



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

GSN5680(E)(N7)H

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

7 November 2017 (X-Paper)
09:00–12:00

THE QUESTION PAPER MUST BE HANDED TO CANDIDATES
30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
INFORMATION PROCESSING N5
TIME: 3 HOURS
MARKS: 300

	TIME	MARKS
SECTION A: TYPING TECHNIQUE	2 hours	200
SECTION B: AUDIO TRANSCRIPTION	1 hour	100
TOTAL	3 hours	300

INSTRUCTIONS TO CANDIDATES

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE PAPER – INVIGILATORS WILL EXPLAIN IF NECESSARY.

SECTION A: TYPING TECHNIQUE

1. Candidates who are not ready and on time for the TIMED ACCURACY TEST will only be allowed to enter the examination venue after the expiration of the TEN MINUTES allowed for the TIMED ACCURACY TEST (QUESTION 1).
2. Candidates are allowed to read through QUESTION 1, the TIMED ACCURACY TEST, 3 MINUTES before the commencement of the EXAMINATION.
3. The TIMED ACCURACY TEST must be keyed in at the beginning of the examination.
4. After the expiration of the TEN MINUTES allowed for the TIMED ACCURACY TEST, your test will be collected and signed by the invigilator. It will be retained until the completion of the examination session whereafter in your presence it will be put in your EXAMINATION FOLDER.
5. Answer ALL the questions. Procedure for QUESTIONS 2, 3, 4, 5 and 6: Key in, save and print.
6. Only ONE letterhead per candidate for QUESTION 3 (letterhead attached).

SECTION B: AUDIO TRANSCRIPTION

You receive the following:

1. Information regarding the questions
2. Notes regarding the questions
3. Audio cassette or audio software

NOTES:

1. If you make use of an audio cassette, rewind the cassette before commencing with the transcription.
2. Complete the information required for NOTES ON THE EXAMINATION QUESTIONS.

PRINTING: EXAMINATION PAPER (SECTION A AND SECTION B)

1. Each answer must be printed on a separate A4 paper. Use only ONE side of the paper.
2. If a LETTERHEAD is provided and the printer(s) cannot accommodate the letterhead, you may use A4 paper. Hand in the printout on A4 paper together with the LETTERHEAD so that the positioning of the text on the paper can be determined in accordance with the data on the letterhead.

GENERAL: EXAMINATION PAPER (SECTION A AND SECTION B)

1. You may use a computer ruler, dictionary, ASCII codes and the template.

NO notes or any nonpermissible material may be hidden in or transcribed into these articles.
2. Use only COURIER NEW 12 pt except if otherwise indicated in the question paper.
3. Work fast in order to complete the question paper in time.
4. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally – NO EXTRA TIME WILL BE ALLOWED FOR LOSS OF WORK.
5. In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

6. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER on each question. NO QUESTIONS WITHOUT EXAMINATION NUMBERS WILL BE MARKED.
7. At the end of the examination session, hand in the following:
 - 7.1 EXAMINATION FOLDER with printouts to be marked in the same order as the questions in the QUESTION PAPER.
 - 7.2 Compact disk/memory stick properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick and then it must be deleted immediately from the hard drive/network. Students' answers must be kept for at least 6 MONTHS.
 - 7.3 The rewind cassette.
 - 7.4 All other printouts. NO printouts may be taken out of the examination room or put into bins.
8. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be treated in a very serious light. If you are found guilty of such a violation, serious steps will be taken against you.

**WAIT FOR THE INSTRUCTION FROM THE
INVIGILATOR BEFORE YOU TURN THE PAGE**

TYPING TECHNIQUE**SECTION A**

**DO NOT TURN THE PAGE BEFORE THE
INVIGILATOR INSTRUCTS YOU TO DO SO.**

		TIME	MARKS
QUESTION 1:	TIMED ACCURACY TEST	10 minutes	20
QUESTION 2:	TABULAR STATEMENT	24 minutes	40
QUESTION 3:	CIRCULAR LETTER	32 minutes	50
QUESTION 4:	REPORT	32 minutes	50
QUESTION 5:	INVITATION	12 minutes	20
QUESTION 6:	AFRICAN LANGUAGE	10 minutes	20
TOTAL		120 MINUTES	200

QUESTION 1: TIMED ACCURACY TEST**TIME: 10 MINUTES****MARKS: 20**

MARGINS: LEFT: 2.54 cm/1" RIGHT: 2.54 cm/1" LINE SPACING: 1.5 (1½) or 2 SPEED: 45 wpm (minimum requirement)	PAPER: A4 portrait HYPHENATION: No JUSTIFICATION: Left FONT: Courier New 12 pt
<ol style="list-style-type: none">1. The TIMED ACCURACY TEST below must be keyed in ONCE only.2. The passage allows for speeds of 45 and 50 words per minute.3. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.4. Save and print the document as Q1.5. Your test must be collected and signed by the invigilator at the beginning of the EXAMINATION. ALL pages need to be signed.	

The words generally used for sales promotion among the public are advertising or publicity. Advertising is any method employed to bring products, services or information to the attention of potential buyers or the public.

Owing to the strong competition which exists between business undertakings a merchant cannot afford to simply wait for customers to come along. The undertaking must attract buyers with persuasive advertising and expert sales techniques. Modern advertising is a specialised branch of commerce and industry on which millions of rand are spent each year.

Advertising includes all means available to create a demand for goods that are unknown to the public, to increase the demand for goods with which the public is already familiar and to maintain the existing demand for goods.

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

Because advertising costs are so high, businessmen must ensure that the methods used are effective and will lead to the desired increase in turnover. Advertising plays on the inborn desires for wealth, comfort, beauty and power that exists in every individual. It must arouse interest and attract attention in order to bring the product to the notice of potential consumers. Colour, word, shape and sound are used to attract the attention involuntarily.

Advertising in newspapers and magazines is extremely popular because of their wide circulation. Newspapers are very suitable for advertising everyday consumer goods such as food and clothing because people of all income groups use the products and read the newspapers.

Radio advertising has developed enormously. People of all races listen to the radio daily and advertisements are broadcast in languages that all can understand. Television advertising is an exciting medium as it is visually and aurally appealing.

Demonstrations create great interest and witness that the products advertised actually exist and work.

Many competitions are found on radio, television and in daily newspapers. Marketing plays a key role in our modern society. Marketing is the process of establishing the wants and needs of

QUESTION 1: TIMED ACCURACY TEST (CONTINUED)

others and then satisfying these wants and needs the marketers are also able to satisfy their own needs and wants as well.

The result is that advertising provides the foundation for mutual beneficial relationships. All people are affected by advertising as it enables consumers to get what they want. Their wants are satisfied by sellers: Thus both buying and selling are part of marketing. A consumer

45 wpm

50 wpm

[20]

QUESTION 2: TABULAR STATEMENT**TIME: 24 minutes****MARKS: 40**

MARGINS: Equal margins LINE SPACING: As indicated FONT: Courier New 12 pt	PAPER: A4 landscape HYPHENATION: No JUSTIFICATION: As indicated
---	---

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.
2. Take ALL proofreading signs into consideration.
3. Insert a TABLE.
4. Proofread, save and print the document as Q2.
5. Put the printout in your EXAMINATION FOLDER.

INTERNATIONAL STOCK EXCHANGE sp caps, u/line, centre

#

~~interests~~ stet~~shares~~ to watch during / week ending italics1 All figures are indicated as at 15/11/16 in descending order

runs on

and are rounded off to / nearest R1 000

#

Shade this column

runs on

Reference <u>Ino</u> in full	<u>Name of company</u> uc	Permanent [Investmend sp
UC/W/443 #	umkhozi Construction	R 98 180,05
GO/I/133 #	Old Mutual	72 252,00
AI/C/215 #	Momentum	800 77,00 trs
KS/M/913 #	Ketington Properties	61 141,00
BJ/D/307	Metra politan	63 363,00
	<u>Total</u> uc, bold	287 281,00

} bold

} bold

→ Move

QUESTION 2 (CONTINUED)

runs on

Loan and del [advances	Income [annuities	Interests ¹ A	[expenditure]Net	trs A paid
R	R	R	R	
6 745,00	662,00	563,00	5 275,00	
1 233,00	634,00	-	88 224,00	
4 445,00	282,00	3 446,00	498 619,00	
278,00	-	1 079,00	8 508,00	
2 201,00	440,00	1 202,00	276 496,00	
16 702,00	1 964,00	6 290,00	877 122,00	} bold

Candidate: Right-align all figures

[40]

QUESTION 3: CIRCULAR LETTER**TIME: 32 minutes****50 MARKS**

MARGINS: LEFT: 2.54 cm/1" RIGHT: 2.54 cm/1" LINE SPACING: Single (1) (Except where indicated otherwise)	PAPER: Letterhead (Only ONE per candidate) HYPHENATION: Yes JUSTIFICATION: Left FONT: Courier New 12 pt (Except where indicated otherwise)
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. 2. Take ALL proofreading signs into consideration. 3. Proofread, save and print the document as Q3. 4. Put the printout in your EXAMINATION FOLDER.	

#

Date: Today's date date in descending order

#

To: Superintendents } Chief of Education trs } uc
 Superintendents of Education }
 Principals of Secondary Schools } Display correctly

#

Computerised year end the promotion schedules uc, double u/line del
 [Principals of schools which submit computerised year end promotion schedules to / Department instead of / official promotion schedules are kindly requested to follow / guidelines set out below when they print / promotion schedules. NP

#

1. Type of paper used and quality print uc, u/line

#

1.1 The use of pre-printed schedules is preferred.

runs on

The supplier ~~Λ~~ be requested: ~~Λ~~ may

#

1.1.1 to provide ~~paper~~ ^{forms} with a margin on the left ~~states~~ ^{stet} at least 3 cm from ~~del~~

/ edge of / paper; and [1.1.2 to ensure that there are no perforations on the left side of the paper, as holes have to be punched in the paper for binding purposes. [1.2 Schools should use standard eye ^{line} and are requested to meet the following specifications: [1.2.1 paper of 354 cm or wider should be used, A4 paper 50 column or paper with a width of 21 cm is not acceptable; NP sp

#

QUESTION 3 (CONTINUED)

Your asistance in this matter would be appreciated. sp

#

#

[1.2.3 there should be no perforations on the left-hand side of / paper. NP

[1.2.2 the paper should be moved as far to the right in the printer as possible, NP
so that there is a minimum left margin of printing starts;

#

2. Promotions packages uc, u/line [2.2 / supplier of promotions NP
packages are to be instructed to pack full descriptions of promotions deals.

[2.1 Please ensure that the promotions are printed accurately. NP

#

3. ~~Binding of schedules~~ del

Schedules should preferable be bound with standard rate of the paper/binders
and carton covers as they are loosened & rebound by the Department. in full
When schools use more complicated methods of binding, it is very
difficult to rebind schedules and often pages are torn and damaged.

#

→ Move

Executive Director

Circular Minute 01 of 2016

Chief superintendents of education

uc, bold, ital

Display correctly

Candidate:

- Paragraphs must be in numerical order.
- Replace all the subsubparagraph numbers with a bullet of your choice and indent.
- Number page 2 at the top, left.

[50]

QUESTION 4: REPORT**TIME: 32 minutes****MARKS: 50**

MARGINS: LEFT: 2.54 cm/1" RIGHT: 2.54 cm/1" LINE SPACING: Single (1) (Except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: Yes JUSTIFICATION: Left FONT: Courier New 12 pt (Except where indicated otherwise)
--	--

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.
2. Take ALL proofreading signs into consideration.
3. Proofread, save and print the document as Q4.
4. Put the printout in your EXAMINATION FOLDER.

Director's Report of Lowveld Trust Limited uc, bold

3 2 1 pleasure
 / directors of board has report in reporting to / shareholders trs stet
 of / Company and its subsidiaries' activities over the past lc
 financial year.

General review uc, u/line [The report by / chairman deals with NP
 matters concerning / activities of the company in general and includes
 the activities of the main subsidiary and its subsidiaries. / co. main in full
 interest is its 84,50% interest in the main subsidiary, which
 remained un○changed during the year.

Unlisted Investments uc, u/line [/ company's NP
 unlisted A consists of 20 000 shares in Lowveld Daybreak A investment
 investment Limited (1977 - 6000 shares in Atlantic Air Limited). uc

 trs columns
 2016 2017 } Left-align
 R R

Company uc

 Shares at cost (Insert leader dots) 10 000 5 000
 Loan accounts (Insert leader dots) 16 870 2 000

Group uc
 #
 Shares at cost (Insert leader dots) 1 400 850
 Premiums (Insert leader dots) 1 000 520
Less provision for losses ital (Insert leader dots) 589 - Right-align
 As per director's valuation (Insert leader dots) 2 400 1 929 figures

QUESTION 4 (CONTINUED)

#

→ Move

#

This report ~~letter~~ together with / annual financial ~~del~~ runs on
statements on page ten were approved by / directors and in figures
signed on their behalf.

Approval uc

P. Maboya Chairman

~~Soweto~~ delJohannesburg ucDisplay
correctly**[50]**

QUESTION 5: INVITATION**TIME: 12 MINUTES****MARKS: 20**

MARGINS: LEFT: 2.54 cm/1" RIGHT: 2.54 cm/1" LINE SPACING: Single (1) (Except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: No JUSTIFICATION: Left FONT: Courier New 12 pt (Except where indicated otherwise)
--	---

1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.
2. Take ALL proofreading signs into consideration.
3. Proofread, save and print the document as Q5.
4. Put the printout in your EXAMINATION FOLDER.

→ Move

#

Invitation to join our company uc, bold, centre

national stet

Sunrise Life Insurance is a large ~~international~~ company with widespread interests. Managers of / highest standard are invited to send a short curriculum vitae to us. They might just be / persons required to form branches new in Pta & Jhb. trs in full

Remuneration uc, left-align

Candidate: Insert paragraph numbers with two letter spaces and indent.

1. Sallary depends on experience sp
2. Commission is paid
3. Company car

s/s

Sunrise Life Insurance 18 pt, uc, bold, centre

Benefits uc, left-align

#

1. An excellent ~~medicat~~ pension scheme del
3. Medical and dental aid scheme
2. House owner ship scheme at ~~A~~ interest rate ~~A~~ lower

s/s in numerical order

QUESTION 5 (CONTINUED)

Your curriculum vitae should be faxed to: uc
Fax number: (05871) 366 1420
B. Moeketsi ital s/s
Sunrise Life Insurance uc, u/line

Application will be treated runs on uc, centre
in the strictest confidentiality

[20]

QUESTION 6: AFRICAN LANGUAGE**TIME: 10 MINUTES****MARKS: 20**

MARGINS: LEFT: 2.54 cm (1") RIGHT: 2.54 cm (1") LINE SPACING: Double (2)	PAPER: A4 portrait HYPHENATION: No JUSTIFICATION: Left FONT: Courier New 12 pt
<ol style="list-style-type: none">1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.2. Key in the following text exactly as it is.3. Do not break off the words at the end of a line, but key in the whole word on the next line.4. Proofread, save and print the document as Q6.5. Put the printout in your EXAMINATION FOLDER.	

I Old Mutual nguleny yetinkhapani letinkhulu talapha eNingizimu Africa. Lenkhapani yasungulwa ngemnyaka wa 1845. Yebo nawe ungayetsemba ekugcineni emafa akho. Sihlonipha tonkhe tifiso temakhasimende etfu ngisho nome angasekho emhlabeni senta njenge kufisa kwabo.

Siyatfolakala kuto tonkhe tifundza tase Mzansi Africa. Ungasishayela lucingo nobe usibhalele ngemeyili. Basebenti betfu baceceshiwe ekukunikeneni lonkhe lwati longaludzinga.

[20]**TOTAL SECTION A: 200**

AUDIO TRANSCRIPTION
SECTION B

YOU HAVE TO WORK FAST AND ACCURATELY

		TIME	MARKS
QUESTION 7:	COLUMNS	21 MINUTES	35
QUESTION 8:	DISPLAY WORK	15 MINUTES	25
QUESTION 9:	MEMORANDUM	24 MINUTES	40
TOTAL		60 MINUTES	100

AUDIO TRANSCRIPTION PAPER**INFORMATION REGARDING THE EXAMINATION QUESTIONS**

You are a personal assistant. Your manager handed you a cassette with recorded tasks which you have to complete in an hour while he/she is away.

1. Your first task (**QUESTION 7**) is to key in and print the **COLUMNS**.

WORDS:

affordable; MORESURF; enthusiast; increased; efficiency

2. Your second task (**QUESTION 8**) is to key in and print the **DISPLAY WORK**.

WORDS:

tranquillity; beauty; colleagues; accommodation; conference; rooms; auditorium; enquiries

3. Your third task (**QUESTION 9**) is to key in and print the **MEMORANDUM**.

WORDS:

properties; decisions; pitfalls; unnecessarily; laborious; uncertainty; YouTube; neighbours

NOTES REGARDING THE EXAMINATION QUESTIONS**QUESTION 7: COLUMNS****TIME: 21 MINUTES****MARKS: 35**

MARGINS: LEFT: 2.54 cm/1" RIGHT: 2.54 cm/1" LINE SPACING: 1.5 (1½) (Except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: No JUSTIFICATION: Left (Except where indicated otherwise) FONT: Batang 12 pt (Except where indicated otherwise)
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. 2. The starting point on the counter/index is 3. The reading time is $\pm 17\frac{1}{2}$ minutes. 4. Proofread, save and print the document as Q7. 5. Put the printout in your EXAMINATION FOLDER.	

[35]**QUESTION 8: DISPLAY WORK****TIME: 15 MINUTES****MARKS: 25**

MARGINS: LEFT: 2.54 cm/1" RIGHT: 2.54 cm/1" LINE SPACING: Single (1) (Except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: No JUSTIFICATION: Left (Except where indicated otherwise) FONT: Comic Sans 12 pt (Except where indicated otherwise)
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. 2. The starting point on the counter/index is 3. The reading time is $\pm 12\frac{1}{2}$ minutes. 4. Proofread, save and print the document as Q8. 5. Put the printout in your EXAMINATION FOLDER.	

[25]

QUESTION 9: MEMORANDUM**TIME: 24 MINUTES****MARKS: 30**

MARGINS: LEFT: 3.81 cm/1.5" RIGHT: 2.54 cm/1" LINE SPACING: Single (1) (Except where indicated otherwise)	PAPER: A4 portrait HYPHENATION: No JUSTIFICATION: Left (Except where indicated otherwise) FONT: Arial 12 pt (Except where indicated otherwise)
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. 2. The starting point on the counter/index is 3. The reading time is ± 20 minutes. 4. Proofread, save and print the document as Q9. 5. Put the printout in your EXAMINATION FOLDER.	

[30]

TOTAL SECTION B: 100
GRAND TOTAL: 300



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45 Spies Street
VANDERBIJLPARK
1911

QUESTION 3

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