



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**OFFICE DATA PROCESSING
NQF LEVEL 4**

(3061024)

**4 December 2020 (X-paper)
09:00–12:00**

This question paper and the instructions to invigilators and candidates must be handed out 30 minutes before the start of the examination.

This question paper consists of 17 pages.

309Q1N2004

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

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Candidates must be given 30 minutes to read these instructions before starting with the actual examination.
4. All questions must be done on computer using Microsoft Office 2007 or later version. 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 EXAMINATION FOLDER provided.
5. PRINTOUTS with handwritten EXAMINATION NUMBERS will not be accepted or marked. PRINTOUTS with different watermarks for the same candidate will be an irregularity.
6. The following fonts will be accepted in MS Word, PowerPoint and Outlook: Arial, Courier New or Times New Roman 12. However, one type of font must be used throughout the answering of the entire question paper, except where instructed differently. In MS Excel, Calibri 12 or Arial 10 must be used. In MS Access the default font is used, unless otherwise instructed.
7. Candidates are to retrieve and use the various files loaded in the STUDENT FILES folder on their memory stick/flash disk/network drive (whichever one is used) to effect various commands according to the instructions for the applicable questions.
8. The time allocated for the question paper is THREE hours. An additional 30 minutes may be allowed to candidates for the printing of answers where a central printer is used in a venue. Printing may also be done during the THREE hours allocated for 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 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 time to provide extra assistance and control.

10. In the event of a power failure or computer or printer breakdown, the invigilator must make the necessary arrangements for the candidate to continue, and the actual time lost must be added for 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 student's EXAMINATION FOLDER 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 the QUESTION PAPER and all PRINTOUTS on which errors occur and which should not be marked, must be handed to the invigilator. No PRINTOUTS whatsoever may be removed from the examination room or put into wastepaper 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 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 CDs), 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/superintendent 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 when other groups use the same venue during more than one examination session. If the same venue is 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 perform a spelling check for each completed question before printing. Marks will be deducted for work that is not accurately typed.

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

20. **IMPORTANT HINT: HOW TO USE THE PRINT-SCREEN FUNCTION**

Follow these instructions to print the necessary dialog box requested when answering a question which requires the use of the print-screen function:

- Press the print-screen button found in the top row of the keyboard on the right-hand side of the 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 standard toolbar.
- The snipping tool may also be used.

QUESTIONS		ALLOCATED TIME	MARKS
QUESTION 1	Timed accuracy test	10 minutes	20
QUESTION 2	Minutes of a 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
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 PLASTIC'S NOT FANTASTIC, which deals with plastic waste issues affecting our oceans and land. You have been appointed to do the following administrative tasks:

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



QUESTION 1: TIMED ACCURACY TEST

SPECIFIC INSTRUCTIONS REGARDING THE TIMED ACCURACY TEST

- Candidates must be allowed at least FIVE minutes to read through the timed accuracy test before the start of the examination.
- All candidates will do the timed accuracy test (QUESTION 1) together on the invigilator's instruction.
- The timed accuracy test must be performed once only at the beginning of the examination session.
- At the end of the 10 minutes allowed for the timed accuracy test, the invigilator will collect all tests and 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 EXAMINATION FOLDER.
- A candidate who arrives late (i.e. after the first 10 minutes) will not be able to complete QUESTION 1. The candidate must be informed to start with QUESTION 2 after all candidates have printed QUESTION 1.
- No PRINTOUT of QUESTION 1 will be accepted from candidates who arrive late.

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 and printed once only.

MARGINS: Left: 1"/2.54 cm	FONT: Courier New 12pt
Right: 1"/2.54 cm	ALIGNMENT: Left
PAPER: A4 portrait	HYPHENATION: Off
SPACING: 1.5 or 2 (double)	

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. To pass the speed and accuracy test you will need to achieve the required speed and not make more than 11 errors.
- 1.3 The duration of the timed accuracy test is 10 minutes, which means that candidates must start and stop on the invigilator's instruction.
- 1.4 Save the document as QUESTION 1.





Half of the global plastic waste is from packaging, often used just once and thrown away a few minutes afterwards. In South Africa, the majority of litter on beaches is mostly plastics of the single-use kind. The reason single-use plastics are particularly problematic is that many cannot be recycled. They are highly prone to littering and easily blown around by the wind.

In fact, only 9% of the plastics the world has ever produced have been recycled. The inability to recycle many single-use plastics means these items will likely end up in a landfill or in our environment due to inadequate waste management and improper disposal. Because of the rapid rise in the consumption of single-use plastics some countries are banning them because they simply cannot handle the volume of waste.

According to a recent study there are 10 common plastics found along South Africa's coast. Shopping bags, coffee cups and coffee cup lids, straws, water bottles, ear buds, sucker sticks, drinking sprouts on sports drinks, individual sweet wrappers, fragments of cups, takeaway food packaging containers and food trays made from polystyrene. Stirrers, food wrappers and cigarette butts are also among the most common single use plastics found in the environment.



Each of these has been known to have terrible impacts on birds and marine mammals, with many birds and animals, mistakenly eating pieces of degraded plastic thinking that it is food or becoming entangled in larger pieces of discarded plastic.

We should reduce the plastic we buy in the first place. Top of the list are the items that are turning out on our beaches. When buying takeaways, set the example by taking along your reusable cutlery, straw, coffee mug, water bottle and container.

When it comes to grocery shopping, never leave home without your reusable bags and refuse the plastic bag the cashier offers you. Choose places where items are not pre-packaged in plastic, such as vegetable

40 wpm

sellers, local markets and grocery stores. Use light cloth bags for weighing loose fruit and vegetables instead of flimsy carrier bags. It is time to think outside of the bag and create new norms.

There are specific retailers that stock package-free soap bars, often

45 wpm

made from natural ingredients and these are also not tested on animals. There are many recipes online that use cost-effective base ingredients to make home cleaners, toothpaste and cleansers. In this way, you can store liquids in reusable glass jars, instead of going through plastic wrappers and bottles each month.

50 wpm**[20]**

QUESTION 2: MINUTES OF A MEETING

TIME: 20 MINUTES		
MARGINS:	PAPER:	A4 portrait
Left: 2.54 cm (1", 10°)	ALIGNMENT:	Left
Right: 2.54 cm (1", 10°)	LINE SPACING:	As indicated
FONT: Courier New 12pt	HYPHENATION:	Off
<ol style="list-style-type: none"> 1. Insert a footer with your EXAMINATION NUMBER left aligned and QUESTION 2 right aligned. 2. Key in the minutes of a meeting taking the proofreading signs into consideration. 3. Proofread and apply the spelling checker before printing. 4. Save the document as QUESTION 2 and print. 		



ban disposable plastic – plastic is not fantastic

/uc/bold/ 14pt font size

≠

Minutes of the 12th Annual General Meeting held on 9 April 2020 at 19:00 in the Green Room of the Eco Green Building, 789 Van Riebeeck Road, Kuils River, Cape Town.

/uc/sp caps

≠

OPENING AND WELCOME

/uc/bold

≠

The chairperson opened officially the meeting and welcomed all those present.

/trs

APOLOGIES

/uc/bold

As per /attached register.

MINUTES OF THE PREVIOUS MEETING

/uc/bold

The minutes of the Annual General Meeting held on

/r.o.

9 April 2019 and already circulated, were taken as read, approved & signed.

/in full

ANNUAL REPORT AND FINANCIAL STATEMENTS

The report of /chairman ~~by the chairman~~ for the period 2018–2019 was presented with the financial statements. The report was accepted and seconded by Mr De Maar.

del



*Note to typist:
 apply level 1
 paragraph
 numbering/indent
 to all agenda*

ADDRESS BY GUEST SPEAKER

Mr Kos spoke on /topic of banning single-use plastics from our day-to-day lives. The cheirman thanked him for his informative address.

/sp

CONCLUSION

adjourned

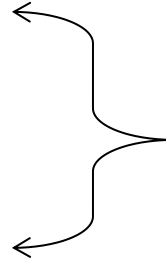
The meeting closed at 21:00.

stet

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Chairperson

.....
Secretary
12 April 2020

6 cm/2.4"



*/display correctly
/use leader dots*

[40]



QUESTION 3: DATABASES**TIME: 40 MINUTES**

Create a database to keep record of the chemicals used in the manufacturing of plastics.

QUESTION 3A

3.1 Open the database program on your computer and create the database, PLASTIC and your EXAMINATION NUMBER. (1)

3.1.1 Create the table below and use PLASTIC and your EXAMINATION NUMBER as file name:

The ASCII code for square (²) is Alt + 0178. (8)

FIELD NAME	DATA TYPE	FIELD SIZE/FORMAT
CODE	TEXT/SHORT TEXT	4
LIST OF PLASTICS	TEXT/SHORT TEXT	25
CATEGORY	TEXT/SHORT TEXT	16
STOCK LEVEL (m ²)	NUMBER	Long integer
PRICE PER UNIT (m ²)	CURRENCY	2 decimals
DATE MANUFACTURED	DATE	Long date

3.1.2 Do NOT set a primary key. (1)

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


3.1.4 Enter the following records in the database. (14)

CODE	LIST OF PLASTICS	CATEGORY	STOCK LEVEL (m ²)	PRICE PER (m ²)	DATE MANUFACTURED
C234	Polyamides	Common	2001	R1 004,99	31 January 2020
J987	Polyester	Standard	9987	R2 999,65	29 March 2019
A342	Epoxy	High-Performance	4569	R1 800,00	10 July 2019
B543	Polystyrene	Common	1230	R4 588,23	6 November 2020
D654	Plexiglas	High-Performance	4578	R8 971,23	20 September 2018
H247	Polyvinyl	Common	3287	R9 999,99	3 November 2020
K199	Polypropylene	Standard	6541	R8 888,23	27 February 2020
E399	Silicone poly	High-Performance	5678	R9 080,88	3 October 2018


3.1.5 Print the table in landscape orientation ensuring that all 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, PLASTIC, to create a query using the following fields: CODE, LIST OF PLASTICS, STOCK LEVEL (m²), PRICE PER UNIT (m²) and DATE MANUFACTURED. (6)
- 3.2.2 Create the query using default settings and save the query as QUESTION 3B and your EXAMINATION NUMBER. (1)
- 3.2.3 Add more than ONE criterion to filter the following records: 
- (a) PRICE PER UNIT (m²) between R3 000,00 and R10 000,00.
- (b) DATE MANUFACTURED, after 10 July 2019. (6)
- 3.2.4 Print the query in landscape orientation, save and close. (2)




QUESTION 3C




- 3.3 In this question you are required to create and edit a REPORT.
- 3.3.1 Use the table, PLASTIC, to create a report named QUESTION 3C and your EXAMINATION NUMBER.  (1)
- 3.3.2 Create the REPORT using the default settings and use the following fields: CATEGORY, STOCK LEVEL (m²), PRICE PER UNIT (m²) and DATE MANUFACTURED. (4)
- 3.3.3 Change the title to PLASTIC CATEGORIES and your EXAMINATION NUMBER aligned in the centre. (3)
- 3.3.4 Format the title to font size 16pt and black. (2)
- 3.3.5 Sort the CATEGORY field by using the ascending function. (2)
- 3.3.6 Insert the logo, STOP, from the STUDENT FILES folder to appear on the left and right of the report heading. (4)
- 3.3.7 Print the portrait in portrait orientation, save and close the database program. (2)

[60]

QUESTION 4: PRESENTATIONS**TIME: 40 MINUTES**

Use a presentation application to apply basic actions, format and edit a presentation. Save at regular intervals and print once the presentation is complete.




- 4.1 Open the MS Word document, QUESTION 4, from the STUDENT FILES folder and where required, paste ALL print-screen images in the spaces provided. Insert your EXAMINATION NUMBER in the header of QUESTION 4
- 4.1.1 Create a new presentation and save as BAN PLASTIC in the STUDENT FILES folder. Edit and format the presentation as indicated below.
- 4.1.2 (a) Select a blank slide for Slide 1.  (1)
- (b) Use the Slide Master view to format the font of the Master title, Master text and Footer placeholders to Stencil. (4)
- (c) Insert today's date in full (long format) to appear on all slides. (2)
- (d) Insert the text below in the centre of the footer using font size 16pt.
- BAN PLASTIC (3)
- (e) Insert slide numbers in the footer to appear on all slides. (2)
- (f) Create a print screen image of the Slide Master view and paste it in the space provided in the answer file. (1)
- (g) Close the Slide Master view. 
- 4.1.3 Insert the image, NO PLASTIC, from the STUDENT FILES folder in Slide 1 and resize the image to fill the entire slide without covering the footer. (4)
- 4.1.4 Insert a new slide to become Slide 2 and format the layout to Two Content. (2)
- 4.1.5 Insert the following title: THE RRR PRINCIPLE (2)
- 4.1.6 Insert the text below in the left column. using bullets of your choice:
- REDUCE 
 - REUSE
 - RECYCLE (4)
- 4.1.7 Format the bullets to a bullet of your choice. (2)



- 4.1.8 Insert the image, REDUCE, from the STUDENT FILES folder in the right column. (3)
- 4.1.9 Import/Reuse the presentation saved as ACTION in the STUDENT FILES folder to become Slide 3.  (3)
- 4.1.10 Insert a new slide to become Slide 4 and format the layout to Title and Content. (2)
- 4.1.11 Insert the following title in the title placeholder: GLOBAL PLASTIC PRODUCTION (2)
- 4.1.12 Insert the chart, PRODUCTION, from the STUDENT FILES folder in the chart area. (3)
- 4.1.13 Format the plot area of the chart with a pattern fill of your choice. (2)
- 4.1.14 Insert a header with your details as indicated below:
EXAMINATION NUMBER QUESTION 4 (1)
- 4.1.15 Print the presentation as handouts, 2 slides per page.  (2)
- 4.1.16 Apply transition to the Title Placeholder in Slide 4 as indicated below:
(a) Transition: Switch
(b) Effect options: Left
(c) Sound: Cash Register
(d) Duration: 01,00
(e) Slide should advance to the next slide after 01,00 on mouse click (7)
- 4.1.17 Create a Speaker Note in Slide 4 to read as follows:
We can all start using less single-use plastic in our lives. (5)
- 4.1.18 Create a print screen image of Slide 4 in Outline View showing the transition applied as well as the speaker note and paste it in the space provided in the answer file ensuring that the image size is clear to read. (2)
- 4.1.19 Save and print QUESTION 4.  (1)

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QUESTION 5: SPREADSHEETS

In this question you must format spreadsheets, work with multiple worksheets, comments, protect worksheets, filters and custom sorting.

- 5.1 Open the MS Word document, QUESTION, 5 from the STUDENT FILES folder and where required, paste ALL print-screen images in the spaces provided.
Insert your EXAMINATION NUMBER in the space provided. 
- 5.1.1 Retrieve the workbook AFRICA from the STUDENT FILES folder and format the PLASTICS worksheet as indicated below. (2)
- (a) Use the filter function to show only the High-Performance Category. (3)
- (b) Copy and paste A1:C23 to the same range in the HIGH-PERFORMANCE worksheet, keeping the source column widths. (4)
- (c) Create a print screen image of the HIGH-PERFORMANCE worksheet including the worksheet names and paste in the space provided in the answer file. (1)
- (d) Use the filter function in the PLASTICS worksheet to show only the Common Category. (3)
- (e) Copy and paste A1:C23 to the same range in the COMMON worksheet, keeping the source column widths. (4)
-  (f) Create a print screen image of the COMMON worksheet including the worksheet names and paste in the space provided in the answer file. (1)
- 5.1.2 Insert the graph, POLLUTION, from the STUDENT FILES folder to appear between the worksheets HIGH-PERFORMANCE and COMMON. (3)
- 5.1.3 Rename the chart to PLASTIC POLLUTION. (2)
- 5.1.4 Create a print screen image of this worksheet with the worksheet names. (2)
- 5.2 Custom Sort COMMON worksheet as indicated below. (1)
- 5.2.1 Column A in ascending order.  (2)
- 5.2.2 Column C in descending order. (3)
- 5.2.3 Create a print screen image of this worksheet with the Sort dialog box and worksheet names. (3)

- 5.3 Format the HIGH-PERFORMANCE worksheet as indicated below. (1)
- 5.3.1 (a) Use the Freeze Panes function to freeze the first row and only display Row 6 onwards. (3)
- (b) Insert the following comment in A7: (5)
-  Also referred to as PTTE or Teflon.
- (c) Insert the following comment in C10: (5)
- Also known as PEEK, very strong and heat-resistant.
- 5.3.2 Create a print screen image of this worksheet including the comments, row and column headings and paste in the space provided in the answer file. (2)
- 5.4 Format the PLASTICS worksheet as indicated below. (1)
- 5.4.1 Protect the worksheet with the password ODPL4. (3)
- 5.4.2 When the program prompts you to confirm the password, arrange the dialog boxes next to each other. (1)
- 5.4.3 Create a print screen image showing the dialog boxes and paste in the space provided in the answer file. (1)
- 5.4.4 Double click in C4 to check if the Password Protect function is activated. (2)
- 5.4.5 Create a print screen image of the dialog box that appears which confirms that the worksheet is protected and paste it in the space provided in the answer file. (1)
- 5.5 Save and print QUESTION 5. Close the document.  (1)

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QUESTION 6: COMMUNICATION

Create an email in Microsoft Outlook following the instructions below. All print screen images must be pasted in the spaces provided in the answer file which is saved as QUESTION 6 in the STUDENT FILES folder.

6.1 Open the STUDENT FILES folder and compress the folder, WASTE MANAGEMENT. (3)

6.2 Create a print screen image of the show the compressed folder and paste in the space provided in the answer file. (2)

6.3 Open MS Outlook and create an email message using the information below:

6.3.1 The recipients are as follows:

hymaxsolutions@max.com
packagingperfect@webmail.com
pacopack@imaginet.co.za (3)

6.3.2 SUBJECT: COMPLETE AND SUBMIT

Good day



Please complete the attached template should your company want to make use of our waste management services. Once completed, make an appointment for submission with me using the attached calendar.

Thank you

Z. KOS
 WASTE MANAGER (7)

6.3.3 Attach the compressed (zipped) folder, WASTE MANAGEMENT, to the email. (2)


6.3.4 Attach a calendar item as indicated below: (1)

(a) The available dates are 10-11 December 2020. (4)

(b) Create a print screen image to show the specified dates and the availability and paste in the space provided in the answer file. (1)

(c) The manager's working hours are 08:00-12:00 for the abovementioned days. (4)

(d) Create a print screen image to show the working hours set and paste in the space provided in the answer file. (1)

- 6.3.5 Create a print screen image of the email with and paste in the space provided in the answer file. (1)
 - 6.3.6 Print QUESTION 6 and save.  (1)
- (30)**

QUESTION 7: AUDIO TYPING


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

DOCUMENT: Appointment letter	ALIGNMENT: Left aligned or as indicated
MARGINS: Left: 2.54 cm (1")	FONT: Courier New 12pt
Right: 2.54 cm (1")	TIME: 15 minutes
PAPER: A4 portrait	LINE SPACING: As indicated

INSTRUCTIONS:

1. Retrieve the audio file, QUESTION 7 AUDIO, from the STUDENT FILES folder.
2. Use the file LETTERHEAD in the STUDENT FILES folder to type the letter.
3. Insert a footer with your EXAMINATION NUMBER aligned left and QUESTION 7 on the right.
4. Save the document as QUESTION 7 and print one copy.

Words provided: Samson, Ms, Rala, administrative, abovementioned, organisation, receive, cancelled, Xoli

 (30)
TOTAL: 300