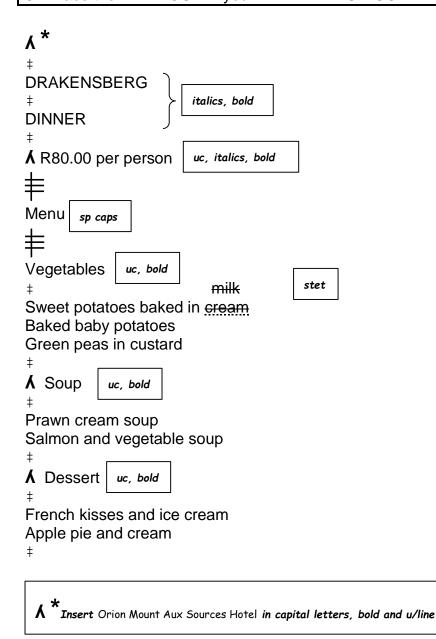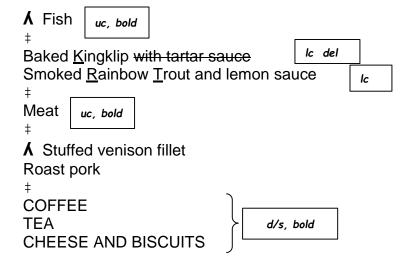COFFEE
TEA
CHEESE AND BISCUITS

(15)

QUESTION 7B: MENU

TIME: 11 MINUTES   **MARKS: 19**

1. Retrieve the document saved as Q7A and change the document name to Q7B. Process according to the instructions.
2. Change QUESTION 7A in the header to QUESTION 7B.
3. Do ALL processing as indicated in the text.
4. Change line spacing to single except where indicated otherwise.
5. Proofread, save the document as Q7B and print.
6. Place the PRINTOUT in your EXAMINATION COVER.

ʌ*

‡

DRAKENSBERG   *italics, bold*

‡

DINNER

‡

ʌ R80.00 per person   *uc, italics, bold*

Menu   *sp caps*

Vegetables   *uc, bold*

‡   ~~milk~~   *stet*

Sweet potatoes baked in ~~cream~~

Baked baby potatoes

Green peas in custard

‡

ʌ Soup   *uc, bold*

‡

Prawn cream soup

Salmon and vegetable soup

‡

ʌ Dessert   *uc, bold*

‡

French kisses and ice cream

Apple pie and cream

‡

ʌ*Insert Orion Mount Aux Sources Hotel *in capital letters, bold and u/line*

QUESTION 7B (CONTINUED)

Λ Fish | uc, bold |
‡
Baked Kingklip ~~with tartar sauce~~ | lc del |
Smoked Rainbow Trout and lemon sauce | lc |
‡
Meat | uc, bold |
‡
Λ Stuffed venison fillet
Roast pork
‡
COFFEE
TEA | d/s, bold |
CHEESE AND BISCUITS

(19)
[34]

QUESTION 8A: CIRCULAR LETTER

TIME: 11 MINUTES   **MARKS: 19**

MARGINS: **Left:** 2.54 cm/1" **Right:** 2.54 cm/1" **FONT:** Courier New 12 pt	**PAPER:** A4 portrait **JUSTIFICATION:** Left **HYPHENATION:** No **LINE SPACING:** Single, except where indicated otherwise

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header.
2. Key in the document and take all proofreading signs into consideration.
3. Proofread, save the document as Q8A and print.
4. Place the PRINTOUT in your EXAMINATION COVER.

REPUBLIC OF SOUTH AFRICA
‡
DEPARTMENT OF FINANCE
≑
Tel: 011 552 7899
Fax: 011 552 7800
E-mail: finance.org.co.za
‡
Insert today's date in descending order
‡
TO: All managers of SA banks
‡
DROP IN INTEREST RATES
‡
Please take note that as from Monday, 14/06/2018 the interest rate of general loans will decrease by 0,6%.
‡
This implies that the interest rates for all loans bank will now be 22,5%.
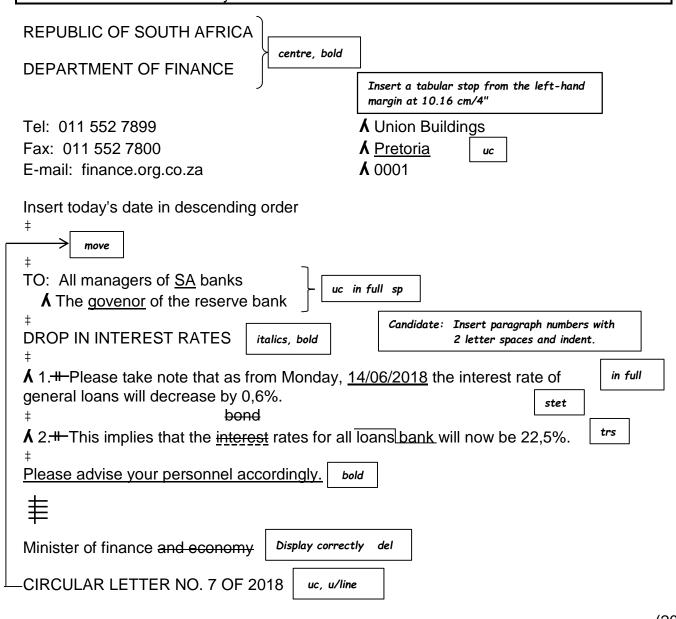‡
Please advise your personnel accordingly.
≑
Minister of finance and economy

(19)

QUESTION 8B: CIRCULAR LETTER

TIME: 12 MINUTES **MARKS: 20**

1. Retrieve the document saved as Q8A and change the name to Q8B. Process according to the instructions.
2. Change QUESTION 8A in the header to QUESTION 8B.
3. Proofread, save the document as Q8B and print.
8. Place the PRINTOUT in your EXAMINATION COVER.

REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF FINANCE

centre, bold

Insert a tabular stop from the left-hand margin at 10.16 cm/4"

Tel: 011 552 7899 Ʌ Union Buildings
Fax: 011 552 7800 Ʌ Pretoria *uc*
E-mail: finance.org.co.za Ʌ 0001

Insert today's date in descending order

move

TO: All managers of SA banks
Ʌ The govenor of the reserve bank *uc in full sp*

DROP IN INTEREST RATES *italics, bold*

Candidate: Insert paragraph numbers with 2 letter spaces and indent.

Ʌ 1. Please take note that as from Monday, 14/06/2018 the interest rate of general loans will decrease by 0,6%. *in full*

stet

bond

Ʌ 2. This implies that the interest rates for all loans bank will now be 22,5%. *trs*

Please advise your personnel accordingly. *bold*

Minister of finance and economy *Display correctly del*

CIRCULAR LETTER NO. 7 OF 2018 *uc, u/line*

(20)
[39]

TOTAL SECTION B: 100
GRAND TOTAL: 300