



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING NQF LEVEL 4

(3061024)

14 November 2018 (X-Paper)
09:00–12:00

**THE QUESTION PAPER 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 17 pages.

TIME: 3 HOURS
MARKS: 300

CANDIDATES ARE ALLOWED 30 MINUTES TO READ THE INSTRUCTIONS BEFORE THE COMMENCEMENT OF THE EXAMINATION.

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. ALL questions must be done 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 on each PRINTOUT.
5. Handwritten EXAMINATION NUMBERS will NOT be accepted unless signed by the invigilator to endorse the fact that it is the candidate's own work.
6. Candidates may use Arial, Courier New or Times New Roman, 12pt. However, ONE type of font must be used throughout the question paper except when otherwise instructed.
7. Candidates have to retrieve and use the various files loaded on their memory stick/flash disk/network drive to effect applicable instructions.
8. 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.
9. 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 who are knowledgeable about computers invigilate during the additional 30 minutes' printing.
10. 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.

11. 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.
12. PRINTOUTS to be marked must be arranged in the same order as the questions in the examination paper (only ONE printout per question or subsection of a question may be handed in). At the end of the examination ALL PRINTOUTS must be placed in the student's EXAMINATION FOLDER and must be handed to the invigilator. This includes all PRINTOUTS on which errors occur and which should not be marked (a line must be drawn across PRINTOUTS which should not be marked). NO PRINTOUTS whatsoever may be removed from the examination room or put into wastepaper bins.
13. ALL work on the computer 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 the answers by regular saving.
14. At the end of the examination session each candidate must hand in the PRINTOUTS as well as the memory sticks/flash disk 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/backup copies, for example a CD, must be handed to the examination section of that campus for safekeeping for ONE year in case enquiries should be made by the examiner/moderator/superintendents of education and/or Umalusi).
15. 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 sitting. 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 the examination session.
16. NO candidate may print his/her work for another candidate or make his/her memory stick/flash disk available to another or access other candidates' 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 serious light.
17. Candidates are encouraged to spell check each completed question before printing. Marks are deducted for work which has not been accurately typed.

18. HOW TO USE THE PRINT SCREEN FUNCTION

- Press the print screen button found in the top row of the keyboard [next to F12 function key].
- Minimise that screen and 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 home ribbon (Office 2007 and 2010).

19. **SPECIFIC INSTRUCTIONS REGARDING THE TIMED ACCURACY TEST:**

- Candidates are allowed to read through the accuracy test at least THREE minutes before the commencement of the examination.
- ALL candidates must perform the timed accuracy test (QUESTION 1) together at the instruction of the invigilator.
- The timed accuracy test can be conducted once only by the invigilator, at the beginning of the examination and NO second opportunity can be allocated for QUESTION 1.
- Candidates must type the EXAMINATION NUMBER and QUESTION 1 in the left-hand header of the document, close the header and then wait for the instruction to begin.
- On the expiration of the 10 minutes allowed for the timed accuracy test, stop at the instruction of the invigilator, remove your hands from the keyboard and then print the speed test.
- Candidates must now save and close the document. (Use the mouse only and not the keyboard.)
- 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 each candidate, place the test into each candidate's folder.
- If a candidate arrives late (after the first 10 minutes), he/she will have missed QUESTION 1 and must be informed to start at QUESTION 2 onwards. NO PRINTOUT for QUESTION 1 will be accepted for this student.

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

SCENARIO

You are an intern at an NGO conducting anti-smoking campaigns. You have been appointed for the administrative tasks below.

- Typing of all meeting documents
 - Typing of recorded transcripts
 - Keeping records using a data base program and spreadsheets
 - Editing the PowerPoint presentations
 - Handling the manager's e-mail
-

QUESTION 1: TIMED ACCURACY TEST

Apply all instructions before commencing with the timed accuracy test.

DOCUMENT:	Timed Accuracy test Key in ONCE ONLY	FONT:	Arial 12pt
LINE SPACING:	1.5 or 2 (Double)	MARGINS:	
PAPER:	A4 portrait	Left	1"/2.54cm
TIME ALLOCATION:	10 minutes	Right	1"/2.54 cm
MARKS:	20	JUSTIFICATION:	Left
		HYPHENATION:	Off

INSTRUCTIONS

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

EXAMINATION NUMBER
QUESTION 1
- 1.2 The minimum speed requirement is 40 words per minute. You will need to achieve the required speed with a maximum of 11 errors to pass the speed and accuracy test.
- 1.3 Candidates must start and stop on the instruction of the invigilator.
- 1.4 Save the document as QUESTION 1.
- 1.5 Print the document once, only when instructed by the invigilator to do so.

We all know the health risks of smoking, and most of us know that kicking the habit is the single biggest improvement to health that a smoker can make. But that doesn't make it any easier to kick the habit. Whether you are a teen smoker or a lifetime pack-a-day smoker, quitting can be tough.

To increase your chances of success you need to be motivated, have social support, understand what to expect and have a plan of action. It is possible to learn how to replace your smoking habits, manage your cravings, and join the millions of people who have kicked the habit for good.

Smoking tobacco is both a psychological habit and physical addiction. The act of smoking is ingrained as a daily ritual and, at the same time, the nicotine from cigarettes provides a temporary and addictive high. Eliminating that regular fix of nicotine will cause you to experience physical withdrawal symptoms and cravings. To successfully quit smoking you will need to address both the habit and the addiction by changing your behaviour and dealing with the nicotine withdrawal symptoms.

Managing unpleasant feelings such as stress, depression, loneliness, fear and anxiety are some of the most common reasons why people smoke. When you have a bad day it can seem like your cigarettes are your only friend. Smoking can temporarily make feelings such as sadness, anxiety, depression, stress and boredom evaporate into thin air. As much comfort as cigarettes provide though, it is important to remember that there are healthier and more effective ways to keep unpleasant feelings in check. These may include exercising, meditating, using sensory relaxation strategies, and practicing simple breathing exercises. For many people, an important aspect of quitting smoking is to find alternate ways to handle these difficult feelings without smoking. Even when cigarettes are no longer a part of your life, the painful and unpleasant feeling that may have prompted you to smoke in the past will still remain. So, it is worth spending some time thinking about the different ways you intend to deal with stressful situations and the daily irritations that would normally have you reaching for a cigarette. To successfully detach from smoking, you will need to identify and address your smoking habits, the true nature of your dependency, and the techniques that work for you. Take the time to think of what kind of smoker you are, which moments of your life call for a cigarette, and why. This will help you to identify which tips...

40 wpm

45 wpm

50 wpm

[20]

QUESTION 2

Create a database table using appropriate data types, distinguishing between text, numeric, currency, et cetera to track members and membership fees.

- 2.1 2.1.1 Open the Microsoft Access program and create a database named QUESTION 2. (1)
- 2.1.2 Create the table structure below and name it Q2A and your EXAMINATION NUMBER. (7)

FIELD NAME	DATA TYPE	FIELD SIZE/FORMAT
MEMBER NUMBER	Text	6
SURNAME AND INITIALS	Text	12
ADDRESS	Text	20
TOWN	Text	20
DOB	Date	Long date
FEES	Currency	2 decimals

- 2.1.3 DO NOT select a primary key. (1)
- 2.1.4 Save and print the database structure. (1)
- 2.1.5 Enter the following records in the table: (10)

MEMBER NUMBER	SURNAME AND INITIALS	ADDRESS	TOWN	DOB	FEES
OS34	N JACOBS	123 Erica Street	MITCHELLS PLAIN	11/09/82	R360,00
PO33	L RAMOO	217 Mimosa Street	DURBAN	20/01/85	R567,00
RT73	S SILINGA	1234 York Road	BUTTERWORTH	03/05/89	R590,00
ST23	T KWEZI	65 Matubatuba Lane	MAMELODI	15/10/75	R450,00

- 2.1.6 Save the table as TABLE 1 and YOUR EXAMINATION NUMBER. Make a printout in landscape orientation ensuring all fields are clearly displayed on ONE page. Close the table. (2)
- 2.2 Edit the table as set out below:
- 2.2.1 Add a new field named PAID with a YES/NO field type between the DOB and FEES fields. (3)

2.2.2 Fill the PAID field for each member as follows:

SURNAME AND INITIALS	PAID
N JACOBS	YES
L RAMOO	NO
S SILINGA	NO
T KWEZI	YES

(2)

2.2.3 Delete the DOB field.

(1)

2.2.4 Save the edited table as TABLE 2 and your EXAMINATION NUMBER. Make a printout of the table on ONE page ensuring all data is clearly displayed. Close the table.

(2)

QUESTION 2B

2.3 2.3.1 Create a query from TABLE 2 using the following fields: SURNAME AND INITIALS, PAID and FEES.

(4)

2.3.2 Add more than one criterion to filter only those who paid their FEES and more than R360,00.

(2)

2.3.3 Save the query as QUESTION 2B and your EXAMINATION NUMBER. Print ONE copy of the query.

(1)

QUESTION 2C

2.4 2.4.1 Use TABLE 1 to create a report with default setting and the following fields: SURNAME AND INITIALS, ADDRESS, TOWN and FEES.

(5)

2.4.2 Change the report title to SUMMARY OF MEMBERS and EXAMINATION NUMBER.

(2)

2.4.3 Format the FEES field to display as currency with NO decimals.

(2)

2.4.4 Format the report title in the centre of the header as shown below:

SUMMARY OF MEMBERS
EXAMINATION NUMBER

(2)

2.4.5 Change the font of the report header to Goudy Stout 14pt.

(2)

2.4.6 Insert the logo named MEMBER from the STUDENT FILES folder to appear both on the left and right of the title.

(3)

2.4.7 Resize the logo on both sides so that the title is clearly visible in the centre.

(2)

- 2.4.8 Use Goudy Stout 12pt Black to insert the following footer in the centre.

SMOKE LESS! (4)

- 2.4.9 Save the report as QUESTION 2C and print on ONE portrait page. Close the database program. (1)

[60]

QUESTION 3

Use Microsoft PowerPoint to format a presentation. Save at regular intervals and print when instructed.

Retrieve QUESTION 3 (answer sheet) and paste ALL print screen images in the space provided as required for question.

- 3.1 Retrieve the presentation named SMOKING! from the STUDENT FILES folder. (1)

- 3.2 Edit Slide 1 as follows:

- 3.2.1 Change the layout to a Title-Only slide. (1)

- 3.2.2 Add the following text in the title placeholder:

SMOKING – TO DIE FOR! (2)

- 3.2.3 Insert the image named STOP from the STUDENT FILES folder in the centre of Slide 1 below the title placeholder. (3)

- 3.2.4 Resize the image in as follows:

Height: 11.4 cm
Width: 10.6 cm

(2)

- 3.3 Delete the following three slides:

Slide 2: Why do people start smoking?
Slide 4: Symptoms of nicotine withdrawal
Slide 5: Barriers of quitting smoking

(1)

- 3.4 Edit Slide 2 as follows:

- 3.4.1 Change the layout to a Two-Content layout. (1)

- 3.4.2 Customize the bullets on the left to Webdings 122 ☒. (2)

- 3.4.3 Insert a Clustered Column chart on the right of the Two-Content slide and replace the content of the datasheet as shown below: (5)

	%
2012	15
2013	12
2014	10

- 3.5 Edit Slides 3 and 4 as follows:

- 3.5.1 Reuse all the slides from presentation file SINCE in the STUDENT FILES folder to become Slides 3 and 4. (2)

- 3.6 Edit Slide 5 as follows:

- 3.6.1 Insert a blank slide to become Slide 5. (1)

- 3.6.2 Insert the following shapes including the text within the shapes. (5)



- 3.6.3 Insert the image named SMOKING from the STUDENT FILES folder between the two shapes as illustrated above. (2)

- 3.6.4 Resize the shape to a height and width to of 3.75 cm (1.48"). (1)

- 3.6.5 Join (group) the objects above to become a single object. (2)

- 3.6.6 Select the object and make a print screen image of the slide showing the grouped objects. Paste the image in the space provided in the answer sheet. (1)

- 3.7 Edit Slide 6 as follows:

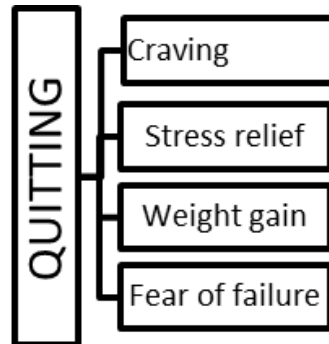
- 3.7.1 Insert a Title and Content slide to become Slide 6. (1)

- 3.7.2 Insert the title below:

BARRIERS TO QUITTING SMOKING (2)

3.7.3 Insert a Horizontal Multi-Level Hierarchy SmartArt shape in Slide 6 as set out below. (3)

3.7.4 Insert the following text within the shapes as follows:



3.7.5 Change the colours of the SmartArt in slide 6 to DARK 1 OUTLINE. (4)

3.8 Use the Slide Master view to do the following:

3.8.1 Format the font of the entire presentation to Comic Sans. (1)

3.8.2 Insert the text, I CAN, as a footer in Comic Sans 14pt and bold print, to appear on ALL slides. (3)

3.8.3 Insert slide numbers to appear on ALL slides. (2)

3.8.4 Make a print screen image of the Slide Master view and paste the image in the answer file in the space provided. Close the slide master. (1)

3.9 Apply the following transition to the slides:

3.9.1 Add a customised Slide Transition to ALL slides as follows:

- a) Transition: Uncover
 - b) Sound: Drum roll
 - c) Activate: On Click
 - d) Duration: 01:00
- (4)

3.9.2 Make a print screen image of the screen showing the transition and paste the image in the space provided in the answer sheet. (1)

3.9.3 Save, print and close the answer sheet. (1)

3.10 Print the presentation as follows:

- 3.10.1 Notes and Handouts: A header with your EXAMINATION NUMBER and QUESTION 3
- 3.10.2 Colour: Grayscale
- 3.10.3 Page numbers
- 3.10.4 Handouts, 3 slides per pages

(4)
[60]

QUESTION 4

4.1 Retrieve the spreadsheet COSTING from the STUDENT FILES folder.

Retrieve QUESTION 4 (answer sheet) and paste ALL print screen images in the space provided as required for each question.

(1)

4.2 Effect the following changes to the workbook:

- 4.2.1 Rename Sheet 1 as COST. (2)
- 4.2.2 Rename Sheet 3 as PER PACKET. (2)
- 4.2.3 Delete Sheet 2. (2)
- 4.2.4 In the COST worksheet, hide the comment in C4. (2)
- 4.2.5 Make a print screen image to show the renaming of the worksheets and the hidden comment. Paste the image in the space provided in the answer sheet. (2)
- 4.2.6 Insert your EXAMINATION NUMBER in the header of the answer sheet. (1)
- 4.2.7 Change the row height of Row 1 to 81.75 (109 pixels). (2)
- 4.2.8 Insert the image saved as BANNER in A1. (2)
- 4.2.9 Resize the image to fill the range A1:D1. (1)
- 4.2.10 Update headings in Rows 3 and 4 as seen below in bold print and centred.

A	B	C	D	E
	COST PRICE EACH	MARK- UP +80%	VAT	SELLING PRICE PER PACK
NAMES OF CIGARETTES		80%	14%	20

(4)

- 4.2.11 Insert your EXAMINATION NUMBER and QUESTION 4.2 in the left header of the COST worksheet. Make a printout of this worksheet. (2)
- 4.3 Create a new worksheet as follows:
- 4.3.1 Insert a new worksheet. (2)
- 4.3.2 Rename the new worksheet DUPLICATE. (2)
- 4.3.3 Make a print screen image to show the inserted worksheet and its renaming. Paste the image in the space provided in the answer sheet. (1)
- 4.4 Edit the DUPLICATE worksheet as follows:
- 4.4.1 Copy and paste the range A3:A14 from the COST worksheet to A1:A12 in the DUPLICATE worksheet using the Keep Source Column Widths (paste special) function. (3)
- 4.4.2 Copy and paste the range E3:E14 from the COST worksheet to B1:B12 in the DUPLICATE worksheet range using the Values and Source Formatting (paste special) function. (3)
- 4.4.3 Hide Row 2. (1)
- 4.4.4 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a header in the centre section of the DUPLICATE worksheet as follows:
- EXAMINATION NUMBER
QUESTION 4.4 (2)
- 4.4.5 Save the spreadsheet and make a printout of the DUPLICATE worksheet showing the row and column headings. (2)
- 4.5 Use the worksheet named PER PACKET to do the following:
- 4.5.1 Sort column C in descending order according to the countries. (2)
- 4.5.2 Apply the filter function to Row 5. (1)
- 4.5.3 Use the filter function in the range C6:C55 to extract only the prices from R99,00 and above. (2)
- 4.5.4 Make a print screen image showing the sort and filter functions performed and paste the image in the space provided in the answer sheet file. Remove the filter. (2)

- 4.6 Use the worksheet named PER PACKET to do the following:
- 4.6.1 Protect the current worksheet with the password, 'smoking', so that it cannot be edited by the recipients, but only read. (2)
 - 4.6.2 Make a print screen image of the Protect Sheet dialog box with the password and paste the image in the space provided in the answer sheet. (2)
 - 4.6.3 Make a print screen image of the Confirm Password dialog box after inserting the password before confirming the protection. Paste the image in the space provided in the answer sheet. (2)
 - 4.6.4 Test the protection by inserting text in D4. Make a print screen image of the Warning dialog box that appears on-screen and paste the image in the space provided in the answer sheet. (2)
- 4.7 Print one copy of the answer sheet, QUESTION 4, containing your EXAMINATION NUMBER and all print screen images. (1)
- 4.8 Import an Excel object into an MS Word document as instructed below.
- 4.8.1 Open the MS Word document saved as SURVEY from the STUDENT FILES folder and insert your EXAMINATION NUMBER in the header in the space provided. (1)
 - 4.8.2 Import the MS Excel object from the Excel file saved as RESULTS from the STUDENT FILES folder to appear TWO lines after the third paragraph which begins with "Of the 8 262 ...". (3)
 - 4.8.3 Save the MS Word document with the same file name and make a PRINTOUT of the first page only. (1)

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QUESTION 5

Create the e-mail by following the instructions below.

- 5.1 Open the file QUESTION 5 (answer sheet) from the STUDENT FILES folder and paste ALL print screen images in the space provided as required for each question. Insert your EXAMINATION NUMBER in the space provided. (1)
- 5.2 Open the Microsoft Outlook program and do the following: (1)
 - 5.2.1 Create a distribution list (contact group) named ABC MEMBERS in the Contacts folder. (2)

- 5.2.2 Add the following contacts to the distribution list:
- S Dingani: s.d@gmail.com
N Mugadza: mugadzan@hotmail.com
C Gouws: gouws96@webmail.com (6)
- 5.2.3 Make a print screen image of the dialog box in 5.2.2 and paste it in the space provided in QUESTION 5. (2)
- Save and close the distribution list.
- 5.2.4 Use the Outlook Calendar to create an invitation as follows: (2)
- To: ABC MEMBERS (2)
- Subject: GENERAL COMMITTEE MEETING (3)
- Location: BOARDROOM (1)
- You are invited to a General Committee meeting. Find attached the agenda for your perusal.
- S WILLIAMS
COMMITTEE SECRETARY (8)
- 5.2.5 Use the Outlook Calendar to do the following:
- (a) Attached the file AGENDA from the STUDENT FILES folder
 - (b) Date: 16 February 2019.
 - (c) Time: 10:00-13:00
 - (d) Reminder: 1 week
 - (e) Flag: High Importance
 - (f) Select the response options as Request Responses
(Keep this dialog box open when you do QUESTION 5.2.6) (10)
- 5.2.6 Make a print screen image of the appointment and paste it in the space provided in the answer sheet. (1)
- 5.2.7 Save and print QUESTION 5 and place it in the correct sequence in your EXAMINATION FOLDER. (1)

[40]**TOTAL SECTION A: 240**

QUESTION 6

MARGINS:		PAPER:	A4
Left:	Aligned to the letterhead	JUSTIFICATION:	Left/Off
Right:	2.54 cm(1")	LINE SPACING:	As instructed
FONT:	Calibri 12pt		

INSTRUCTIONS

1. Open the audio file named QUESTION 6 AUDIO from the STUDENT FILES FOLDER.
2. Open the letterhead named AWARENESS in the STUDENT FILES folder to type the audio transcription.
3. Insert your EXAMINATION NUMBER in the header as indicated.
4. Save the document as QUESTION 6 and print the document.

Words given: Mr K Magopeni, Mrs A Mundell, Ms C Kieviets, Ms M Mbungi, Mr S Ketelo, Mr Mzimane, Ms N Ntlani, Mr Gamana, apologies, circulated, adoption, campaign, smoke less, proposal, tabled, fundraising

[60]

TOTAL SECTION B: 60
GRAND TOTAL: 300