



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE DATA PROCESSING
NQF LEVEL 4**

2 March 2020

This marking guideline consists of 23 pages.

SECTION A: DEVELOPING KEYBOARD PROFICIENCY**QUESTION 1: TIMED ACCURACY TEST****MARKING GUIDELINE: INSTRUCTIONS TO MARKERS**

To facilitate marking and moderation, the following must be adhered to when marking:

Manipulation

- Use a blue pen for all manipulation commands carried out.
- Use a tick/s and the question number for every correct manipulation carried out, as indicated in the marking guideline.
- Use a X (cross) to mark a manipulation incorrectly done.
- The question number must be written next to every tick or X (e.g. 1.3 ✓✓).

Accuracy

- Use a red tick to indicate all accuracy marks.
- Use a red X to indicate all accuracy errors.
- For each command, the question number must be written next to every tick or X (e.g. 1.4 ✓✓✓✓XX).

Timed Accuracy Test

- The timed accuracy test will be marked according to the given schedule for QUESTION 1.
- A candidate who failed speed, but obtained 50% or more for the whole examination paper, is competent in the examination.
- A candidate who passed speed, but failed the examination paper, fails the examination paper as well as the speed.

NOTE: THE ACCURACY TEST MUST BE MARKED VERY CAREFULLY AS IT IMPACTS ON THE RESULTS. MARK ACCURACY ERRORS ONLY.

1. The mark schedule below must be used to allocate marks.
2. When the same word is repeatedly typed incorrectly, in each question it is penalised the first time only (once) and encircled thereafter.
3. Omission of words: Count the first 5 strokes (including spaces) and thereafter every 10 strokes is 1 error each.
4. Should a word/s or a paragraph be omitted, but it appears at the bottom of the answer, only ONE accuracy error will be deducted and it must not be penalised as an omission of words.
5. Should words or a paragraph be repeated, only ONE accuracy error will be deducted for all the words or paragraph.

6. If 40 wpm is not reached, count backwards for words omitted (which are penalised as errors), as indicated in the marking guideline by the numbers above the words – which indicate the errors for words omitted. The same can be done if a student has passed 40 wpm and may have one or two words to 45 wpm. However, the speed with the highest marks must be selected.
7. Indicate the speed obtained with a P/S (pass speed) 40 wpm/45 wpm or F/S (fail speed), on the student's cover page next to the mark for the speed and indicate the speed obtained next to the percentage obtained.
8. In QUESTION 1, the highest mark obtained will be indicated, the number of errors, the highest speed obtained as well as whether it is a pass or fail as set out below, for example:

Pass/Fail speed	P/S
No. of errors	3
Mark achieved	17/20
WPM achieved	40 wpm

10. The speed reached is endorsed on the cover of the answer sheet next to the percentage obtained for the entire paper (within the circle), for example:

58% **40 wpm**

11. Do NOT penalise the following:

Incorrect:

- casing (upper/lower cases)
- letter spacing
- hyphenation
- line spacing
- paragraphing
- justification

Margin of error	5%	5%	5%
Words per minute	40	45	50
Maximum errors permitted	10	13	17
Marks per error deducted	0,9	0,8	0,6
Possible marks	20		
No. of errors/marks deducted			
0	20	20	20
1	19	19	19
2	18	18	19
3	17	18	18
4	16	17	18
5	16	16	17
6	15	15	16
7	14	14	16
8	13	14	15
9	12	13	15
10	11	12	14
11 [Passed 40 wpm]	10	11	13
12	9	10	13
13 [Passed 45 wpm]	8	10	12
14	7	9	12
15	7	8	11
16	6	7	10
17 [Passed 50 wpm]	5	6	10
18	4	6	9
19	3	5	9
20	2	4	8
21	1	3	7
22	0	2	7
23		2	6
24		1	6
25		0	5
26			4
27			4
28			3
29			3
30			3
31			2
32			2
33			1
34			1
35			0

QUESTION 1

In this question, you are required to type a speed test.

Hardly a day passes without South Africans being exposed to stories of women and girls who have suffered violence and abuse. Often these acts are committed by someone they know in sanctity of their homes or behind closed doors.	59 125 189 227
We should all play our part in ending gender based violence by reporting incidents of abuse in our communities to the nearest police station.	290 353 368
It is of great concern as it shows that violence and abuse are instilled in and accepted by some young people as the norm. In many instances, the attitudes young men see in their peers, older boys and male family members, translate in how they act towards women.	431 494 554 616 630
The situation for many women is also often worsened by poor access to education, reproductive health risks, society's restrictive gender norms, discrimination in employment and lack of support systems.	689 748 812 831
The government is facilitating access to formal employment for women through the Employment Equity Act, where employers are legally required to work towards more equitable representation based on gender, race and disability.	894 955 1018 1055
The complete integration of women into the economy has enormous benefit for our country and our fight against the triple challenge of unemployment, inequality and poverty.	1119 1176 1226
The solution is to increase women's voice and sense of control of their life through their independence and their empowerment. The freedom that goes with their empowerment brings important	1289 1353 1415

values for women, such as self-esteem, dignity and autonomy.	1475
Investing in women is one of the most effective development tools of our time to both uplift them and the children of our nation. Women are a powerful economic driver when they are meaningfully involved in the economy through entrepreneurial activities and employment in decision-making roles.	1534 1597 1656 1717 1768
Evidence has shown in both developed and developing economies that when more women join the labour force and, in particular, become ¹⁰ entrepreneurs, there ⁸ is a rise ⁷ in gross ⁶ domestic product.	1830 1893 1949 1957
40 wpm	
Despite ⁵ the work ⁴ to advance ³ women ² in the workplace, ¹ the 2017 Commission for Employment Equity report shows that males continue to dominate every occupational level, and women continue to encounter the glass ceiling effect ¹⁰ in the ⁹ workforce. ⁸ For example, ⁷ female representation ⁶ at top ⁵ management ⁴ remains unchanged at just over twenty percent for the last ³ three reporting periods. ² ¹	2018 2075 2132 2186 2250 2309 2333
45 wpm	
Ending the scourge of abuse against women and children starts with you ¹⁰ and me. Let us take ⁹ responsibility. ⁸ If we want to ⁷ end ⁶ violence ⁵ against ⁴ women and ³ children, ² we ¹ need to confront patriarchy...	2395 2459 2515 2578
50 wpm	

[20]

QUESTION 2: MINUTES OF A MEETING

100% (Completed)			75% (¾ done)			50% (½ done)			25% (¼ done)		
A	D	T	A	D	T	A	D	T	A	D	T
32	8	40	24	6	30	16	4	20	8	2	10

ACCURACY ERRORS: -2 PER ERROR Mark accuracy with RED /	Incorrect spelling of words Omission of word/s – count 5/10/10 If the words omitted appear at the end of the document, mark as display error
---	--

DISPLAY ERRORS -1 PER ERROR	
Mark DISPLAY with BLUE X	
ERROR NUMBER	GROUPING OF ERRORS
1	Paper size Margins Line spacing as indicated
2	Font size and font type Insert today's date
3	Tab setting correct Indent Italics
4	Stet Transpose In full
5	Bold Centre Upper case Lower case
6	Spelling Swop rows
7	Insert 'the' Align left Paragraphs numbered correctly
8	Table correctly inserted Insert header Salutation correct

NOTE: accept both spellings - CONVENOR or CONVENER

EXAMINATION NUMBER
1 left 2.54 cm/1"

8 insert header
2 font correct

QUESTION 2
right margin 1 2.54 cm/1"

STAND TALL FORUM

5 upper case, bold, centre, size 20pt

‡ 1 line spacing

6 sp

Minutes of the meeting for the conveners of the Stand Tall Forum exhibition held in the staffroom on 12 December 2019 at 14:00.

4 in full

‡

CONVENERS PRESENT: N Mugadza (Chairperson) 7 aligned
F Trollip (Secretary)
A Silinga
N Makhonxa
P Farouk
S Williams

‡

APOLOGIES: X Buwa 8 insert table

‡

2 10pt

	AGENDA ITEMS	DISCUSSION AND ACTION	RESPONSIBLE PERSON	<u>5</u> uc, bold <u>3</u> ital
1.	OPENING AND WELCOME	The chairperson welcomed all present and asked if there were any additions to the agenda.	N Mugadza	
2.	SIGNING OF THE REGISTER	The attendance register was circulated.	F Trollip	<u>7</u> insert 'the'
3.	MINUTES OF THE PREVIOUS MEETING	The previous minutes were read, adopted and supported.	N Mugadza	
4.	MATTERS ARISING FROM THE PREVIOUS MINUTES	No matters arising from the previous minutes.	N Mugadza	<u>7</u> insert 'the'
5.	NEW MATTERS			<u>5</u> bold <u>3</u> ital
5.1	DATES	Dates and possible venues were discussed.	N Makhonxa	<u>6</u> swop rows
5.2	EXHIBITION PLANNING	Planning and discussion of the upcoming yearly exhibition.	A Silinga	<u>4</u> in full
6.	DATE OF THE NEXT MEETING	The next meeting was scheduled for 20 March 2020 at 14:00.	All	<u>4</u> trs
7.	CLOSING	Meeting closed at 16:30.		<u>4</u> stet

‡

CHAIRPERSON

8 salutation correct

‡

SECRETARY

‡

16 March 2020

2 date in full

[40]

QUESTION 3A

C:\Answers\EXHIBITION.acodb **3.1.1 database name - EXHIBITION** ✓ Wednesday, 11 December 2019
 Table: LIST EXAMINATION NUMBER **3.1.3 table name - LIST** ✓ Page: 1

3.1.2 no primary key ✓

Columns

Name	Type	Size
EXHIBIT NO	Short Text	4
COMPANY	Short Text	14
EXHIBITOR	Short Text	10
SIZE PER SQUARE m	Integer	2
CONTRIBUTION	Currency	8
BOOKED	Yes/No	1

3.1.1
✓
✓
✓
✓
✓
✓

3.1.4 print structure ✓

NOTE: If currency format is wrong in the table, penalize once only

LIST EXAMINATION NUMBER					2019/12/11
EXHIBIT NO	COMPANY	EXHIBITOR	SIZE PER SQUARE m	CONTRIBUTION	BOOKED
A126	LUV WORX	A Georgio	9	R678,00	<input checked="" type="checkbox"/>
M987	BLESSINGS SA	B Ncube	6	R500,00	<input checked="" type="checkbox"/>
F456	BO LOVE	X Magabuko	9	R800,00	<input type="checkbox"/>
S234	HOPE HELPS	B Kom	12	R1 500,00	<input checked="" type="checkbox"/>
Q654	REAL START	S van Wyk	15	R2 000,00	<input type="checkbox"/>
O432	4 CHILDREN	N Apools	14	R1 200,00	<input checked="" type="checkbox"/>

3.1.5 TWO marks per record ✓✓✓✓✓✓✓✓✓✓✓✓✓✓ **upper case/lower case** ✓

3.1.6 column width ✓

3.1.7 print ONE page ✓

LIST EXAMINATION NUMBER					2019/12/11
EXHIBIT NO	COMPANY	EXHIBITOR	SIZE PER SQUARE m	CONTRIBUTION	BOOKED
A126	LUV WORX	A Georgio	9	R678,00	<input checked="" type="checkbox"/>
M987	BLESSINGS SA	B Ncube	6	R500,00	<input checked="" type="checkbox"/>
S234	HOPE HELPS	B Kom	12	R1 500,00	<input checked="" type="checkbox"/>
Q654	REAL START	S van Wyk	15	R2 000,00	<input type="checkbox"/>
O432	4 CHILDREN	N Apollis	14	R1 200,00	<input checked="" type="checkbox"/>
W345	STAND TALL	F Trollip	18	R5 000,00	<input checked="" type="checkbox"/>
C333	WHY WAIT	Y Singh	6	R900,00	<input checked="" type="checkbox"/>

3.1.8 delete BO LOVE ✓

3.1.9 add records

W345 ✓✓

C333 ✓✓

Upper case/lower case ✓

3.1.10 change APOOLS to APOLLIS ✓

3.1.11 portrait ✓

ONE page ✓

QUESTION 3B

NOTE: 4 marks if criteria executed correctly
2 marks if criteria 1 (BOOKED) extracted correctly but criteria 2 (>9 m²) incorrect

QUESTION 3B EXAMINATION NUMBER			
COMPANY	EXHIBITOR	SIZE PER SQUARE m	BOOKED
HOPE HELPS	B Kom	12	<input checked="" type="checkbox"/>
4 CHILDREN	N Apollis	14	<input checked="" type="checkbox"/>
STAND TALL	F Trollip	18	<input checked="" type="checkbox"/>

3.2.3 query name
QUESTION 3B✓

3.2.2 query criteria
BOOKED✓✓
>9 m2✓✓

3.2.3 print✓

3.2.1 field 1✓

field 2✓

field 3✓

field 4✓

10

QUESTION 3C

3.3.3 heading - accuracy✓
ONE line✓

3.3.5 heading - align right✓
font - Comic Sans✓

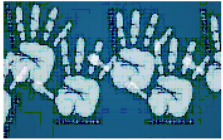


3.3.1 QUESTION 3B✓
field 1✓
field 2✓
field 3✓
field 4✓

3.3.2 default settings✓

3.3.4 insert image STOP✓✓
right side✓
details section✓

3.3.6 print✓ ONE page✓

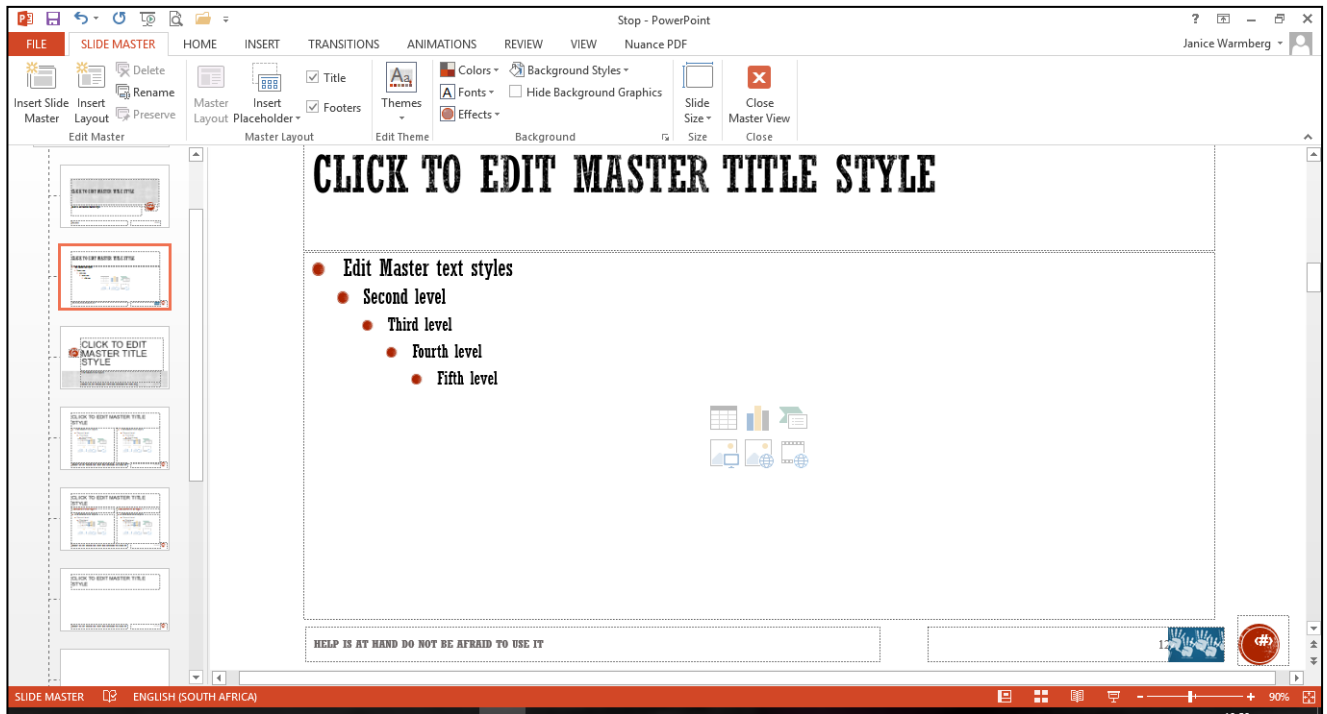
MEMBER CARD EXAMINATION NUMBER

COMPANY	<input type="text" value="HOPE HELPS"/>	
EXHIBITOR	<input type="text" value="B Kom"/>	
SIZE PER SQUARE m	<input type="text" value="12"/>	
BOOKED	<input checked="" type="checkbox"/>	
COMPANY	<input type="text" value="4 CHILDREN"/>	
EXHIBITOR	<input type="text" value="N Apollis"/>	
SIZE PER SQUARE m	<input type="text" value="14"/>	
BOOKED	<input checked="" type="checkbox"/>	
COMPANY	<input type="text" value="STAND TALL"/>	
EXHIBITOR	<input type="text" value="F Trollip"/>	
SIZE PER SQUARE m	<input type="text" value="18"/>	
BOOKED	<input checked="" type="checkbox"/>	

16
[60]

TOTAL:

QUESTION 4



4.1.1 title placeholder✓ - Rockwell Condensed 44 pt✓

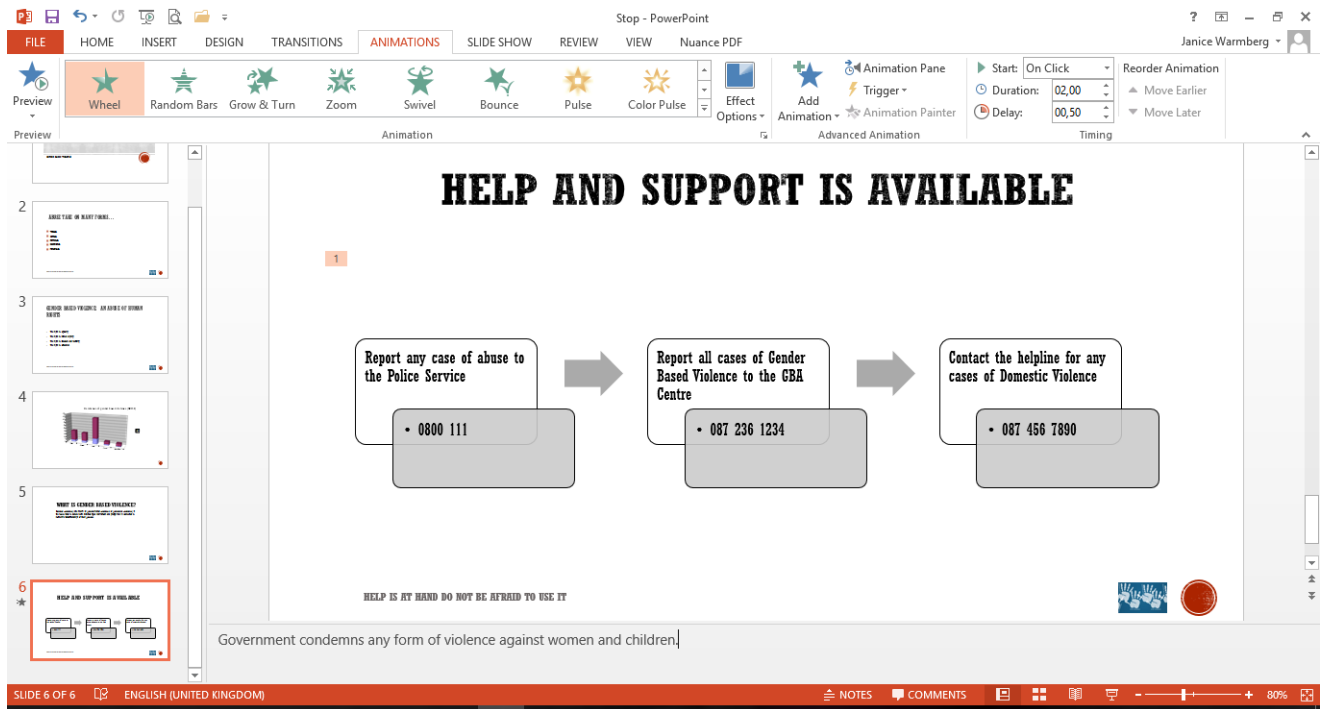
4.1.2 body text✓ - Rockwell Condensed✓

4.1.3 replace bullet with DOT✓ all text/levels✓

4.1.4 footer - accuracy✓✓
upper case✓ except Slide 1✓

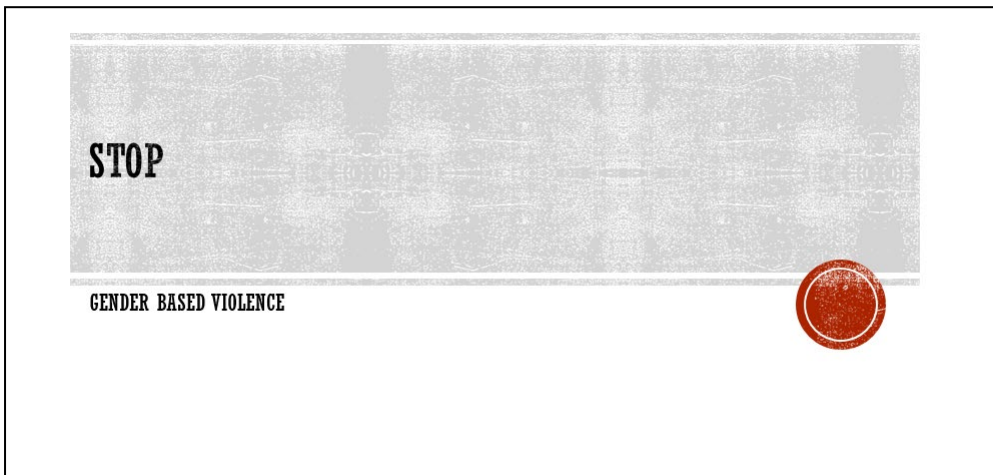
4.1.5 insert STOP✓✓ right side✓ except Slide 1✓

4.1.6 print screen✓



4.12 select SmartArt (1)✓
animation: Wheel✓ duration: 02,00✓
Delay: 00,50✓ on mouse click✓

4.13 speaker note✓ on Slide 6✓ accuracy✓
upper case/lower case✓
4.14 print screen✓ print QUESTION 4✓



SLIDE 1

4.1 open STOP✓



SLIDE 2


4.2 heading -
accuracy✓
upper case✓

4.3 copy text
ABUSED✓✓
in Slide 2✓

GENDER BASED VIOLENCE: AN ABUSE OF HUMAN RIGHTS

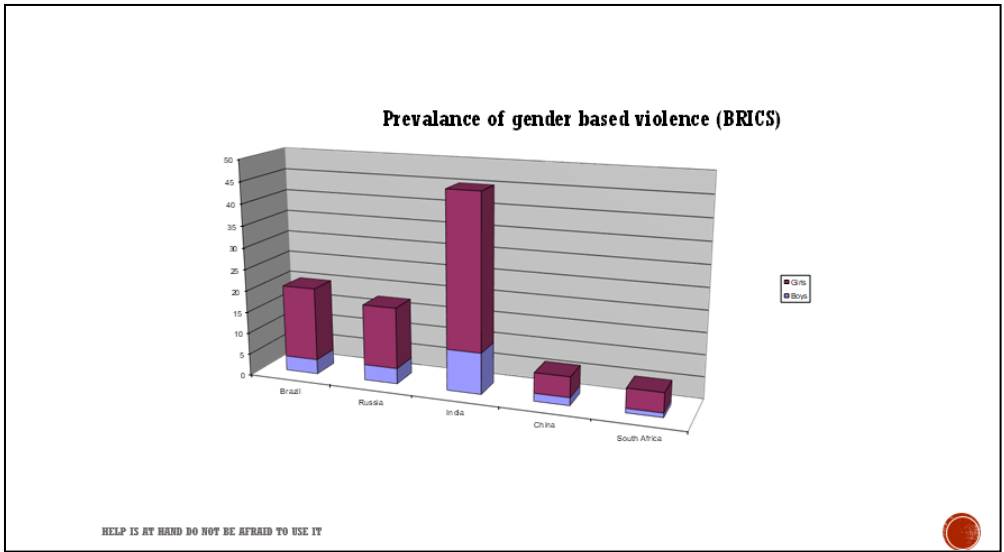
- The right to equality
- The right to human dignity
- The right to freedom and security
- The right to education

HELP IS AT HAND DO NOT BE AFRAID TO USE IT



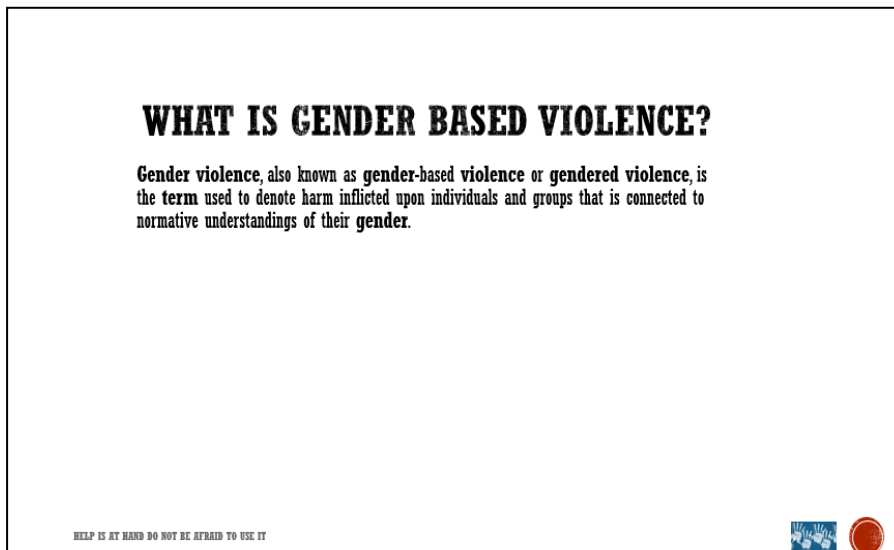
SLIDE 3

4.4 insert text -
accuracy✓✓✓✓
upper case/ lower case✓



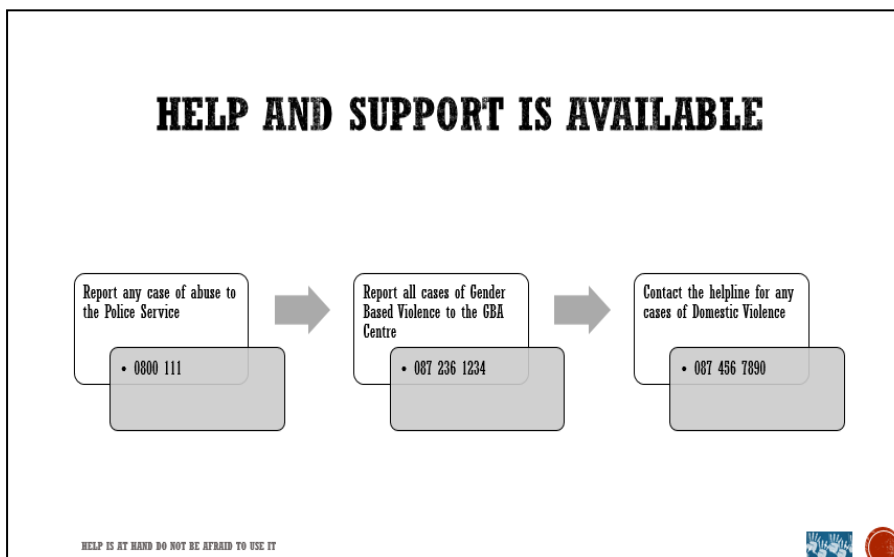
SLIDE 4

4.5 import PERCENTAGES✓✓ as Slide 4✓
4.6 font - Rockwell Condensed✓ 24pt✓
4.7 3-D Stacked Column✓✓



SLIDE 5

- 4.8 import/reuse GBA file ✓✓
to become Slide 5 ✓



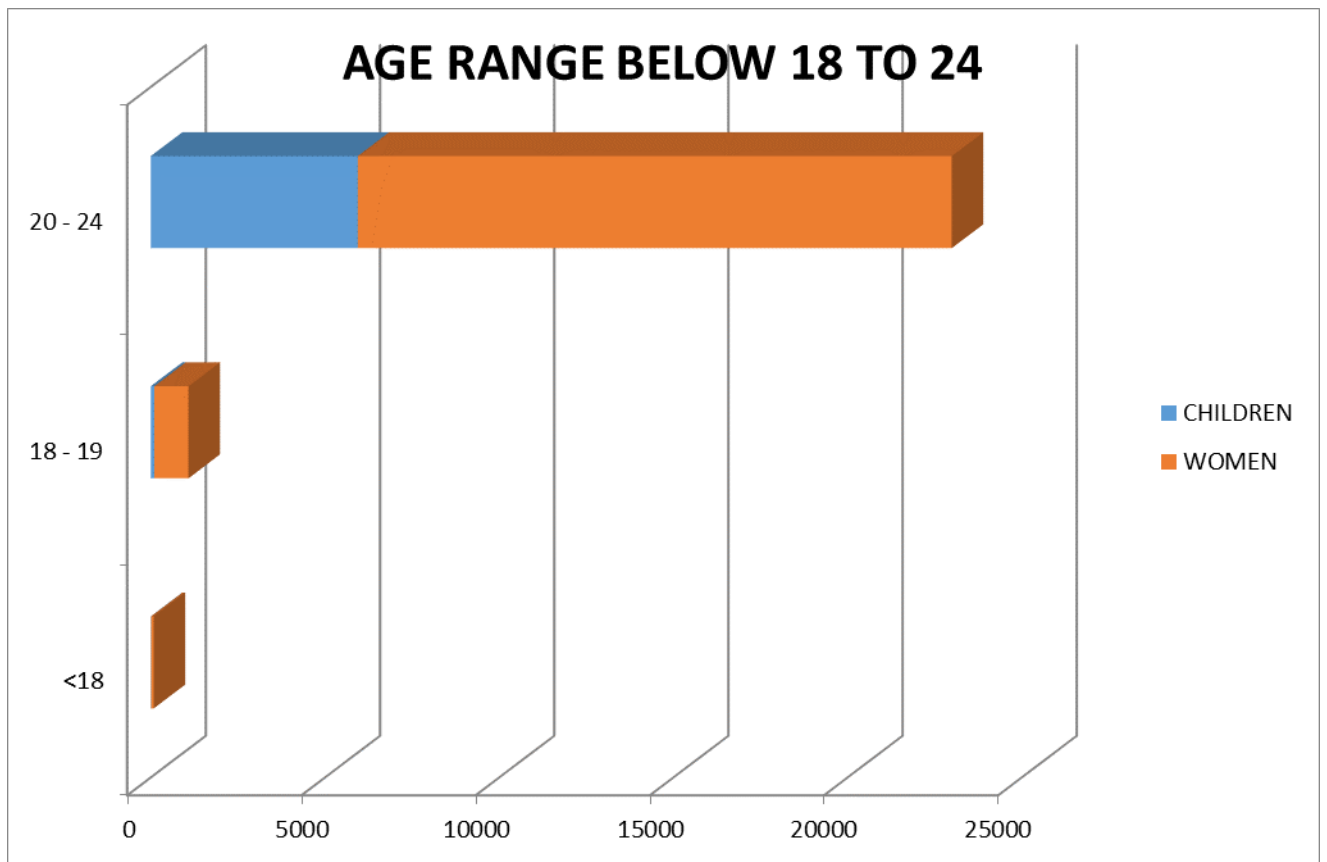
SLIDE 6

- 4.9 insert SmartArt ✓
content area of Slide 6 ✓
- 4.10 insert text -
accuracy ✓✓✓✓✓
upper case/lower case ✓
- 4.11 format design -
Primary theme ✓
Dark 1 Outline ✓
- 4.15 header - left ✓
portrait ✓
handout, 2 slides/
page ✓

16

TOTAL: 60

QUESTION 5



5.1 open STATS✓

5.1.1 copy and paste CHART 1✓✓ in QUESTION 5✓

4

	A	B	C	D	E
1	REGISTERED ABUSE CASES IN SOUTH AFRICA				
2	YEARS	NUMBERS			
3	2003	17289	2003 reflects the highest number of reported cases of abuse		
4	2004	20301			
5	2005	19252			
6	2006	14039			
7	2007	20259			
8	2008	16003			
9	2009	13506	2010 reflects the lowest number of reported cases of abuse		
10	2010	9996			
16					
17					
18					
19					
20					
21					
22					

5.1.2 delete Sheet 1✓ and Sheet 2✓

STATS workbook✓

5.1.3 open ABUSE✓✓ copy CASES w/sheet✓

after AGES w/sheet✓ STATS workbook✓

5.1.4 sort✓ YEARS✓ earliest to latest✓✓

5.1.5 filter NUMBERS✓
=9996✓✓ >9996✓✓

5.1.6 (a) comment in B3✓
accuracy✓✓✓

lowercase✓

(b) comment in B10✓
accuracy✓✓✓

lowercase✓

5.1.7 print screen✓

						EXAMINATION NUMBER
						QUESTION 5
	A	B	C	D	E	
1	REGISTERED ABUSE CASES IN SOUTH AFRICA					
2	YEARS	NUMBERS				
3	2003	17289	2003 reflects the highest number of reported cases of abuse			
4	2004	20301				
5	2005	19252				
6	2006	14039				
7	2007	20259				
8	2008	16003				
9	2009	13506	2010 reflects the lowest number of reported cases of abuse			
10	2010	9996				
16						
17						
18						

5.1.8 print✓ row and column headings✓

comment 1✓ comment 2✓
header✓ right section✓

	A	B	C	D	E
1	AGES OF CHILDREN AND WOMEN 2015				
2					
3	AGE	CHILDREN	WOMEN		
13	55 - 59	5133	2627		
14	60 - 64	3349	1421		
15	65 - 69	1831	708		
16	70+	1690	568		
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					

5.1.9 select row 4✓ in AGES worksheet✓

5.1.10 freeze pane✓ row 13✓ appears below row 3✓

(NOTE: thick border line must be visible below row 3)

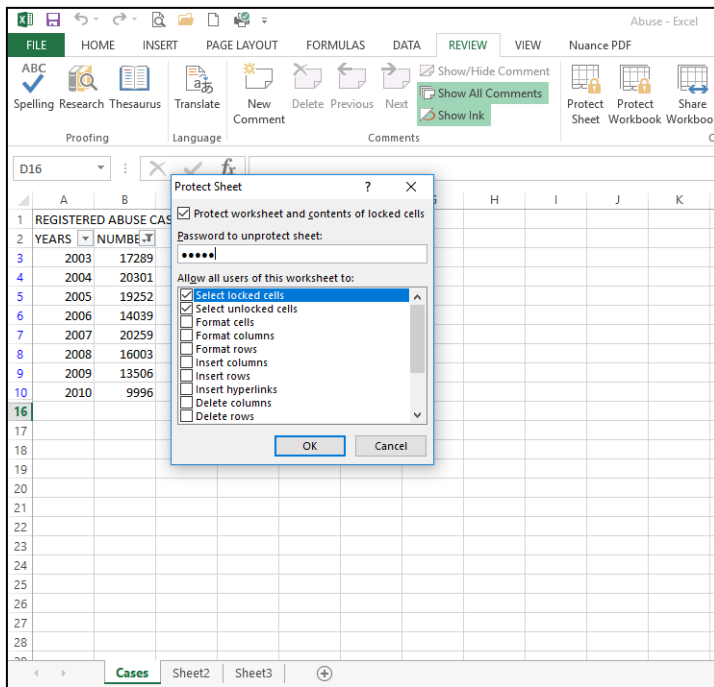
5.1.11 print screen✓

1	REGISTERED ABUSE CASES IN SOUTH AFRICA	
2	YEARS	NUMBERS
3	2008	16003
4	2011	5084
5	2014	3062
6	2003	17289
7	2005	19252
8	2007	20259
9	2015	3467
10	2004	20301
11	2009	13506
12	2012	4555
13	2006	14039
14	2013	3498
15	2010	9996

5.2.1 open ABUSE✓

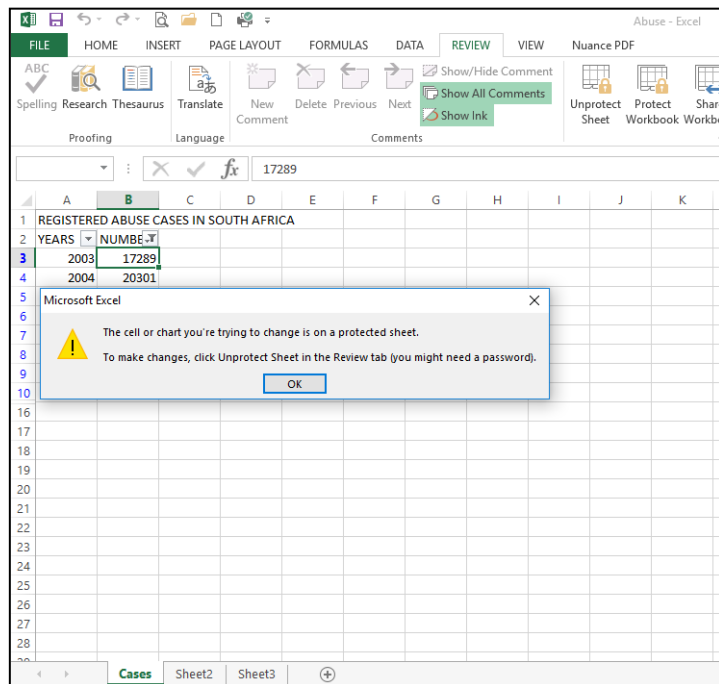
5.2.2 unlock A3:B9✓✓ in Sheet 2✓
(range OR row and column headings must be highlighted)

5.2.3 print screen✓



5.2.4 protect ✓ CASES w/sheet ✓
password ✓✓ (5 dots)

5.2.5 print screen ✓



5.2.6 selected B3 ✓✓ in CASES
w/sheet ✓

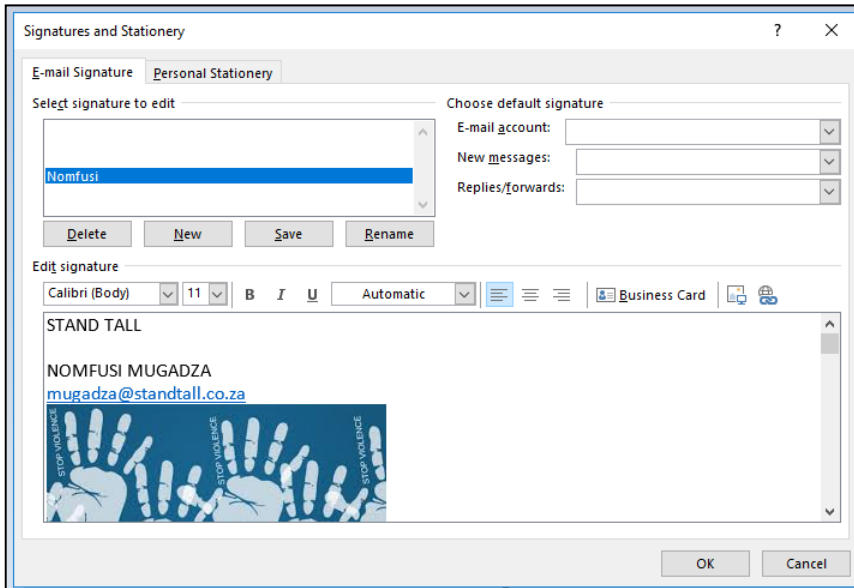
5.2.7 print screen ✓ error message ✓

5.2.8 print QUESTION 5 ✓

11

TOTAL: 60

QUESTION 6



6.1.1 create SIGNATURE ✓

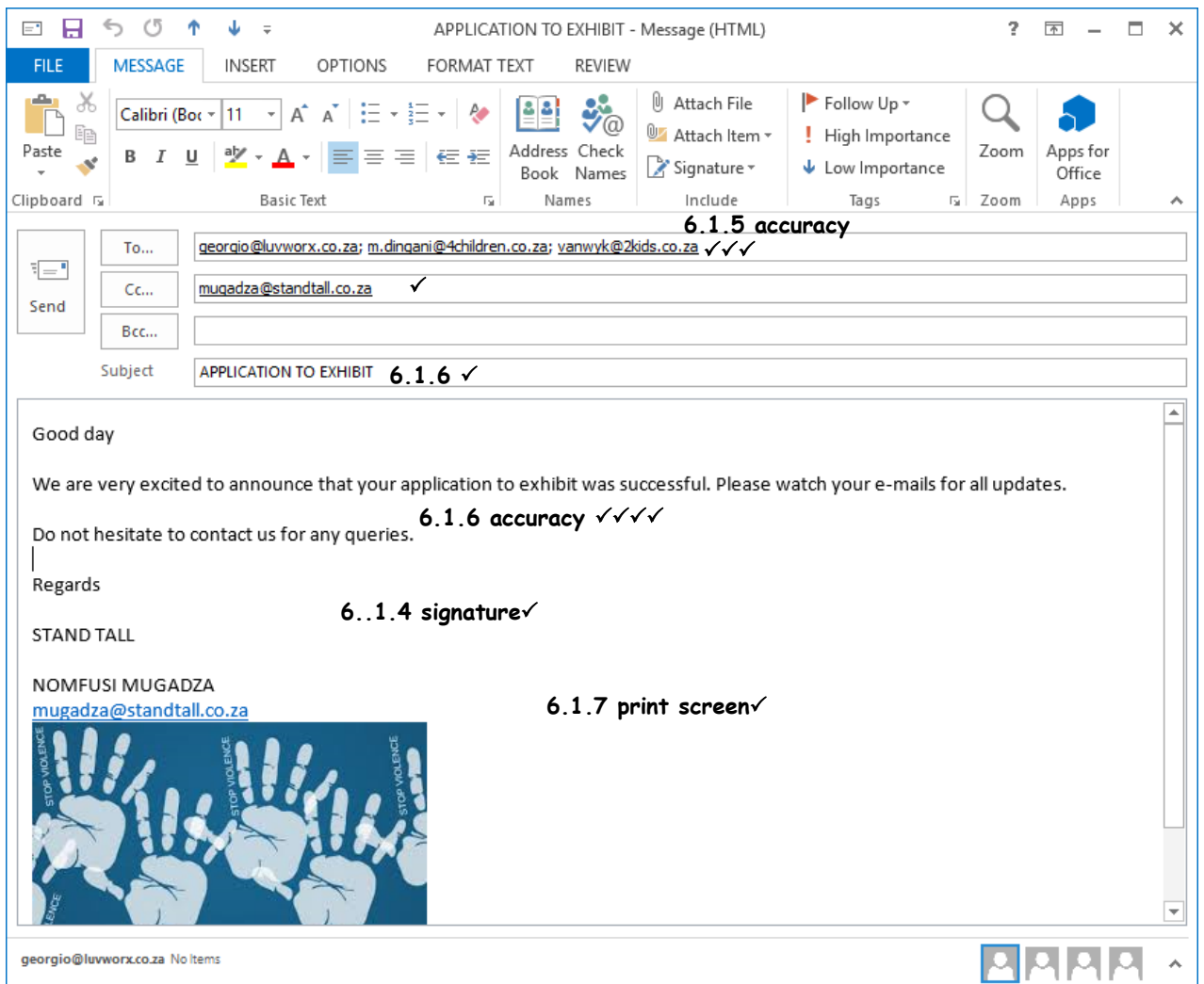
6.1.1 saved as NOMFUSI ✓

6.1.1 font size 12pt ✓

6.1.1 accuracy ✓✓

6.1.2 insert image STOP ✓✓

6.1.3 print screen ✓ (of dialog box)



6.1.5 accuracy ✓✓✓

6.1.6 accuracy ✓✓✓✓

6.1.4 signature ✓

6.1.7 print screen ✓

6.2.1

(a) Start time✓
End time✓

(b) outside my
organisation✓

anyone outside✓

(c) accuracy✓✓✓✓
upper
case/lower case✓

6.2.2 print
screen✓

6.2.3 print
QUESTION 6✓

11

TOTAL 30

QUESTION 7

100% (Completed)			75% ($\frac{3}{4}$ done)			50% ($\frac{1}{2}$ done)			25% ($\frac{1}{4}$ done)		
A	D	T	A	D	T	A	D	T	A	D	T
24	6	30	18	4	22	12	3	15	6	2	8

ACCURACY ERRORS: -2 PER ERROR Mark ACCURACY with RED /	<ul style="list-style-type: none"> • Incorrect spelling of words • Omission of word/s – count out 5/10/10 • If the words omitted appear at the end of the document, mark as a display error.
---	---

Words given:	hereby; circle; Durban; agenda; attendance; apologies; points; discussion; stand; tall
--------------	--

DISPLAY ERRORS: -1 PER ERROR	
Mark DISPLAY with BLUE X	
ERR NO	GROUPING OF ERRORS
1	Paper size Margins
2	Font: Courier New 12pt Justification: Left, right, centre, full
3	Line spacing (including spacing between paragraphs) Letter spacing Paragraph numbers and indentation
4	Upper case Lower case Spaced caps
5	Bold Underline Italics
6	Audio instructions typed Header: EXAMINATION NUMBER left QUESTION NUMBER right

EXAMINATION NUMBER
6 Header with Exam Number (left)QUESTION 7
6 Question Number (right)**2 font and font size****1 R/M 1"/2,54 cm****1 L/M 1"/2,54 cm**EXHIBITION MEETING **4 upper case**

‡

NOTICE OF A MEETING **4 upper case****3 letter spacing**‡ **3 line spacing**

Notice is hereby given that a special convenors' meeting will be held in the staffroom of the Stand Tall Forum, 124 Circle Road, Durban, on Thursday 20 March 2020, at 14:00.

‡

A G E N D A **4 spaced capital letters**

‡

1. Opening and welcome

3 paragraph nrs and indentation

‡

2. Attendance register

‡

3. Apologies

‡

4. Minutes of the meeting held on 9 January 2020

‡

5. Matters arising from the minutes

2 justification left

‡

6. Points for discussion **5 underline**

‡

6.1 Invitations to Stand Tall exhibition

‡

6.2 Outlay of exhibition

‡

6.3 Security at the exhibition

‡

7. General

‡

8. Date of next meeting

‡

‡

F TROLLIP **4 upper case**

SECRETARY

6 audio instructions typed**[30]****GRAND TOTAL:****300**