higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING
NQF LEVEL 4

(3061024)

13 November 2019 (X-Paper)
09:00–12:30

**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 18 pages.

> **TIME: 3 HOURS**
> **ADDITIONAL ½ HOUR FOR PRINTING ONLY**
> **MARKS: 300**

INSTRUCTIONS AND INFORMATION

1. Candidates must be given 30 minutes to read these instructions before commencing with the actual examination.

2. Read ALL the questions carefully and answer ALL the questions.

3. Number the answers according to the numbering system used in this question paper.

4. ALL questions must be done on the computer with the aid of Microsoft Office 2007 or later. ALL PRINTOUTS MUST be correctly numbered and BOTH the EXAMINATION NUMBER and the QUESTION NUMBER must be printed on each PRINTOUT as instructed. The PRINTOUTS must be placed in the correct sequence in the folder provided.

5. Scripts with handwritten EXAMINATION NUMBERS will NOT be accepted or marked. Scripts with different watermarks for the same candidate will be considered to be an irregularity.

6. The following fonts will be accepted: Arial, Courier New or Times New Roman, 12pt. However, ONE type of font must be used for answers throughout the entire question paper, except where instructed to change the font.

7. 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 commands as per instruction for the applicable questions.

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 queue of printing at the end of the examination.

9. During the additional printing time, candidates may only affect 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 THIRTY minutes printing time to provide extra assistance and control.

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 immediately after printing.

12.   PRINTOUTS to be marked must be arranged in the same order as that of the questions in the question paper and put in the candidate's EXAMINATION FOLDER (only ONE PRINTOUT per question or subsection of a question may be handed in). At the end of the examination ALL PRINTOUTS on which errors occurred and which should NOT be marked together with 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.

13.   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.

14.   At the end of the examination session, each candidate must hand in the PRINTOUTS as well as the memory stick/flash disk (or other storage device which may be used) 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 for example CD, 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.)

15.   The hard drive of the computer, i.e. drive C, including My Documents, 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 drives of the computers must be checked and cleared before the next group commences with 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 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.

17.   Candidates are reminded to save their work regularly to prevent loss of work.

18.   Candidates are encouraged to use the spell check on each completed question before printing. Marks are deducted for work that is not accurately typed.

19.   Print screen images must be large enough to enable markers to read it and allocate marks.

HOW TO USE THE PRINT SCREEN FUNCTION

Follow the following instructions to print a dialog box when a print screen is requested during the answering of a question:

- Press the print screen button found on the top row of buttons on the keyboard. It is the button 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
SECTION A			
QUESTION 1	Timed accuracy test	10 minutes	20
QUESTION 2	Minutes of meeting	20 minutes	40
QUESTION 3	Databases	40 minutes	60
QUESTION 4	Presentations	40 minutes	60
QUESTION 5	Spreadsheets	40 minutes	60
QUESTION 6	Communication	15 minutes	30
SECTION B			
QUESTION 7	Audio typing	15 minutes	30
TOTAL		3 hours (30 minutes extra for printing)	300

SCENARIO

You are an intern at an NGO called WE SHOULD KNOW, who deals with information around the outbreak of Listeriosis in South Africa. You have been appointed to do the following administrative tasks:

- Typing of ALL meeting documents
- Making use of appropriate software to type the recorded documents
- Keeping records using a database program and spreadsheets
- Edit the presentations that the company uses
- Manage your manager's e-mails

Please turn over

SECTION A: DEVELOPING KEYBOARD PROFICIENCY

QUESTION 1: TIMED ACCURACY TEST   **Time: 10 minutes**

SPECIFIC INSTRUCTIONS REGARDING THE TIMED ACCURACY TEST

- The candidate must be allowed to read through the accuracy test at least FIVE minutes before the commencement of the examination.

- ALL candidates will perform the timed accuracy test (QUESTION 1) together at the instruction of the invigilator.

- The timed accuracy test must be performed at the beginning of the examination, ONCE ONLY.

- At the end 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 candidate arrives late (i.e. after the first 10 minutes) he/she will NOT be able to do QUESTION 1. The candidate must be informed to start from QUESTION 2 onwards after all candidates have handed in QUESTION 1. No PRINTOUT for QUESTION 1 will be accepted for this candidate.

QUESTION 1: Timed Accuracy Test

Time: 10 minutes

Your touch-typing skills will be tested in this question. Read and apply all instructions given. The accuracy test must be keyed in ONCE only.

MARGINS:	Left: Right:	1"/2,54 cm 1"/2,54 cm	JUSTIFICATION:	Left
PAPER:		A4 portrait	FONT:	Courier New, 12pt
LINE SPACING:		1,5 or 2 (double)	HYPHENATION:	Off

INSTRUCTIONS

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

   EXAMINATION NUMBER
   QUESTION 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 in order to pass the speed and accuracy test.

3. This is a timed accuracy test for 10 minutes, which means candidates MUST start and stop on the instruction of the invigilator.

4. Save the document as QUESTION 1.

Under the microscope, Listeria species appear as small rods, which are sometimes arranged in short chains. In direct smears, they may be coccoid, so they can be mistaken for streptococci.

Listeria can be found in soil, which may lead to vegetable contamination. Animals can also be carriers. Listeria has been found in uncooked meats, uncooked vegetables and fruit such as melons and apples. Pasteurisation and sufficient cooking kill Listeria. Contamination may occur after cooking and before packaging. For example, meat-processing plants producing ready-to-eat food, such as hot dogs and deli meats, must follow extensive sanitation policies and procedures to prevent Listeria contamination.

Listeria monocytogenes is commonly found in soil, stream water, sewerage, plants and food. Listeria is responsible for listeriosis, a rare but potentially lethal food-borne illness. The fatality rate for those with a severe form of infection may approach 25%. Listeriosis is a serious illness, and the disease may manifest as meningitis, or affect newborns due to its ability to penetrate the endothelial layer of the placenta.

Preventing listeriosis as a food-borne illness requires effective sanitation of food contact surfaces. Ethanol is an effective topical

sanitiser against listeria. Refrigerated foods in home should be kept below 4 degree Celsius to discourage bacterial growth. Consumption of unpasteurised dairy products should be avoided. All raw meats and seafood should be cooked to a safe internal temperature of 73 degrees Celsius to properly kill the food-borne pathogen.

In noninvasive listeriosis, the bacteria often remain within the digestive tract, causing mild symptoms lasting only a few days and requiring only supportive care. Muscle pain and fever in mild cases can be treated with over-the-counter pain relievers, and diarrhea and gastroenteritis can be treated with over-the-counter medications if needed.

In invasive listeriosis, the bacteria have spread to the bloodstream and central nervous system. Treatment includes intravenous delivery of high-dose antibiotics and inpatient hospital care. Duration of hospital care varies depending on how widespread the infection is, but is usually no less than two weeks.

A symptomatic patient who has been exposed to Listeria is not recommended for treatment. These patients should be informed of the signs and symptoms of the disease and to return for medical care if symptoms present.

Better understanding the cell biology of Listeria infections, including relevant virulence factors may lead to better treatments for listeriosis.

[20]

QUESTION 2: Minutes of meeting

MARGINS		PAPER:	A4 portrait
Left:	2,54 cm (1")	**JUSTIFICATION:**	Left
Right:	2,54 cm (1")	**LINE SPACING:**	As indicated
FONT:	Courier New, 12pt	**HYPHENATION:**	Off

1. Insert a footer with your EXAMINATION NUMBER aligned left and QUESTION 2 on the right.

2. Key in the minutes of meeting taking all proof readers' signs into consideration.

3. Proofread and spell check before printing.

4. Save the document as QUESTION 2 and print.

WE SHOULD KNOW *uc/bold/16pt*

╪

Minutes of a meeting held by the task team in the staff room on the second
floor of / main building, on 22 August Wednesday, 2019 at 11:00 to roll *⁄trs*
out the forthcoming information day.

Present *⁄uc*

Mr R. Monwabisi (task team manager), Ms L. Kwezi (administration clerk),
Ms P. Tima (treasurer), Mr L. Jantjies, Mr R. Pillay and Mr K. Gouws.

╪Apologies

 Ms ⋏and Mr Petros ⋏ *Rala*

1. ╪Minutes of the previous meeting *⁄indent and tab*

                                    are
The minutes of the meeting on 16 May ~~were~~ read. / following correction was made - *⁄stet*
Pamphlets were paid from the current account and not the donations account as
indicated. With this amendment, / minutes were signed as correct.
╪
2. Financial statement

/ Financial Statement, as attached (ANNEXURE A), was read and / treashurer *⁄sp*
was requested to verify if an amount of R500 for donations was correctly recorded
& to report at / next meeting. *⁄in full*

3. New Matters ǂ

3.1 Information Day

The information day will be held on 21 September ~~2018~~ in the Civic   /ʎ *2019*

 Centre. Invitations will be e-mailed to all NGOs on / attached list (ANNEXURE B).

3.2 Stall holders   ǂ

The attached e-mail (ANNEXURE C), from the Health Department   *run on*

was read. A resolution was taken that any Public Relations department may

attend / information day if they can set up and manage their own stalls.

ǂ

3.3 Mr Pillay was appointed as the ~~planner~~ of all the activities at /   /ʎ *organiser*

information day.

4. Date of next meeting

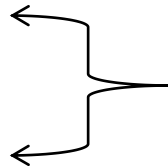It was agreed that / task team meetings will take place weekly until / planning for the
information day has been completed.

                                                              ʎ 5. *Closure* ǂ

The meeting adjourned at 13:00.

MR R. MONWABISI
TASK TEAM MANAGER   *Display correctly*

12 September 2019   /*descending order*

                                                         [40]

QUESTION 3: DATABASES   Time: 40 minutes

QUESTION 3A   ✍

Create a database to keep record of the stock to be destroyed by the factory producing it.

3.1   Create a database and table using appropriate data types, distinguishing between text, numbers, currency, et cetera.

3.1.1   Open the database program on your computer and create the database COLDMEAT. Create the table below and use the file name COLDMEAT and your EXAMINATION NUMBER: (2)

FIELD NAME	DATA TYPE	FIELD SIZE/FORMAT
CODE	TEXT/SHORT TEXT	4
ITEM	TEXT/SHORT TEXT	25
PACKAGING SIZE (g)	NUMBER	Long integer
STOCK LEVEL	NUMBER	Long integer
PRICE PER UNIT	CURRENCY	2 decimals
DATE DESTROYED	DATE	Short date
DESTROYED	YES/NO	Default

(7)

3.1.2   Do NOT select a primary key.   ✍   (1)

3.1.3   Save the table and print the structure of the database.   (1)

3.1.4   Enter the following records in the database: (10)

CODE	ITEM	PACKAG ING SIZE (g)	STOCK LEVEL	PRICE PER UNIT	DATE DESTROYED	DESTROYED
X134	Smoked Viennas	500	10 000	R44,99	01-Mar-18	Yes
Y987	Smoked Viennas	350	12 000	R26,99	20-Apr-18	No
Z567	Smoked Red Viennas	1 000	15 000	R81,88	07-Mar-18	No
R129	Smoked Cheesy Viennas	125	9 000	R38,77	04-April-18	Yes
S345	French Polony	350	19 000	R23,99	23-Mar-18	Yes
T454	French Polony	500	25 000	R39,99	10-Apr-18	Yes
V565	French Polony	1 000	24 000	R46,45	21-Mar-18	Yes
W989	Country Ham	125	8 000	R19,99	15-Mar-18	Yes

3.1.5   Print the table in landscape orientation ensuring that all the data is displayed on one page.   (2)

3.1.6   Copy and paste the database structure with data and change the table name to COLDMEAT2.   ✍   (2)

3.1.7   Make a print screen image of the Paste Table As dialog box and paste in the space provided in QUESTION 3 (answer file).   (1)

| 3.1.8 | Delete the DESTROYED field and contents in the COLDMEAT2 table. | (2) |

| 3.1.9 | Sort the COLDMEAT2 table from oldest to newest according to the DATE DESTROYED field. | (2) |

| 3.1.10 | Change the code S345 to P453. | (1) |

| 3.1.11 | Change the word Cheesy for item code R129 to Cheese. | (1) |

| 3.1.12 | Print the table in landscape orientation ensuring that all the data is displayed on one page. | (2) |

QUESTION 3B

3.2   In this question you are required to create and edit a QUERY.

| 3.2.1 | Use the table COLDMEAT2 and create a query using the following fields: ITEM, PACKAGING SIZE (g), STOCK LEVEL and DATE DESTROYED. | (5) |

| 3.2.2 | Use the default settings to create the query and save as DESTROYED COLDMEAT and your EXAMINATION NUMBER. | (1) |

| 3.2.3 | Add more than one criterion to filter only the French Polonies whose packaging size is bigger than 500 g. | (4) |

| 3.2.4 | Print and save the query. | (1) |

QUESTION 3C

3.3   In this question you are required to create and edit a REPORT.

| 3.3.1 | Use the table COLDMEAT2 to create a report with the following fields - ITEM, STOCK LEVEL, PRICE PER UNIT and DATE DESTROYED. | (5) |

| 3.3.2 | Create the report using the default settings to create the report and change the title to DESTROY DATE and your EXAMINATION NUMBER positioned in the centre. | (3) |

| 3.3.3 | Insert a logo saved as ANNOUNCE in the STUDENT FILES folder to appear in the centre of the report footer. | (4) |

| 3.3.4 | Change the font type and colour of the report header to Chiller 20pt in black. | (2) |

| 3.3.5 | Print the report in portrait orientation and save as DESTROY DATE and your EXAMINATION NUMBER. | (1) |

[60]

QUESTION 4: PRESENTATIONS   Time: 40 minutes

Create and edit a presentation, using a presentation application to apply basic actions and format a presentation. Save at regular intervals and print immediately when given instruction to print.

4.1   Open the saved presentation called PRESENTATION from the STUDENT
        FILES folder.   ✍   (1)

        Open the MS Word document QUESTION 4 from the STUDENT FILES folder
        and where required, paste ALL print screen images in the spaces provided.

4.2   Do the following changes using the Slide Master:

        4.2.1   Select the title placeholder to edit the master title style and change
                  the font to Britannic Bold.   (3)

        4.2.2   Select the master text styles and change the font to Berlin Sans FB
                  Demi.   (2)

        4.2.3   Insert a footer to the left to appear on ALL slides: LISTERIOSIS
                  CAN AFFECT ALL OF US   (3)

        4.2.4   Insert the slide number to appear on all slides in the footer on the
                  right side.   (1)

        4.2.5   Select the title placeholder and apply the following custom
                  animation. Show the animation pane.

                  • Lighten   ✍
                  • Start on the click
                  • Set the timing to 02.00 and the delay on 01.00   (5)

        4.2.6   Before closing the Slide Master view, create a print screen image
                  of the Slide Master view to show ALL the above actions and paste
                  it in the corresponding table in QUESTION 4.   (1)

        4.2.7   Insert your EXAMINATION NUMBER in the space provided in
                  QUESTION 4. Save the MS Word document called QUESTION 4
                  and keep it open. Close the Slide Master view.

        4.2.8   Insert the text below in the title placeholder of Slide 1:

                  LISTERIOSIS   (2)

4.2.9 Select the subtitle placeholder and add the following text:

LISTERIOSIS IS A SERIOUS INFECTION CAUSED BY EATING
FOODS CONTAMINATED WITH THE BACTERIUM LISTERIA! (4)

4.2.10 Insert the image BUG from the STUDENT FILES folder to appear
above the title placeholder. Resize the image to fit above the title. (4)

4.2.11 Insert a new Title and Content slide to become Slide 2. (2)

4.2.12 Add the text below as title in Slide 2.

THIS DISEASE AFFECTS … (1)

4.2.13 Add the text below, using bullets of your choice, in the content
placeholder of Slide 2.

- Pregnant women
- Newborns
- Adults with weakened immune systems
- Elderly (6)

4.2.14 Insert/Reuse the slides from the presentation saved as
LISTERIOSIS in the STUDENT FILES folder to become Slides
3 to 6. (3)

4.2.15 Create a print screen image to show the dialog box that appears
when executing the function above. Paste it in the space provided
in QUESTION 4 and insert your EXAMINATION NUMBER in the
header. (1)

4.2.16 Format the bulleted list on Slide 3 to a numbered list. (2)

4.2.17 Insert the Basic Radial SmartArt graphic on Slide 5 and format to
look like the image below:

(6)
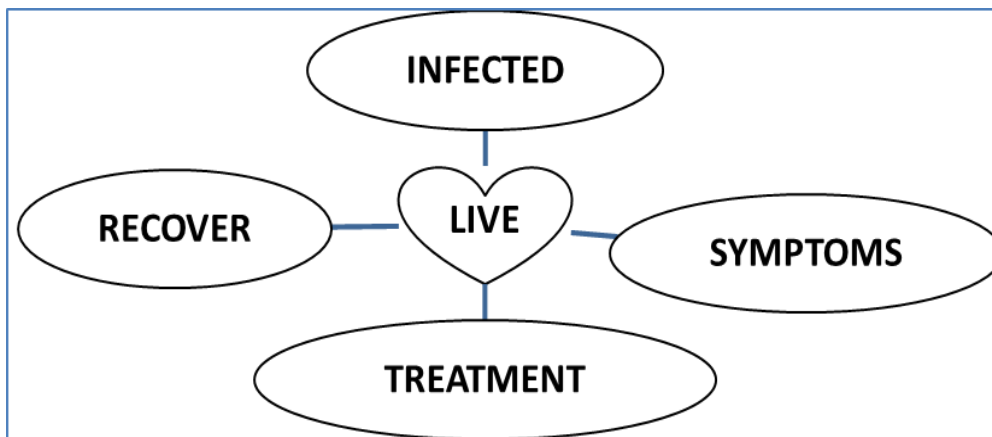
4.2.18 Format the chart type on Slide 6 to a 3-D Column. (2)

4.2.19   Insert a new Title and Content slide to become Slide 7.   (2)

4.2.20   Insert the text below as title on Slide 7.

    SHARE THIS   (1)

4.2.21   Insert the sound clip named LISTEN from the STUDENT FILES folder in Slide 7 and enlarge the icon ensuring that it does not cover any text.   (4)

4.2.22   Delete Slide 4.   (1)

4.2.23   Insert a header against the left margin as follows:

    EXAMINATION NUMBER
    QUESTION 4   (1)

4.2.24   Save and print as hand-outs, 2 slides per page.   (3)

4.2.25   Save and print QUESTION 4.

    [60]

QUESTION 5: SPREADSHEETS   Time: 40 minutes

You have to apply spreadsheets in this question, work with multiple worksheets, comments and protecting worksheets and refine sorting using filtering.

5.1   Retrieve the workbook saved as NUMBERS from the STUDENT FILES folder.   (1)

Open the MS Word document QUESTION 5 from the STUDENT FILES folder and where required, paste ALL print screen images in the spaces provided.

5.1.1   (a)   Copy the range A2:A11 from the PROVINCES worksheet and paste in A1 in the FILTER worksheet.   (2)

    (b)   Copy the range C2:D11 from the PROVINCES worksheet and paste in B1 in the FILTER worksheet.   (2)

    (c)   Create a print screen image of the FILTER worksheet and paste in the space provided in QUESTION 5.   (2)

5.1.2   Format the FILTER worksheet as indicated below.

    (a)   Copy the range A1:C10 and paste in A12:C21.   (2)

    (b)   Insert a filter in Row 12.   (1)

    (c)   Filter the Discharge column to show the number Greater Than and Equal To 30.   (3)

| | (d) | Filter the Pending column to show the number Greater Than and Equal To 10. | (3) |

| | (e) | Create a print screen image of the worksheet and paste in the space provided in QUESTION 5. | (1) |

| | (f) | Print the worksheet with Row and Column headings on one page and clear the filter. | (2) |

5.1.3   (a)   Custom Sort the range A2:C10 in the FILTER worksheet according to the Discharged column from Smallest to Largest.   (5)

        (b)   Add another level of sorting.   (1)

        (c)   Sort the same range according to the column Pending from the smallest to the largest. DO NOT close the Sort dialog box.   (3)

5.1.4   Move the dialog box to the right if it is covering the worksheet content to ensure all information is visible and fits on one page.   (2)

5.1.5   Create a print screen image of the worksheet window and paste in the space provided in QUESTION 5. Insert your EXAMINATION NUMBER in the header.   (1)

5.2   Format the PROVINCES worksheet as indicated below.

5.2.1   (a)   Delete the comment in C9.   (1)

        (b)   Edit the comment in C5 to read as indicated below:

              At least ONE can treat Listeriosis effectively   (4)

5.2.2   (a)   Select column A and activate the Freeze First Column function.   (2)

        (b)   Display only columns A, C and D.   (1)

5.2.3   Create a print screen image of the PROVINCES worksheet to show the Freeze Panes function. Paste the image in the space provided in QUESTION 5. Insert your EXAMINATION NUMBER in the header.   (2)

5.2.4   Print the spreadsheet showing the comments as displayed in the worksheet without Row and Column headings.   (4)

5.3   Import the chart on the AGE worksheet to the space provided in QUESTION 5.   (3)

5.4   Format the EPIDEMY workbook as indicated below.

      5.4.1   (a)   Open the EPIDEMY workbook and select the CHART worksheet.   (2)

                  (b)   Protect the CHART worksheet with the password ODPL4 and confirm the password. ✍   (3)

                  (c)   Create print screen images of the Protect Sheet and Confirm Password dialog boxes with the password. Paste images in the space provided in QUESTION 5.   (1)

      5.4.2   Encrypt the EPIDEMY workbook with the password ODPL44 and confirm it.   (3)

      5.4.3   Create print screen images of the Encrypt Document and Confirm Password dialog boxes and paste in the space provided in QUESTION 5.   (1)

      5.4.4   Delete the CURVE worksheet.   ✍   (1)

      5.4.5   Create a print screen image of the workbook to show the available worksheets in the workbook.   (1)

      5.4.6   Save and print QUESTION 5.

[60]

QUESTION 6: COMMUNICATION   **Time: 15 minutes**

Display your e-mail skills using Microsoft Outlook. The following e-mail has to be created by following the instructions below:

6.1   Open Microsoft Outlook.

      Open the MS Word document QUESTION 6 from the STUDENT FILES folder and where required, paste ALL print screen images in the spaces provided.

      6.1.1   Create contact below in the Address Book:

            (a)   Name: Colin Khumalo
            (b)   Company: YOU SHOULD KNOW
            (c)   Job title: Chairperson
            (d)   Business address: 111 Park Avenue, Yeoville, JOHANNESBURG, 2001
            (e)   E-mail: chairperson@youshouldknow.com
            (f)   Web page: www.youshouldknow.com
  ✍   (g)   Business: 011 564 9874
            (h)   Home: 011 123 4561
            (i)   Mobile: 083 333 3333
            (j)   Fax: 011 564 7896   (10)

6.1.2 Insert a contact picture using the image named CHAIRPERSON in the STUDENT FILES folder. (2)

6.1.3 Create a print screen image to display the contact in the Address Book. Paste the image in the space provided in QUESTION 6 and insert your EXAMINATION NUMBER in the header. (1)

6.2 Create an e-mail message as indicated below:

6.2.1 (a) Create the signature below using a font of your choice, which will be automatically inserted in all e-mails.

Buthle Ngamso
SECRETARY
YOU SHOULD KNOW
b.ngamso@youshouldknow.com
T: (011) 564 9875
F: (011) 564 7896

(b) Create a print screen image of the Signature dialog box and paste in the space provided in QUESTION 6. (4)

6.2.2 Create the e-mail message below.

TO: staff@youshouldknow.com
campaigngroup@info.com

CC: *Insert the contact created in 6.1.1* (3)

6.2.3 Subject: LISTERIOSIS INFORMATION DAY (1)

6.2.4 Dear All

Please find attached the program for the information day which will take place at the Civic Centre in Yeoville, on Friday, 21 September 2019 at 16:00.

Regards (4)

6.2.5 Attach the document ADVERT from the STUDENT FILES folder to the e-mail. (2)

6.2.6 Insert the signature created in 6.2.1 in the message. (2)

6.2.7 Create a print screen image of this e-mail message and paste in the space provided in QUESTION 6. (1)

6.2.8 Insert your EXAMINATION NUMBER in the header of QUESTION 6 and print the document.

[30]

QUESTION 7: ADVERTISEMENT **Time: 15 minutes**

QUESTION 7 should be typed in MS Word using the audio typing method you are familiar with.

❧

MARGINS:	**Left:**	4 cm (1,6")	**JUSTIFICATION:**	As indicated
	Right:	4 cm (1,6")	**FONT:**	Comic Sans 12pt or as indicated
PAPER:		A4 portrait		
LINE SPACING:		As indicated	**HYPHENATION:**	Off

INSTRUCTIONS

1.   Retrieve the audio file, QUESTION 7 AUDIO from the STUDENT FILES folder.

2.   Insert a footer with your EXAMINATION NUMBER left-aligned and QUESTION 7 right-aligned.

❧

3.   Save the document as QUESTION 7 and print one copy.

Words given: Civic Centre; serious; treatable; preventable; exists; sources; symptoms; headaches **[30]**

TOTAL SECTION B: 30
GRAND TOTAL: 300