



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GS4N860(E)(J9)H

NATIONAL CERTIFICATE

INTRODUCTORY INFORMATION PROCESSING N4

(6050014)

9 June 2017 (X-Paper)

09:00-12:00

The question paper includes instructions to invigilators and candidates and must be handed to candidates 30 minutes before the commencement of the examination.

This question paper consists of 23 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
INTRODUCTORY INFORMATION PROCESSING N4
TIME: 3 HOURS
MARKS: 300

PAPER	TIME	MARKS
TYPING TECHNIQUE - SECTION A	2 HOURS	200
WORD PROCESSING - SECTION B	1 HOUR	100
TOTAL	3 HOURS	300

INSTRUCTIONS TO CANDIDATES AND INVIGILATORS

HAND TO CANDIDATES 30 MINUTES BEFORE COMMENCEMENT OF EXAMINATION SESSION.

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

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 classroom after the expiration of the **TEN MINUTES** allowed for the test.
 2. Candidates are allowed to read through the timed accuracy test **3 MINUTES** before the commencement of the examination.
 3. The 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 all the tests must be collected and initialled after the last typed word on each page. The tests must be kept until the examination has been completed whereafter it must be put into the candidate's **EXAMINATION FOLDER** in the presence of the candidate.
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WORD PROCESSING (SECTION B)

1. Answer ALL the questions.
2. QUESTION 6A has already been keyed in and saved by your lecturer on the hard drive/network/disk (floppy/stiffy) as 6AQ.
3. Procedure for QUESTION 6A: Retrieve and proofread for keying-in errors, correct errors (if any) and save the corrections.
4. Procedure for QUESTIONS 7A and 8A: Key in, save and print.
5. 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.

PRINTING

1. Each answer must be printed on a SEPARATE A4 PAPER. Use only ONE side of the paper.
2. If a LETTERHEAD is provided and the printer(s) cannot accommodate the letterhead, you may use A4 paper. Hand in the PRINTOUT on the A4 paper together with the LETTERHEAD so that the positioning of the text on the paper can be determined in accordance with the data on the LETTERHEAD.

GENERAL

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

No notes or any nonpermissible material may be hidden in or transcribed into these articles.
2. Use only **Courier New 12 pt** except when otherwise indicated in the question paper.
3. Work fast in order to complete the question paper in time.
4. 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.
5. 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.

6. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO questions without EXAMINATION NUMBERS will be marked.
7. At the end of the examination session hand in the following:
 - 7.1 EXAMINATION FOLDER with PRINTOUTS to be marked in the same order as the questions in the examination paper.
 - 7.2 Disk (floppy/stiffy) properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy it to a compact disk/memory stick and immediately delete it from the hard drive/network. Candidates' answers must be kept for at least SIX months.
 - 7.3 ALL other PRINTOUTS. No PRINTOUTS may be taken out of the examination room or put into bins.
8. 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.**

SECTION A

TYPING TECHNIQUE

**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	BUSINESS LETTERS	38 minutes	62 marks
QUESTION 3	PARAGRAPHS	38 minutes	62 marks
QUESTION 5	MEMORANDUM	22 minutes	36 marks
QUESTION 5	AFRICAN LANGUAGE	12 minutes	20 marks
		120 minutes	200 marks

QUESTION 1**TIME: 10 minutes****MARKS: 20**

DOCUMENT:	TIMED ACCURACY TEST Key in ONCE ONLY	JUSTIFICATION:	Left
LETTER TYPE:	CN12	SPEED:	25 wpm (minimum requirement)
LINE SPACING:	1.5 or 2	PAPER:	A4
MARGINS:			
LEFT:	2.5 cm/1"		
RIGHT:	2.5 cm/1"		

Key in the timed accuracy test ONCE only. Print and save as QUEST1. Your test must be collected and signed by the invigilator at the beginning of the EXAMINATION. ALL pages need to be signed.

The eating habits of a society are reflected in the eating habits of the family. The family appears to be an important factor in the development of food habits. The mother usually plays the strongest part in moulding food patterns.

Traditionally she buys and prepares or organises the preparation of food. Most children eat what is provided for them and absorb the family's attitude towards food. If good eating habits are fostered at home it will help children to resist negative influences. The example set by a parent is quickly adopted by young children.

On the other hand, food prejudices such as a dislike of vegetables may teach children also to avoid vegetables.

Co-operation between all family members is a basic requirement to develop good eating habits as food preferences are developed in the

QUESTION 1 (CONTINUED)

home which can determine future selection and intake of food. Life styles can change; the most important contributing factor is the entry of women into the labour market. The fact that mothers go out to work as well as the fact that family members leave home at different times for work or school, has changed not only the breakfast patterns but also the eating habits.

Light lunches are taken at office cafeterias or are bought at take-away shops or taken along as a packed lunch. 25 wpm

Children often have their lunch at day care institutions or at school. Snacks or snack meals often replace a meal at home. Snack meals as such are not necessarily a bad food practice 30 wpm

[20]

QUESTION 2

TIME: 38 minutes

MARKS: 62

DOCUMENT: Business Letters	PAPER: Letterhead
LETTER TYPE: CN12	JUSTIFICATION: Left
LINE SPACING: Single, except where otherwise indicated	TAB STOPS FROM THE MARGIN: Stops as indicated
MARGINS:	HYPHENATION: No
LEFT: 2.5 cm/1"	
RIGHT: 2.5 cm/1"	

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST2. Put the PRINTOUT in your EXAMINATION FOLDER.

Candidate: ① Retrieve the letterhead on the stiffy/hard drive and leave TWO lines after the letterhead.
 ② The letter must fit on ONE page.

Insert today's date in full

Insert receiver's address

Sir

Consumer Grades of Meat centre, caps

Hereby I kindly inform you#

about / consumer grades of meat. runs on

The grade, stamp colour/properties and of meat* insert symbol

Quality Characteristics bold right tab stop 15.75 cm/6.3" Grades' Correct Name

Insert tab stops:	centre stop 5.06 cm/2"	right stop 11.80 cm/4.5"	left stop 13.14 cm/5"
<i>Tenderness</i>	<i>Fatness</i>	<i>Beef</i>	<i>Mutton</i> uc, italics
<i>Tender</i> u/line	Least fat	A1	Lamb 1
	Medium fat	Super A	Super Lamb
	Most fat	A2	Lamb 2
<i>Less tender</i> u/line	Least fat	B1	B1
	Medium fat	Prime B	Prime B
	Most fat	B2	B2

QUESTION 2 (CONTINUED)

Least tender u/line *Least fat*
Medium fat
Most fat

C1 *C1*
Top C *Top C*
C2 *C2*
 †

Candidate: Change centred column to italics

sp caps

right tab stop 15.75 cm/6.3"

Pork † † † † is tender, [have fat layer trimmed to preference.

Super
Grade 1
†

I hope you find this good information helpful. †

insert bullet

★ #The labelling of products is *λ* by law in certain controlled areas. †

λ compulsory

move

Regards

†
†
†
†

N Celani
Manager

caps

Mr JH Nkgwedi [20 Auret Street
Potchefstroom uc
2531

Receiver's address

[62]

QUESTION 3

TIME: 38 minutes

MARKS: 62

DOCUMENT:	Paragraphs	PAPER:	A4
LETTER TYPE:	CN12	JUSTIFICATION:	Left
LINE SPACING:	Single, except where otherwise indicated	HYPHENATION:	Yes
MARGINS:			
LEFT:	3.75 cm/1.5"		
RIGHT:	2.5 cm/1"		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST3. Put the PRINTOUT in your EXAMINATION FOLDER.

move

1. Other substances caps

Apart from the nutrients, food also contains chemical substances providing colour and flavour, and enabling / raw food to metabolise.

1.1 Colouring matter Candidate: Subparagraph headings in italics and u/line

The natural colouring matter in foods is known as pigments.

Nutrients sp caps, bold, centre

1.2 Flavouring substances [The flavouring substances in foods are represented by a wide variety of chemical substances of which the nutrients like fats, colours, protein, starch sugar also contribute to flavour.

2. Enzymes caps Candidate: Replace bullets with subparagraph numbers and TWO letter spaces. Insert TWO line spaces between paragraphs

- Enzymes are protein-like molecules in living cells, and act as catalysts.
- A catalyst is a substance that promotes a chemical reaction without itself undergoing any change.
- Enzymes are classified according to the chemical reaction it catalyses.

Enzymes that promote oxidation reactions are called oxidases. Candidate: Insert border centre, caps

[62]

QUESTION 4

TIME: 22 minutes

MARKS: 36

DOCUMENT: Memorandum	PAPER: A4
LETTER TYPE: CN12	JUSTIFICATION: As indicated
LINE SPACING: As indicated	
MARGINS:	
LEFT: 1.25 cm/0.5"	
RIGHT: 1.25 cm/0.5"	

Key in the document and take all the proofreading signs into consideration. Proofread, print and save as QUEST4. Put the PRINTOUT in your EXAMINATION FOLDER.

Memorandum u/line, centre

Insert horizontal line †

To: † Home Economics Students
From: † Teacher
Date: † (today's date in descending order)

d/s, uc, bold

Insert horizontal line †

move †

Milk and milk products¹ plus [Fruit and vegetables² stet [Bread and cereals³
 Meat and meat alternatives⁴

1#Yoghurt, cheese, cream †

2#Stone fruit, † green and yellow vegetables † tropical fruit,

3#Wheat bread, ~~brown bread~~ rye bread, maize and sorghum † s/s

4#Red meat, white meat and soja beans sp

Take note of the Five Basic Food Groups for your exam: uc, u/line

QUESTION 5**TIME: 12 minutes****MARKS: 20**

DOCUMENT: African language	PAPER: A4
LETTER TYPE: CN12	JUSTIFICATION: Left
LINE SPACING: 2 (double)	
MARGINS:	
LEFT: 2.5 cm/1"	
RIGHT: 2.5 cm/1"	
Key in the document. Proofread, print and save as QUEST5. Put the PRINTOUT in your EXAMINATION FOLDER.	

UMLAMBO

Mna ke mawethu ndiyinto kaMlambo.

Ndivela kwezaa ngwingwa zikude,

Ndicand' amathafakaz' amade,

Ndide ndolukele nam ndibe mde,

Ndilingane nelizwe ngobude.

Mna ke mawethu, mna ken to kaMlambo,

Ndiyayinqen' indaw' enyukayo,

Ndikhetha iindawo

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

SECTION B

WORD PROCESSING

WORK FAST AND ACCURATELY

			TIME	MARKS
QUESTION 6:	BUSINESS LETTER	A	Already keyed in	-
		B	22 minutes	37
QUESTION 7:	PARAGRAPHS	A	9 minutes	17
		B	12 minutes	23
QUESTION 8:	PARAGRAPHS	A	9 minutes	8
		B	8 minutes	15
			60 minutes	100

QUESTION 6A**TIME: 0 minutes****MARKS: 0**

DOCUMENT:	Business Letters	PAPER:	A4
MARGINS:		TABULAR STOPS:	As required
LEFT:	2.5 cm/1"	HYPHENATION:	No
RIGHT:	2.5 cm/1"	LETTER SIZE:	CN12
LINE SPACING:	As indicated		
JUSTIFICATION:	Justify		

INSTRUCTIONS TO CANDIDATES: QUESTION 6A below has already been keyed in. Use the information to proofread the question on the screen. Make sure that you work on the already keyed-in question.

THOUGHT

State of Tension

The state of tension starts off the thought processes in an attempt to find a way to alleviate the tension. These processes may involve thought, the use of memory, and perception to name but a few.

Successful thought will lead to a decision on what

is needed in order to fulfil the need and the plan of action to obtain that which will fulfil the need.

Perception is defined as the through which sensory inputs are interpreted.

Sensory stimuli may be carried to the body and brain by means of sight, hearing, taste, touch, smell, pain, cold, and heat.

People also use symbols to give MEANING TO SOMETHING. The things one can buy have personal and social meaning over and above their functional meaning.

These symbolic meanings may affect one's view of a product, although it has nothing to do with the quality of the product. The colour of packaging can give a particular significance to the product.

Objects also have symbolic meanings.

Sounds may also have symbolic meanings.

QUESTION 6A (CONTINUED)

This symbolic significance is usually culture-related. Black is associated with death, while white is associated with purity, green with nature, blue with coolness and red with warmth and strength. Forms including lines can also have certain symbolic meanings.

Thus a horizontal line creates a feeling of rest and stability, while a vertical line represents balance, honesty and dignity. Words also have symbolic meanings besides their ordinary meanings.

The word **cat** for example represents a certain kind of animal but it can also suggest softness and femininity. Letter types give to words the feeling of masculine, powerful, feminine, smart, and informality .

NO MARKS ARE ALLOCATED FOR THIS QUESTION.

QUESTION 6B – PROCESSING

TIME: 22 minutes

MARKS: 37

1. Retrieve the document saved as 6AQ and change the document name to 6BQ. Process according to the instructions and the manuscript/proofreading signs in the text below.
2. Insert your EXAMINATION NUMBER top left and the QUESTION NUMBER top right.
3. Process as indicated in the text.
4. Proofread, print and save the document as 6BQ.
5. Put the PRINTOUTS in your EXAMINATION FOLDER.

Candidate: ☀ Margins: Left-hand margin: 3.75 cm/1.5"
 Right-hand margin: 2.5 cm/1"
 ☀ Hyphenation: Yes
 ☀ Justification: Left

THOUGHT ≠ centre, bold

∧Cell 084 514 2265

9 cm/3.6"
 ∧49 Kgoemese Street
 ∧Jouberton caps
 ∧2574
 †

Insert today's date in descending order
 †

∧Ms J Seleko [23781 Phuduhudu Street [Extention 21 [Jouberton uc
 ∧2574

†
 ∧Madam
 †

State of tension align right, underline

The state of tension starts off the thought processes in an italics
 attempt to find a way to alleviate the tension. [These NP
 processes may involve thought, the use of memory, and perception
 to name but a few.

Successful thought will lead to a decision on what#
 ● is needed in order to fulfil the need and the plan runs on
 of action to obtain that which will fulfil the need. upper case

QUESTION 6B (CONTINUED)

Perception is defined as the \wedge through which sensory \wedge process inputs are interpreted.

Sensory stimuli may be carried to ~~body~~ and the brain by means of sight, hearing, taste, touch, smell, pain, cold and heat. ^{of}

Insert page break

People also use symbols to give MEANING TO SOMETHING. The lower case things one can buy have personal and social meaning over and above their functional meaning.

Insert horizontal line †

\wedge *Symbolic meanings*

centre, caps

Insert horizontal line †

move †

These symbolic meanings may affect one's view of a product, although they have nothing to do with the quality of the product. \wedge [1. †] The colour of packaging can give a particular NP significance to the product.

Objects also have symbolic meanings.

Sounds may also have symbolic meanings.

Insert any bullet and indent with ONE letter space

This symbolic significance is usually culture-related. Black is associated with death, while white is associated with purity, green with nature, blue with coolness and red with warmth and strength. \wedge [2. †] Forms including lines can also have certain symbolic meanings.

Insert any bullet and indent with ONE letter space

Thus a horizontal line creates a feeling of rest and stability, while a vertical line represents balance, honesty and dignity. \wedge [3. †] Words also have symbolic meanings besides their ordinary meanings.

QUESTION 6B (CONTINUED)

Insert any bullet and indent with ONE letter space

The word **cat** for example represents a certain kind of animal but it can also suggest softness and femininity. ¶ Letter types give to words the feeling of masculine, powerful, feminine, smart, and informality.

Candidate: Change the left- and right-hand margin of paragraph [4. Letter ... informality.] to 5.08 cm/2" and justify.

¶ *Regards*

¶
¶

¶ *D Itumeleng*

¶ *Director* caps

centre page ONE vertically

[37]

QUESTION 7A

TIME: 9 minutes

MARKS: 17

DOCUMENT:	Paragraphs	JUSTIFICATION:	Left
MARGINS:		PAPER:	A4
LEFT:	1.25 cm/0.5"	HYPHENATION:	No
RIGHT:	1.25 cm/0.5"	LETTER SIZE:	CN12
LINE SPACING:	As indicated		

Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 7AQ. Put the PRINTOUT in your EXAMINATION FOLDER.

Insert the QUESTION NUMBER top left and your EXAMINATION NUMBER top right.

Steps

align right, uc

≠

together

stet

- Sift dry ingredients separately. [• Cut shortening into dry ingredients.
- Whisk together.
- Cut liquid into dry ingredients, using a small palette knife, until dough just forms. † Knead lightly and flatten the dough with fingers to approximately 25 mm thick. Cut dough.
- Bake at 220 °C for 12 min. in full

bold

italics

sp

° symbol

Insert, Symbol, More Symbols

Character code: 00B0

Insert

Replace bullets [•] with Arabic numbers with TWO letter spaces. Indent the paragraphs correctly. Change line spacing of paragraphs to double line spacing.

(17)

QUESTION 7B – PROCESSING

TIME: 14 minutes

MARKS: 23

1. Retrieve the document saved as 7AQ and change the QUESTION NUMBER to 7BQ. Process according to the instructions.
2. Insert your EXAMINATION NUMBER top right and the QUESTION NUMBER top left.
3. Process as indicated in the text.
4. Proofread, print and save the document as 7BQ.
5. Put the PRINTOUTS in your EXAMINATION FOLDER.

Change left- and right-hand margin to 2.5 cm/1". Insert a left tab stop at 2.5 cm/1" and a right stop at 9 cm/3.6" from the margin.

Scones sp caps, centre
≠

ℓ symbol
 Insert, Symbol, More Symbols
 Character code: 2113
 Insert

Ingredients align right, u/line

<i>60 g</i>	<i>cake flour</i>	<i>(125 ml)</i>
<i>4 ml</i>	<i>baking powder</i>	
<i>0,5 ml</i>	<i>salt</i>	
<i>15 g</i>	<i>shortening</i>	<i>(15 ml)</i>
<i>1</i>	<i>beaten egg</i>	
<i>20 ml</i>	<i>liquid</i>	

≠

←————— STEPS —————→
≠

1. Sift dry ingredients together.
2. Cut ℓ shortening into dry ingredients. [ℓ or rub]
3. Whisk together.
4. Cut liquid into **dry ingredients**, using a small palette knife, until dough just forms. *Knead lightly* and flatten the dough with fingers to approximately 25 mm thick. Cut dough.
5. Bake at ~~220 °C~~ for 12 minutes. delete

Candidate: Replace [1.-5.] with any bullet and ONE letter space

(23)
[40]

QUESTION 8A**TIME: 5 minutes****MARKS: 8**

DOCUMENT: Paragraphs	PAPER: A4
MARGINS: LEFT: 3.75 cm/1.5" RIGHT: 2.5 cm/1"	TABULAR STOPS: As required
LINE SPACING: As indicated	HYPHENATION: No
JUSTIFICATION: Left	LETTER SIZE: CN12

Key in the document and take all the proofreading signs into consideration. Proofread, print and save the document as 8AQ. Put the PRINTOUT in your EXAMINATION FOLDER.

Insert the QUESTION NUMBER top left and your EXAMINATION NUMBER top right.

Umqhagi

centre, caps

≠

Lo mfo sisingxami kwanjengamagorha onke;

bold

Sisityhudu-tyhudu kwanjengamakroti onke;

italics

Sisikhuza-kubi njengamakhalipha onke.

u/line

Yinto aph' elala iphaphama

(8)

QUESTION 8B – PROCESSING**TIME: 9 minutes****MARKS: 15**

1. Retrieve the document saved as 8AQ and change the QUESTION NUMBER to 8BQ. Process according to the instructions below.
2. Insert your EXAMINATION NUMBER top right and the QUESTION NUMBER top left.
3. Process as indicated in the text.
4. Proofread, print and save the document as 8BQ.
5. Put the PRINTOUTS in your EXAMINATION FOLDER.

Candidate:

Change left-hand margin to 2.5 cm/1"
Number pages top, left

← UMQHAGI

Lo mfo sisingxami **kwanjengamagorha** onke; remove bold

Sisityhudu-tyhudu *kwanjengamakroti* onke; remove italics

Sisikhuza-kubi njengamakhalipha onke. remove u/line

Yinto aph' elala iphaphama

Candidate:

Insert a page break
Copy page ONE to page TWO

QUESTION 8B (CONTINUED)

UMQHAGI



Centre [Lo ... onke;]. Change left- and right-hand margins to 5.5 cm/2.2".

Lo mfo sisingxami kwanjengamagorha onke;



Left align [Sisityhudu-tyhudu ... onke;] and change left- and right-hand margins to 8 cm/3.2".

Sisityhudu-tyhudu *kwanjengamakroti* onke;



Right align [Sisikhuza-kubi ... onke.]. Change left- and right-hand margins to 3.75 cm/1.5".

Sisikhuza-kubi njengamakhalipha onke.



Justify [Yinto ... iphaphama] and change left- and right-hand margins to 6.8 cm/3.2".

Yinto aph' elala iphaphama

(15)

[23]**TOTAL SECTION B: 100****GRAND OTAL: 300**