



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING NQF LEVEL 4

(3061024)

**1 March 2018 (X–Paper)
09:00–12:30**

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

**A student folder with files loaded on a memory stick/flash disk/network drive for the
candidate's use is also provided.**

This question paper consists of 18 pages.

TIME: 3 HOURS
MARKS: 300

INSTRUCTIONS AND INFORMATION

1. Candidates are allowed 30 minutes to read these instructions before commencing the actual examination.
2. Read ALL the questions carefully.
3. Answer ALL the questions.
4. Number the answers according to the numbering system used in this question paper.
5. ALL questions must be done on the computer with the aid of Microsoft Office 2007 or a later version. ALL PRINTOUTS must be correctly numbered and both the EXAMINATION NUMBER and the question number must be printed as instructed for each printout. The PRINTOUTS must be placed in the EXAMINATION FOLDER in the correct sequence.
6. Scripts with handwritten EXAMINATION NUMBERS will NOT be accepted. Scripts with different WATERMARKS for the same candidate will be regarded as an irregularity.
7. Use Arial, Courier New or Times New Roman 12pt. In the spreadsheet program Arial 10pt or Calibri 12pt will be accepted. However, ONE type of font must be used throughout the question paper, except where indicated otherwise.
8. Candidates are to retrieve and use the various files loaded on their memory stick/flash disk/network drive (whichever one is used) to effect various editing instructions for the applicable questions.
9. The time allocated for the question paper is THREE hours. An additional THIRTY minutes may be allowed to a candidate for the printing of answers where a central printer is used in a venue. Printing may also be done during the three hours allocated to the processing of answers to prevent a printing queue at the end of the examination.
10. During the additional printing time candidates may only effect printing commands. No further keying in or editing may be done. It is recommended that additional invigilators knowledgeable about computers invigilate during the additional 30 minutes printing time to provide extra assistance and control.

11. 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 given to the candidate once he/she resumes working.
12. Each answer should be printed on a separate sheet of A4 paper and on ONE side of the paper only. Invigilators will instruct candidates and control PRINTOUTS, which must be placed in the examination folders after printing.
13. Only ONE printout per question or subsection of a question may be handed in. At the end of the examination ALL PRINTOUTS which should not be marked as well as the question paper must be handed to the invigilator. NO PRINTOUTS whatsoever may be removed from the examination room or put into waste paper bins.
14. ALL work 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 through regular saving in order to prevent loss of work.
15. At the end of the examination session, the PRINTOUTS as well as the memory stick/flash disk must be handed in with the saved answers (properly marked with the candidate's EXAMINATION NUMBER on the cover). If a network is used, the network manager must make a backup copy of all the candidates' work under supervision of the invigilator. (These memory sticks/flash disks and/or backup copies must be handed to the examination section of the campus for safekeeping for one year in case enquiries should be made by the examiner/moderator/superintendents of education and/or Umalusi.)
16. The hard drive of the computer, i.e. drive C, may not be used for the saving of documents in the event of other groups using the same venue during more than one session. If the same venue is being used for different groups, the hard drive of the computers must be checked and cleared before the next group commences with the examination session.
17. NO candidate may print his/her work for another candidate, or make his/her memory stick/flash disk available to another candidate or access another candidate's 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 an extremely serious light.
18. Candidates are reminded to save their work regularly, to prevent loss of work.
19. Candidates are encouraged to perform a spell check on each completed question before printing. Marks are deducted for work that is not accurately typed.

20. HOW TO USE A PRINT SCREEN FUNCTION

- Press the ALT and PRT SCR (print screen) key on the top row of the keyboard [on the right hand side of the F12 function key];
- Minimise that screen, open the Answer sheet required for the answers
- Place the cursor at the position where the answer must be inserted
- Press CTRL+V on the keyboard; OR click the Paste icon on the standard toolbar
- The Snipping Tool may also be used.

QUESTIONS		ALLOCATED TIME	MARKS
QUESTION 1	Timed accuracy test	10	20
QUESTION 2	Meeting document: Minutes of Meeting	20	40
QUESTION 3	Databases	40	60
QUESTION 4	Presentations	40	60
QUESTION 5	Spreadsheets	40	60
QUESTION 6	Communication	15	30
QUESTION 7	Audio typing	15	30
TOTAL		3 hours (30 minutes extra for printing)	300

SCENARIO

You are an intern at an NGO called Love and Life, which deals with social and youth empowerment matters. You have been appointed to do the following administrative tasks:

- Typing all meeting documents
- Using appropriate software to type the recorded documents
- Keeping records using a database program and spreadsheets
- Editing the presentations that the company uses
- Managing your manager's emails

QUESTION 1**SPECIFIC INSTRUCTIONS REGARDING THE TIMED ACCURACY TEST:
(QUESTION 1)**

- The candidate must be allowed to read through the accuracy test at least THREE minutes before the commencement of the examination.
- All candidates will perform the timed accuracy test together at the instruction of the invigilator.
- The timed accuracy test must be done once only at the beginning of the examination.
- On the expiration of the 10 minutes allowed for the timed accuracy test the invigilator will collect all tests and will initial after the last keyed-in word on each page. The invigilator will retain the tests until the examination has been completed and will, in the presence of the candidates, place these tests into each candidate's folder.
- If a student arrives late (i.e. after the first 10 minutes) the student will NOT be able to do QUESTION 1 and must be informed that he/she must start at QUESTION 2 onwards only when all candidates have handed in QUESTION 1. No printout for QUESTION 1 will be accepted for this student.

QUESTION 1

DOCUMENT:	Timed accuracy test Key in ONCE ONLY	FONT:	Courier New 12pt
LINE SPACING:	1.5 or 2 (Double)	MARGINS:	
PAPER:	A4 portrait	Left and Right:	1"/2.54 cm
TIME ALLOCATION:	10 minutes	JUSTIFICATION:	Left
		HYPHENATION:	Off

INSTRUCTIONS

- 1.1 Insert your EXAMINATION NUMBER and QUESTION 1 as a header against the left margin as follows:

EXAMINATION NUMBER
QUESTION 1

- 1.2 This is a timed accuracy test for 10 minutes, which means candidates must start and stop at the instruction of the invigilator.
- 1.3 The minimum speed requirement is 40 words per minute.
- 1.4 In order to pass the speed and accuracy test you need to achieve the required speed with a minimum of 11 errors.
- 1.5 Save the document as QUESTION 1 in the STUDENT FILES folder. **[20]**

FAS is the leading cause of mental retardation in the world today. FAS affects approximately one in every five hundred newborn babies. Mothers drinking alcoholic beverages during pregnancy cause FAS. Foetal Alcohol Syndrome, a disease solely caused by the exposure of the RDX to alcohol during pregnancy. All cases of FAS are 100 % preventable if the mother does not drink while pregnant.

While there is only one cause for the syndrome, much potential damage can be caused to the child: physical abnormalities, mental disabilities, and social behavioural problems. Physical abnormalities are the most obvious effect of the alcohol on the foetus. Skeletal deformities can be caused by bone malformation during foetal development, resulting in deformed ribs and sternum, or curved spine. Sometimes the child has bent, fused, webbed or missing fingers and toes. Facial deformities are one of the main characteristics used for diagnosing the disease at birth. FAS infants typically have small eye openings, droopy eyelids, and are near sighted. They often have a flat or absent groove between the nose and upper lip, or just a very thin upper lip. Low-set or poorly formed ears is a major characteristic of the syndrome. The organ deformities from exposure to alcohol range from moderate to life threatening. Heart defects and heart murmurs are not uncommon due to malformation during development. The genital malformations can result in sexual dysfunction.

Beyond that, kidney and urinary tract defects can cause serious health problems throughout life. Beginning with infancy, the children have problems with feeding and are highly irritable. They also exhibit unpredictable sleeping and eating problems, which make it hard for babies to be cared for and for maternal bonding to occur. During development, both physical and mental, FAS children have very fine and poor motor coordination skills and it becomes very apparent at the preschool age.

While not as immediately obvious, mental disabilities are another serious effect of FAS. This occurs because of abnormal prenatal brain development caused by exposure to alcohol.

40 wpm

Learning disorders are just one of the effects. FAS victims tend to have lower than normal IQ's and delayed language development.

They often have poor memory retrieval and poor comprehension of abstract concepts. They are very affectionate but at the same time very hyperactive, which makes it a problem for the teachers who have them in class to deal with. This is why they are, during the first few years of school, given the diagnoses of having attention-deficit hyperactivity disorder.

45 wpm

50 wpm

QUESTION 2: MINUTES OF A MEETING

(40)

In this question you are required to type the minutes of the annual general meeting.

QUESTION 2		TIME: 20 minutes	
MARGINS:	Left and Right: 1.25cm/0.5" Top and Bottom: 1.25cm/0.5"	PAPER:	A4 landscape
		JUSTIFICATION:	Left
FONT:	Arial 11 and as indicated	LINE SPACING:	As indicated
<ol style="list-style-type: none"> 1. Key in the minutes of an annual general meeting as shown below. 2. Create a footer with your EXAMINATION NUMBER against the left margin and the QUESTION NUMBER against the right margin 3. Take ALL proofreading signs into consideration. 4. Use spell check when proofreading. 5. Print and save the document as QUESTION 2 in the STUDENT FILES folder. 			

Minutes of meeting *bold/centre/uc/14pt*

#

Minutes of meeting of / Annual Meeting General of / Life and Love Association held on Tuesday, 27/11/2017 at 18:00 in the Circular */trs/in full*
ROOM, West Bank Building in Pretoria. */lc*

#

Insert table – 3 rows and 2 columns

Display column 1 in bold print

ATTENDANCE:	Mr Fayo, Ms Makhonxa, Mr Runqu and Ms Mkamo
APOLOGIES:	Mr Mohale
ABSENT:	Mr Buwa and Mr Ketelo

‡ Insert table as shown below

Headings in u/c, bold

#	ITEM	DISCUSSIONS	RESOLUTION	PERSON RESPONSIBLE	DUE DATE
1.	OPENING AND WELCOMING	The Chairperson welcomed all present and asked if there would be any changes or additions to / agenda.		Mr Fayo	
2.	MINUTES OF PREVIOUS MEETING	The minutes of the previous meeting were accepted declined as read, approved and signed.	/stet	Mr Fayo	
3.	MATTERS ARISING FROM PREVIOUS MEETING	There were no matters arising from the minutes of the previous meeting.			
4.	CHAIRMAN'S ANNUAL REPORT AND FINANCIAL STATEMENTS	The attached report was submitted to the meeting. Ms Mkamo proposed that the meeting approve / financial statements.	The meeting unanimously approved / report including / financial statements.		
5.	ELECTIONS OF NEW OFFICE BAERERS /sp	It was proposed that instead of conducting elections, all office bearers should continue in their positions for another term.	Members approved the proposal and new appointment letters to be issued.	Mr Fayo	30/11/2017
6.	CLOSURE	Mr Fayo thanked all present and invited them to a finger supper in the lounge.	The meeting adjourned at 20:10	Mr. Fayo	

CHAIRMAN ←

SECRETARY ←

Today's date ←

Display the closing correctly

Typist : Centre all column headings vertically against the left margin

QUESTION 3A

3.1 Create a database and table using appropriate data types, distinguishing between text, numbers, currency, etc. All files must be retrieved from and saved in the STUDENT FILES folder.

3.1.1 Open the database program and create the database STAKEHOLDER. Create the table below and use the file name STAKEHOLDERS and your EXAMINATION NUMBER:

FIELD NAME	DATA TYPE	FIELD SIZE/FORMAT
MEMBER CODE	Text	4
NAME OF COMPANY	Text	25
STREET ADDRESS	Text	25
CITY	Text	15
DONATION	Currency (no decimals)	8
DATA UP TO DATE	YES/NO	1

(14)

3.1.2 Do not select a primary key.

(1)

3.1.3 Save and print the structure of the database.

(1)

3.1.4 Enter the following records in the database:

(5)

MEMBER CODE	COMPANY	STREET ADDRESS	CITY	DONATION	UPDATED
101B	GROUP-10	67 Chetty Drive	DURBAN	R34 444 666	Yes
192G	SAPHEN	66 Adderley Street	CAPE TOWN	R24 776 455	No
654M	GASOL	321 Eloff Street	JOHANNESBURG	R15 455 000	Yes
812K	TUMBA	56 Mandela Drive	DURBAN	R26 765 000	No
914X	ERON	367 Manganese Street	PRETORIA	R17 345 000	No

3.1.5 Make sure that all fields show on ONE page and that all the data is clearly displayed. Save and print the table. Close the table.

(2)

3.1.6 Replace the field DATA UPDATED with DONATION DATE. Change the data type to Date/Time and long date format. Update the record for each company as shown below.

(7)

COMPANY	DONATION DATE
GROUP-10	17/03/22
SAPHEN	17/01/18
GASOL	17/04/19
TUMBA	17/12/12
ERON	17/02/28

- 3.1.7 Ensure that all fields and data are clearly displayed and printed on ONE page. Save and print the table. (2)

QUESTION 3B

- 3.2 3.2.1 Use the table STAKEHOLDERS to create a query using the fields NAME OF COMPANY, DONATION and DATE OF DONATION. (5)
- 3.2.2 Add more than one criterion to filter those companies which make donations higher than R15 000 before August 2017. (7)
- 3.2.3 Save the query as QUESTION 3B and your EXAMINATION NUMBER and print one copy. (2)

QUESTION 3C

- 3.3 3.3.1 Create a report using the table STAKEHOLDERS. Select the fields NAME OF COMPANY, CITY, DONATION and DATE OF DONATION. (5)
- 3.3.2 Use the default settings to create a Report and change the Report Title to DONATIONS REPORT and your EXAMINATION NUMBER. (2)
- 3.3.3 Format the font of the Report Title to MV Boli 14pt, black text and bold. (3)
- 3.3.4 Insert the image named LOGO from the STUDENT FILES folder to appear both sides of the title. (3)
- 3.3.5 Save the report as QUESTION 3C and print in portrait orientation. Close the database program. (1)

[60]

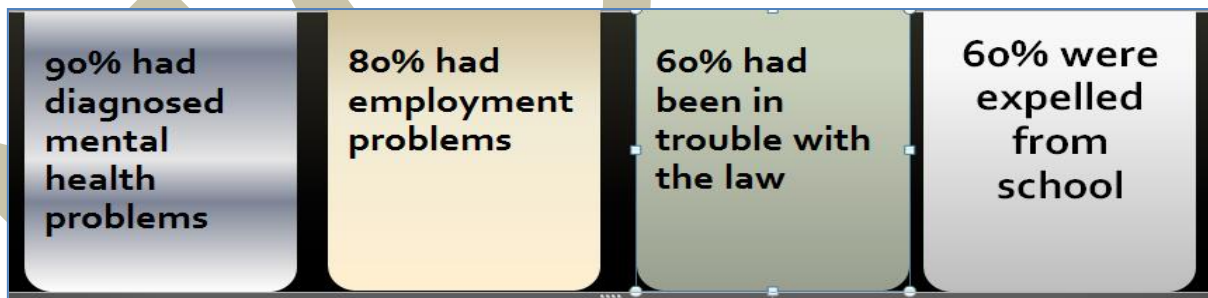
QUESTION 4

You are required to use a presentation application to apply basic actions and format a presentation. Save at regular intervals and print immediately when given instruction to print. All files must be retrieved from and saved in the STUDENT FILES folder.

All print screen images must be pasted in the answer file named QUESTION 4.

- 4.1 Open the presentation application and retrieve the presentation called KNOWLEDGE. (1)
- 4.1.1 Select the subtitle placeholder and insert the following text:
WHY IS DRINKING ALCOHOL A PROBLEM DURING PREGNANCY? (3)
- 4.1.2 Use the Slide Master View to insert the image named LOGO in the centre of the footer in all slides except the title slide. (4)
- 4.1.3 Use the Slide Master View to number ALL the slides in the right-hand corner. (2)
- 4.1.4 Format the font of the slide numbers to MV Boli 32pt and bold print. (2)
- 4.1.5 Use the print screen function to make a copy of the Slide Master View showing the changes made from Questions 4.1.1–4.1.4 and paste in the space provided in the answer file. (1)
- 4.1.6 Insert the following speaker note in Slide 2:
'... an agent or substance that adversely affects the normal development of a foetus (unborn baby)' (4)
- 4.1.7 Insert the image named LIFE above the heading in Slide 2. (3)
- 4.1.8 Change the presentation to Outline View, select the image in Slide 2 and apply Animations as shown below:
• Style: Float In
• Start: On click
• Duration: 01.50
• Delay: 00:50 (5)
- 4.1.9 Make a print screen image of the Animations and the Speaker Note. Paste the image in the space provided in the answer file. (1)

- 4.1.10 Insert the bulleted text below in the left content holder in Slide 3. (5)
- No amount of alcohol is safe in pregnancy.
 - If you usually drink, quit if you are trying to get pregnant.
 - If you can't quit drinking by yourself, get help quickly.
- 4.1.11 Format the text inserted in Question 4.1.10 to MV Boli 28pt. (1)
- 4.1.12 Redefine the bullets and insert the • symbol (number 183). (1)
- 4.1.13 Change the chart type in Slide 4 to a Clustered Column chart. (1)
- 4.1.14 Insert a horizontal axis title as shown below: (2)
- #drinks in 1 hour
- 4.1.15 Import the slide from the presentation named EFFECTS to become Slide 5. (2)
- 4.1.16 Insert the following images from left to right in Slide 5. (4)
- Image 1: NOW
Image 2: JOBS
Image 3: TROUBLE
Image 4: BOOKS
- 4.1.17 Update Slide 5 as shown below: (8)



- 4.1.18 Insert a new blank slide to become Slide 6 and insert the image named WHAT I WANT to appear on the right-hand side. (4)
- 4.1.19 Insert a callout shape of your choice with black text and no Shape Fill. (2)
- 4.1.20 Copy the text from the MS Word document named FAS into the Callout shape. (2)

- 4.1.21 Insert your details as a header against the left margin as follows:
- EXAMINATION NUMBER (1)
QUESTION 4
- 4.1.22 Print the slides as hand-out, 2 per page. Save the presentation. (1)
- [60]**

QUESTION 5

In this question you are expected to work with multiple worksheets, comments, calculations, charts and refine sorting using filtering. All files must be retrieved from and saved in the STUDENT FILES folder.

- Retrieve the answer file named QUESTION 5 to paste all print screen images. (1)
- 5.1 Retrieve the workbook named LOVE FOR LIFE. (1)
- 5.1.1 (a) Copy Sheet 1 to the end of the workbook. (2)
(b) Rename the worksheet Sheet 4. (1)
(c) Delete Sheet 3. (1)
- 5.1.2 Insert and show the comment below in A16 of Sheet 2:
This expense is for council meetings and training. (4)
- 5.1.3 Format the page orientation of Sheet 2 to landscape. (1)
- 5.1.4 Use the Freeze Panes function in Sheet 2 to display only Rows 1 and 8 to 15. (3)
- 5.1.5 Create a print screen image to show your responses to Questions 5.1.1 to 5.1.4. Paste the image as indicated in the answer file. (1)
- 5.1.6 Use the AutoFill function to fill the range D3:G3 from C3. (2)
- 5.1.7 Format the column headings to appear in the centre in bold print. (4)
- 5.1.8 (a) Sort the range A5:G9 in Sheet2 according to Column G, ordered smallest to largest.
(b) Sort range A12:G16 according to Column A in ascending order. Add a second level of sorting according to column B from the largest to the smallest. (8)

- 5.1.9 Merge and center the ranges A4:G4 and A11:G11. (3)
- 5.1.10 Insert your EXAMINATION NUMBER as a header in the left section and QUESTION 5.1.6—5.1.10 in the right section. (2)
- 5.1.11 Print the workbook on one sheet in landscape orientation displaying row and column headings. (4)
- 5.1.12 Return to QUESTION 5, import the chart from the workbook named TREND as an image and paste in the space provided in the answer file. (4)
- 5.2 Open workbook named LIST. (1)
- 5.2.1 Deactivate Show All Comments. (1)
- 5.2.2 Make a print screen image of Question 5.2.1 and paste in the space provided in the answer file. (1)
- 5.2.3 Use Custom Filter to display the following:
All female candidates from Port Elizabeth who joined in 2017. (7)
- 5.2.4 Use the print screen function and paste an image of Question 5.2.3 in the space provided for in Question 5. (1)
- 5.3 Retrieve the workbook named TREND. (1)
- 5.3.1 Apply the password ODPL4 to protect the file. (4)
- 5.3.2 Create a print screen image to show the Encryption dialog box with the password and paste in the space provided in Question 5. (1)
- 5.3.3 Print the document QUESTION 5. Ensure that your EXAMINATION NUMBER is inserted in the header. (1)
- (60)**

QUESTION 6

The following e-mail has to be created by following the instructions below.

Retrieve the answer file QUESTION 6 and place all print screen images as indicated. Insert your EXAMINATION NUMBER in the space provided. (1)

- 6.1 Open Microsoft Outlook and create a new email message as shown below: (1)
- 6.1.1 **To:** g.george@webmail.co.za
makile.z@gmail.com
tgrootboom99@outlook.com (3)
- 6.1.2 **Cc:** allstaff@loveandlife.co.za (1)
- 6.1.3 **Bcc:** training@loveandlife.co.za (1)
- 6.1.4 **Subject:** PREPARATION FOR THE UPCOMING TRAINING (2)
- 6.1.5 Open Windows Explorer, locate the folder named FAS in the STUDENT FILES and zip the folder. Attach the zipped folder to the email. (6)
- 6.1.6 Good day
- This is an invitation to the upcoming training session by Love and Life 2018. Attached please find the material to prepare for this training.
- I also include a calendar for your convenience.
- Greetings from the office (5)
- 6.1.7 Insert an Outlook Calendar as follows: (1)
- (a) Date: 2-6 April 2018 (1)
- (b) Detail: Availability only (1)
- 6.1.8 Create a print screen image of the email (Questions 6.1.1-6.1.7) and paste in the space provided in Question 6. (1)
- 6.1.9 Set a Custom Follow-up flag on 28 March 2018 at 09:00 AM to remind yourself and the recipients of the training. (4)
- 6.1.10 Create a print screen image of the flag dialog box (Questions 6.1.9) and paste in the space provided in Question 6. (1)
- 6.1.11 Print and save the document as QUESTION6. (1)

[30]

AUDIO TYPING

Question 7 is typed in MS Word with the assistance of an audio transcript or media file.

QUESTION 7**TIME:** 15 minutes

MARGINS: Left: 2.54 cm/1" Right: 2.54 cm/1" FONT: Courier New 12pt	PAPER: A4 portrait JUSTIFICATION: Left LINE SPACING: As indicated
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WORDS: Oliver Tambo, appointment, Ms Mali, administrative clerk, Mr Fayo, Ms Makhonxa, Mr Runqu, Ms Mkamo, HH Thukwayo

INSTRUCTIONS

1. Retrieve the audio file QUESTION 7 AUDIO from the STUDENT FILES folder to execute the audio typing.
2. Retrieve the file QUESTION 7 from the STUDENT FILES folder. Use this letterhead for QUESTION 7.
3. Insert your EXAMINATION NUMBER left-aligned and QUESTION NUMBER 7 right-aligned as a footer.
4. Print and save the document as QUESTION 7.

[30]**GRAND TOTAL: 300**