



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN670(E)(N5)H

NATIONAL CERTIFICATE

INFORMATION PROCESSING N4

(6020254)

5 November 2018 (X-Paper)

09:00–12:00

**THE QUESTION PAPER, WHICH INCLUDES THE INSTRUCTIONS, MUST BE HANDED
TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE
EXAMINATION.**

This question paper consists of 20 pages.

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

SECTION A: TYPING TECHINQUE	2 HOURS	200
SECTION B: WORD PROCESSING	1 HOUR	100
GRAND TOTAL	3 HOURS	300

CANDIDATES ARE ALLOWED 30 MINUTES TO READ THE INSTRUCTIONS BEFORE ANSWERING THE QUESTION PAPER. INVIGILATORS WILL EXPLAIN IF NECESSARY.

SECTION A: TYPING TECHNIQUE

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 3 MINUTES to read through QUESTION 1 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 invigilators will collect the tests and sign directly after the last typed word on each page. Tests that are not signed by the invigilator will NOT be marked. Tests will be retained until the completion of the examination whereafter in the presence of the candidates, it will be put in the EXAMINATION FOLDERS.

SECTION B: WORD PROCESSING

1. ANSWER ALL THE QUESTIONS.
2. Procedure for QUESTIONS 7A and 8A: Key in, save and print.
3. Procedure for QUESTIONS 6B, 7B and 8B: Retrieve, copy and process according to the instructions in part B of each question. Save and print.
4. Place part A as well as part B in your EXAMINATION FOLDER.

PRINTING

1. You have to print your answers during the THREE hours allowed for keying in and processing. NO extra time is allowed after the THREE hours has expired.
2. Each answer must be printed on a SEPARATE A4 PAPER. Use only ONE side of the paper.

GENERAL

1. You may use a calculator, a computer ruler and a dictionary. You may also use the ASCII codes as well as 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 if otherwise indicated in the question paper.
3. 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.
4. 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.
5. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO questions without printed EXAMINATION NUMBERS will be marked.
6. HAND IN THE FOLLOWING AT THE END OF THE EXAMINATION SESSION:
 - 6.1 EXAMINATION FOLDER with printouts to be marked in the same order as the questions in the examination paper
 - 6.2 DISK/MEMORY STICK – properly marked with your EXAMINATION NUMBER
 - 6.3 ALL other printouts. NO printouts may be taken out of the examination room or put into bins.
7. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be treated in a serious light. If you are found guilty of such violation, steps will be taken against you.

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

SECTION A

TYPING TECHNIQUE

		TIME	MARKS
QUESTION 1	TIMED ACCURACY TEST	10 MINUTES	20
QUESTION 2	TABULAR STATEMENT	24 MINUTES	40
QUESTION 3	BUSINESS LETTER	34 MINUTES	55
QUESTION 4	COLUMNS	40 MINUTES	65
QUESTION 5	AFRICAN LANGUAGE	12 MINUTES	20
TOTAL		120 MINUTES	200

QUESTION 1: TIMED ACCURACY TEST**TIME: 10 MINUTES****MARKS: 20**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" SPEED: 35 wpm (minimum requirement) FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: No JUSTIFICATION: Left LINE SPACING: 1.5 (1½) or double (2)
<ol style="list-style-type: none">1. The TIMED ACCURACY TEST below must be keyed in once only.2. The passage allows for speeds of 35 and 40 words per minute.3. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER.4. Save the document as Q1 and print.5. The TIMED ACCURACY TEST will be collected and signed by the invigilators and handed back at the end of the examination session. ALL pages must be signed. Place the PRINTOUTS in your EXMINATION FOLDER.	

Information technology includes tools that store, receive and transmit information electronically. E-mails, mobile phones, instant messaging, social networking applications and video-conferencing have simplified the way people and organisations communicate. These tools allow people to communicate instantly with others in any part of the world at a relatively cheap cost. Advancement in transport technology has seen the introduction of electric trains and airplanes that have made it easy to travel long distances within a short period of time.

Technology has facilitated the development of platforms that have led to the creation of jobs and that have enhanced communication such as Facebook, Twitter, WhatsApp, Google and Amazon. Social networking technologies help people reconnect with old friends. Adoption of technology has spawned new industries and professions such as programmers, database managers, system analysts and web

QUESTION 1 (CONTINUED)

designers. New architectural technology has improved the quality of current house designs. Automated doors that use finger prints have enhanced security in homes and organisations. Installation of webcams allows parents to monitor activities in the home while they are away.

Technology has led to increased convenience in education through such platforms as online learning institutions. Online banking provides an efficient way of banking for customers and reduces lines in the bank. The application of technology in the health sector has led to automated equipment that helps in reducing mistakes made by doctors and administrators.

If your school is still debating using the latest technology, I hate to break it to you, but it's the inevitable future of education anyway. It is important that school wireless networks keep up with the ever changing technology in order to keep up with our students.

35 wpm

From the ease of communicating with their teachers via e-mail to quickly accessing an overabundance of information online about

40 wpm

[20]

QUESTION 2: TABULAR STATEMENT**TIME: 24 MINUTES****MARKS: 40**

MARGINS: Equal margins	JUSTIFICATION: As indicated
FONT: Courier New 12 pt	LINE SPACING: As indicated
PAPER: A4 landscape	

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/ COMPUTER NUMBER as a header.

2. Take ALL proofreading signs into consideration.

3. Proofread, save the document as Q2 and print.

4. Put the PRINTOUT in your EXAMINATION FOLDER.

Teens, social media & technology overview		2010	2011	2012	2013	2014	2015	2016
Report infographics ¹		Boys	Girls	Boys	Girls	Boys	Girls	All boys & girls
Candidate: Change years to bold		%	%	%	%	%	%	%
Teens & technology runs on:	Facebook	71	41	51	35	46	81	91
	Instagram	52	20	19	15	21	44	84
	Twitter	33	6	3	10	12	33	61
	Google+ ²	33	5	10	6	14	31	59
	Snapchat	41	11	7	8	08	23	20
	Vine	24	1	2	2	5	11	13
	Tumblr	14	3	4	1	2	5	6
	Computers	88	88	89	2	78	2	67

¹ Candidate: Right-align all figures
² Source: Pew Research centre surveys conducted 2010-2016 2017
³ Dashes when 1 questions were not asked

[40]

QUESTION 3: BUSINESS LETTER**TIME: 24 MINUTES****MARKS: 55**

MARGINS: Left: Use LETTERHEAD Right: 2.54 cm/1" FONT: Courier New 12 pt (Except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: Yes JUSTIFICATION: Left LINE SPACING: Single with double line spacing between paragraphs
---	---

1. Retrieve the letterhead QUESTION 3 from your network/hard disk/memory stick.
2. Key in your EXAMINATION NUMBER and your STATION/COMPUTER NUMBER as a footer.
3. Take all proofreading signs into consideration.
4. Proofread, save the document as Q3 and print.
5. Put the PRINTOUT in your EXAMINATION FOLDER.

Insert today's date in full

+

Move

Dear Ms Mashile

+

Reasons why our school should implement technology in / classroom **uc, bold**

+

[2. It gives students / chance to interact with ~~Λ~~ classmates more by ~~Λ~~ their encouraging collaboration. [1. Integrating technology into / classroom is definitely a great way to reach divercity in learning styles. [5. Students are able to access / most up-to-date information quicker and easier than ever before. [3. Technology helps / teachers prepare students for / real world environment. [4. Integrating technology in education everyday helps students stay engaged. [6. ~~With technology, / classroom is a happier place.~~

-----page break-----

Number second page as 2 top left

[8. Students can have access to digital text ~~laboratory~~ books that are constantly updated. [6. With technology in / ~~classroom~~ / teacher becomes / encourager, adviser & coach. [7. Technology helps students control take of their own learning by making their own decisions & think for themselves.

Yours faithfully

Nengome Mukondi, Educator: Information Technology } Display correctly

Candidate: Arrange paragraphs in numerical order. Leave TWO letter spaces after numbers and indent.

Find technology and change to italics and bold

Receiver's address:

Ms NL Mashile
 Department of Education
 Private Bag X2201
 Pretoria
 0002

[55]

QUESTION 4: COLUMNS**TIME: 40 MINUTES****MARKS: 65**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" FONT: Courier New 12 pt (Except where indicated otherwise)	PAPER: A4 landscape HYPHENATION: Yes JUSTIFICATION: Left LINE SPACING: Single with double line spacing between paragraphs
1. Key in your EXAMINATION NUMBER and your STATION/COMPUTER NUMBER as a header. 2. Take all proofreading signs into consideration. 3. Proofread, save the document as Q4 and print. 4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Importance of Technology in / Workplace uc, bold, Arial 14 pt, centre

+

+

Candidate: Create TWO equal columns

Column 2

Improves Communication uc, italics, u/line

+

Candidate: Arrange paragraph numbers in numerical order, replace numbers with bullets of your choice and indent

1. Business technology is important because it improves communication in / workplace. [4. Office workers are not limited to phone calls or inter-office A to interact with one another anymore. [3. Business technology also improves communication with clients and business partners because information can be passed through multiple channels almost instantly. [2. Electronic mail allows workers to send instantly messages without interrupting / recipient.

A mail

sp
trs

Column 1

Human Capital uc, italics, u/line

+

productivity

1. Technology in / workplace improves / efficiency of screening, recruiting and hiring potential candidates. [3. Technology like personality assessments and screening tools allow businesses to determine whether a potential candidate is an appropriate fit for / organisation. [2. Businesses utilise / Internet to spread / word about / organisation and advertise job openings. [4. Hiring managers can target candidates by using digital advertising technology that tracks / web sites they visit anytime.

stet

del

[65]

QUESTION 5: AFRICAN LANGUAGE**TIME: 12 MINUTES****MARKS: 20**

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: 1.5 (1½)
<ol style="list-style-type: none">1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.2. Proofread, save the document as Q5 and print.3. Put the PRINTOUT in your EXAMINATION FOLDER.	

Thekhnologi musala uno ndi yavhudi, nahone i thusa uri zwithu zwi leluwe. Fhedzi ha i dovha hafhu ya ri tshinyela vhana, ngauri vha vho toda na u guda zwithu zwo bvaho nda ha ndila.

Hone ha ndi vhudifhinduleli ha mubebi munwe na munwe uri u alusa hani nwana wawe, e tsini na thekhnologi ya musala uno. Ri dovha hafhu ...

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

SECTION B: WORD PROCESSING

WORK FAST AND ACCURATELY

QUESTION 6:	PARAGRAPHS	A	0 MINUTES	0
		B	15 MINUTES	25
QUESTION 7:	MEMORANDUM	A	10 MINUTES	17
		B	14 MINUTES	23
QUESTION 8:	DISPLAY WORK	A	7 MINUTES	12
		B	14 MINUTES	23
	TOTAL		60 MINUTES	100

QUESTION 6**QUESTION 6A: PARAGRAPHS****TIME: ALREADY KEYED IN****MARKS: 0**

MARGINS:	PAPER:	A4-portrait
Left: 3.81 cm/1.5"	HYPHENATION:	No
Right: 3.81 cm/1.5"	JUSTIFICATION:	Justify
FONT: Courier New 12 pt	LINE SPACING:	Double (2)

1. This document has already been keyed in and saved on your network/hard disk/memory stick as Q6A.

2. Retrieve the document. Proofread and correct errors if necessary.

3. Process according to instructions in QUESTION 6B.

If the document has not been keyed in, you must key it in as shown below. Proofread and save it as Q6A. Process according to the instructions in QUESTION 6B.

DO NOT PRINT QUESTION 6A.

Have you asked yourself why technology is so important today? Just look around and you'll know why. At any moment in time you are literally surrounded by technology. Whether you are working or resting, you are always using technology. It is used everywhere and all the time. Its use has made life easy. We need technology. It's important. You ask why? Places far away have come closer thanks to technology. The pace of life has increased owing to technology. Communication is rapid, travel is fast, movement is easy, action is quick, interaction has sped up and so has life. Things that once took hours to complete, can be done in seconds today. The world is smaller and life is fast, courtesy of technology. Why is technology important? Owing to the application of technology, our standard of living has increased. Our needs are met with greater ease. Technology has brought advancements in agriculture, due to which food

QUESTION 6A (CONTINUED)

produce has increased. Owing to the developments in engineering and architecture, the building of robust civil structures is possible. Businesses have grown, creating more employment opportunities. Advancements in technology have led to the evolution of newer and faster modes of transport and communication. The application of technology has boosted research in fields ranging from genetics to extraterrestrial space. The computer and Internet technologies are ubiquitous. They have changed every sector; be it medicine, tourism, education, entertainment or any other. Technology has touched every aspect of life, making it easier, better and different. The discovery of electricity put an end to darkness and lit up the world. If not for technology, we wouldn't have been able to produce electric power or to harness it. Heat energy (from combustion in fossil fuel power plants, from steam in thermal power plants and from chemical reactions in nuclear power plants) is converted into mechanical energy that drives turbines connected to electrical generators that produce electricity. By using overhead and underground cables the electricity can be distributed to the smallest households in the farthest corners of the world, thanks to technology. What made it possible to use the various energy sources to generate electricity? How could electricity be channelled to places far away? With the

QUESTION 6A (CONTINUED)

use of technology, again. Not just basic needs but even luxuries came our way thanks to technology! How would our basic needs be met so easily if not for technology? Man could meet his needs even before the birth of technology.

QUESTION 6B: PARAGRAPHS**TIME: 15 MINUTES****MARKS: 25**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" FONT: Courier New 12 pt (Except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: Yes JUSTIFICATION: Left LINE SPACING: Single with double line spacing between paragraphs
<ol style="list-style-type: none"> 1. Retrieve the document that was keyed in and saved on your network/hard disk/memory stick as Q6A. 2. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. 3. Process according to instructions in QUESTION 6B. 4. Proofread, save the document as Q6B and print. You may use a spelling checker when proofreading. 5. Put the PRINTOUT in your EXAMINATION FOLDER. 	

Candidate: Change all underlined headings to capital letters and italics;
 Insert page numbers centred on page 2 and 3

^ Major reasons why technology is so important today 16 pt, uc, bold, centre

‡

Candidate: Insert paragraph numbers, indent and arrange in numerical order. Insert symbols where indicated with two letter spaces and indent.

1. ‡ Have you asked yourself why technology is so important today? [☞ Just look around and you'll know why. [☞ At any moment in time you are literally surrounded by technology. [☞ Whether you are working or resting, you are always using technology. It is used everywhere and all the time. Its use has made life easy. [2. ‡ We need technology [☞ It's important. You ask why? [☞ Places far away have come closer thanks to technology. [☞ The pace of life has increased owing to technology. [☞ Communication is rapid, travel is fast, movement is easy, action is quick, interaction has sped up and so has life. Things that once took hours to complete, can be done in seconds today. [4. ‡ The world is smaller and life is fast, courtesy of technology [☞ Why is technology important? [☞ Owing to the application of technology, our standard of living has increased. [☞ Our needs are met with greater ease. 3. ‡ Technology has brought advancements in agriculture, due to which food produce has increased ~~Owing to the developments in engineering and architecture, the building of robust civil structures is possible.~~ del

Insert a page break

^ Technology has boosted every industry 16 pt, uc, bold, centre

‡

QUESTION 6B (CONTINUED)**Insert a page break after paragraph 8**

6. Businesses have grown, creating more employment opportunities
 [X Advancements in technology have led to the evolution of newer and faster modes of transport and communication. [X The application of technology has boosted research in fields ranging from genetics to extraterrestrial space. [X The computer and Internet technologies are ubiquitous. They have changed every sector;

be it medicine, tourism, education, entertainment or any other.

5. Technology has touched every aspect of life, making it easier, better and different

+

1 Technology has changed life **16 pt, uc, bold, centre**

+

8. The discovery of electricity put an end to darkness and lit up the world [If not for technology, we wouldn't have been able to produce electric power or to harness it.

1 Today, it can be generated through various means because of technology **16 pt, uc, bold,**

centre

+

[Heat energy (from combustion in fossil fuel power plants, from steam in thermal power plants and from chemical reactions in nuclear power plants) is converted into mechanical energy that drives turbines connected to electrical generators that produce electricity. [By using overhead and underground cables the electricity can be distributed to the smallest households in the farthest corners of the world thanks to technology. 9. What made it possible to use the various energy sources to generate electricity?

+

1 Application of technology **16 pt, uc, bold, centre**

+

7. How could electricity be channelled to places far away?
 [With the use of technology, again. [Not just basic needs but even luxuries came our way thanks to technology! 10. How would our basic needs be met so easily if not for technology?
 [Man could meet his needs even before the birth of technology.

+

Arial 14 pt, bold, right-align

1 That's how important technology is. Though miles apart, we can stay connected, thanks to technology. Technology has changed the way people communicate.

Insert as footer, Arial 10 pt

1 ☺ And that's exactly why technology is so important today and always will be.

☺ Nothing else has changed life the way technology has.

QUESTION 7A: MEMORANDUM**TIME: 10 MINUTES****MARKS: 17**

MARGINS: Left: 3.81 cm/1.5" Right: 2.54 cm/1" FONT: Arial 12 pt	PAPER: A4 portrait HYPHENATION: Yes JUSTIFICATION: Left LINE SPACING: Double
<ol style="list-style-type: none">1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.2. Take all proofreading signs into consideration.3. Proofread, save the document as Q7A and print. You may use a spelling checker when proofreading.4. Put the PRINTOUT in your EXAMINATION FOLDER.	

The benefits of technology can be seen in almost every aspect of modern life. Benefits technology individuals in daily personal interactions as well.

Additionally, the use of technology in education benefits children by helping them to learn at their own pace with individualised computer instruction. This type of global connectivity has greatly increased public awareness of other cultures and lifestyles.

(17)

QUESTION 7B: MEMORANDUM**TIME: 14 MINUTES****MARKS: 23**

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: Yes JUSTIFICATION: Left LINE SPACING: Single with double line spacing between paragraphs
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1. Retrieve QUESTION 7A and change the question number in the header to QUESTION 7B.
2. Process according to instructions in QUESTION 7B.
3. Proofread, save the document as Q7B and print. You may use a spelling checker when proofreading.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

Candidate: Insert paragraph numbers, indent and arrange in numerical order

Λ Memo in full, sp caps, bold

‡

Insert horizontal lines as indicated

‡

Λ To: All Information Technology Educators uc

Λ From: New York Times uc

Λ Date: Today's date in descending order

d/s:

‡

‡

Λ What are the benefits of technology? uc, bold

‡

1. ‡ The benefits of technology can be seen in almost every aspect of modern days life.

stet

lc trs

uc

[2. ‡ Benefits technology individuals in daily personal interactions. Λ E-mail, social networks, texting and cellphones have made it easier for people to connect with one another.

italics

italics

u/line

[4. ‡ Additionally, the use of technology in education benefits children by helping them to learn at their own pace with individualised computer instruction.

Λ Children also stay more focused and excited to learn when they have access to computers and software.

sp

decreased

[3. ‡ This type of global connectivity has greatly increased public awareness of other cultures and lifestyles.

‡

Λ For more information, visit: 10 pt, uc, bold, centre

‡

Λ www.informationtechnology.co.za 10 pt, bold, centre

(23)
[40]

QUESTION 8A: DISPLAY WORK**TIME: 7 MINUTES****MARKS: 12**

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: 1.5
<ol style="list-style-type: none">1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.2. Take all proofreading signs into consideration.3. Proofread, save the document as Q8A and print. You may use a spelling checker when proofreading.4. Put the PRINTOUT in your EXAMINATION FOLDER.	

Computers have had a number of positive effects on society such as:

- Improved communication
- Increased access to educational information via the Internet
- Increased productivity
- Ties to increased obesity
- Exposure to inappropriate material via the Internet
- Increased crime and access to private and public information
- Potential over-dependence on technology

(12)

QUESTION 8B: DISPLAY WORK**TIME: 14 MINUTES****MARKS: 23**

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:	Single and as indicated

1. Retrieve QUESTION 8A and change the question number in the header to QUESTION 8B.
2. Process according to instructions in QUESTION 8B.
3. Proofread, save the document as Q8B and print. You may use a spelling checker when proofreading.
4. Put the PRINTOUT in your EXAMINATION FOLDER.

Insert a page border of your choice

Insert as a header in Arial 8 pt: 1 Technology has become an integral part of our daily life
2 To understand why technology is so important today

What positive and negative effects have computers had on society?

+

WordArt of your choice, uc, centre

Computers and technology have become a standard component in the lives of most people today.

+

Full answers:

+

u/line

Computers have had a number of positive effects on society, such as:

+

Replace bullets with Arabic figures and indent

- Improved communication
- Increased access to educational information via the Internet
- Increased productivity

+

Computers have also had negative effects on society:

+

Replace bullets with Arabic figures and indent

- Ties to increased obesity sources
- Exposure to inappropriate material via the Internet
- Increased crime and access to private and public information
- Potential over-dependence on technology

+

Copy the main heading here

+

Insert a Horizontal Scroll shape at Stars and Banners

Computer and technology are best!!!

Arial 10 pt, bold, centre

(23)

[35]

TOTAL SECTION B: 100
GRAND TOTAL: 300