



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE DATA PROCESSING  
NQF LEVEL 3**

(3061023)

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

**This question paper consists of 16 pages.**

573Q1N2011

<p><b>TIME: 3 HOURS</b> <b>MARKS: 300</b></p>
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## **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. Candidates are allowed 15 minutes to read the instructions before starting with the examination.
5. All questions must be done on computer using the Microsoft Office Suite. 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 EXAMINATION FOLDER provided in the correct sequence.
6. PRINTOUTS without EXAMINATION NUMBERS will not be marked, unless signed by the invigilator to endorse the fact that it is the candidate's own work. Handwritten EXAMINATION NUMBERS are not acceptable.
7. The fonts Arial, Courier New or Calibri size 12 pt may be used. However, one font type must be used throughout the question paper, except where instructed differently.
8. Candidates must retrieve and use the various files loaded on their memory stick/flash disk/network drive (whichever one is used) to effect commands as instructed.
9. The time allocated for the question paper is THREE hours. An additional THIRTY minutes are allowed 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.
10. During the additional printing time, candidates may only execute 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.

11. 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 added for the candidate once he/she resumes working.
12. 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.
13. 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 EXAMINATION FOLDER and must be handed to the invigilator. This includes all PRINTOUTS on which errors occur and which should not be marked. No PRINTOUTS whatsoever may be removed from the examination room or put into wastepaper bins.
14. QUESTIONS 2 to 7 must be completed in the files provided in the STUDENT FILES folder. QUESTIONS 2 to 7 must be saved after completion, printed, and the PRINTOUTS placed in the EXAMINATION FOLDER.
15. 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 will be allowed to redo such lost work. It is the candidate's responsibility to protect the answers through regular saving.
16. 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 he/she may have 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).
17. 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 drives of the computers must be checked and cleared before the next group commences the examination session.
18. 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 will be viewed in a serious light.

19. Candidates are encouraged to spell check each completed question before printing. Marks will be deducted for work that is not accurately typed.

20. **HOW TO USE THE PRINT SCREEN FUNCTION:**

Follow these instructions when answering a question which requires the use of the print screen function.

- Press the Print screen button in the top row of the keyboard to the right 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 print screen image/picture will appear in the position where you placed your cursor.

21. **TIMED ACCURACY TEST: QUESTION 1**

- The candidates are allowed to read through the accuracy test at least THREE minutes before the start of the examination.
- All candidates perform the test (QUESTION 1) together on the invigilator's instruction.
- The test must be done once only at the beginning of the examination.
- A candidate who arrives late (i.e. after the first 10 minutes) will not be able to complete QUESTION 1 and must be informed that he/she must start with QUESTION 2 after all the other candidates have printed QUESTION 1. No PRINTOUT for QUESTION 1 will be accepted for this candidate.
- At the end of the 10 minutes allowed for the 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, in the presence of the candidates, place the test into each candidate's EXAMINATION FOLDER.

22. The version of the MS Office Suite used for the examination must be written on the cover page of the EXAMINATION FOLDER.

23. Work neatly.

<b>TIME:</b>	<b>3 hours</b> (keying-in and processing time)
<b>ADDITIONAL:</b>	<b>½ hour</b> (30 minutes extra for printing)
<b>MARKS:</b>	<b>300</b>

<b>DATA PROCESSING</b>		<b>ALLOCATED TIME</b>	<b>MARKS</b>
<b>QUESTION 1</b>	Timed accuracy test	<b>10 min</b>	<b>20</b>
<b>QUESTION 2</b>	Presentation	<b>35 min</b>	<b>60</b>
<b>QUESTION 3</b>	Word processing: Mail Merge	<b>40 min</b>	<b>65</b>
<b>QUESTION 4</b>	Word processing: Processing functions	<b>20 min</b>	<b>45</b>
<b>QUESTION 5</b>	Spreadsheets	<b>40 min</b>	<b>60</b>
<b>QUESTION 6</b>	Information and communication: Internet Explorer	<b>15 min</b>	<b>20</b>
<b>QUESTION 7</b>	Basic concepts of computers: File Management	<b>20 min</b>	<b>30</b>
<b>TOTAL</b>		<b>3 hours</b> (30 minutes extra for printing)	<b>300</b>


**QUESTION 1** **TIMED ACCURACY TEST – key in once only****MARKS: 20****TIME: 10 MINUTES**

<b>MARGINS:</b> <b>Left:</b> 1 1/2.54cm <b>Right:</b> 1 1/2.54cm <b>PAPER:</b> A4 portrait <b>LINE SPACING:</b> 1.5 or 2 (double)	<b>FONT:</b> Courier New 12 pt <b>ALIGNMENT:</b> Left <b>HYPHENATION:</b> Off
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**INSTRUCTIONS:**

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

EXAMINATION NUMBER  
QUESTION 1

- 1.2 The minimum speed requirement is 30 words per minute.
- 1.3 This is a timed test, which means that candidates will start and stop on the invigilator's instruction. 
- 1.4 Save the test as QUESTION 1, print the document and hand it to the invigilators.

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Unemployment, or joblessness, is a situation in which able-bodied people who are looking for a job cannot find a job.

The causes of unemployment are heavily debated. Classical economics, new classical economics, and the Austrian School of economics argued that market mechanisms are reliable means of resolving unemployment. These theories argue against interventions imposed on the labour market from the outside, such as unionization, bureaucratic work rules, minimum wage laws, taxes, and other regulations that they claim discourage the hiring of workers.

Keynesian economics emphasizes the cyclical nature of unemployment and recommends government interventions in the economy that it claims will reduce unemployment during

recessions.

This theory focuses on recurrent shocks that suddenly reduce aggregate demand for goods and services and thus reduce demand for workers. Keynesian models recommend government interventions designed to increase demand for workers; these can include financial stimuli, publicly funded job creation, and expansionist monetary policies. Its namesake economist, John Maynard Keynes, believed that the root cause of unemployment is the desire of investors to receive more money rather than produce more products, which is not possible without public bodies producing new money.

A third group of theories emphasize the need for a stable supply of capital and investment to maintain full employment. On this view, government should guarantee full employment through fiscal policy, monetary policy and trade policy as stated, for example, in the US Employment Act of 1946, by counteracting private sector or trade investment volatility, and reducing inequality.



In addition to theories of unemployment, there are a few categorizations of unemployment that ...





[20]

**QUESTION 2: PRESENTATION**

Create the following presentation.

- 2.1 Create a 5-slide presentation and apply any design/theme to the presentation. (Use an appropriate design where everything is visible.) (2)
- 2.2 Create slide 1 as a Title Slide and insert text as follows: (1)
- 2.2.1 In the title placeholder, type UNEMPLOYMENT in uppercase, 16 pt, bold and shadow effect. (4)
- 2.2.2 Type the sub-heading, *content.wisestep.com*, in italics in the second placeholder.  (2)
- 2.3 Insert a new Title and Content slide as slide 2 and edit as follows: (1)
- 2.3.1 Insert the heading, WHAT IS UNEMPLOYMENT?, in the title placeholder in uppercase. (2)
- 2.3.2 Insert the following text in the body placeholder:
- Indicates the total number of people in the staff who are willing to work but do not have a job. (3)
- 2.3.3 Insert the image, NOT WORKING, from the STUDENT FILES folder, centred, two lines below the paragraph and apply any picture style. (3)
- 2.4 Insert a new Title and Content slide as slide 3 and edit as follows: (1)
- 2.4.1 Insert the heading, CAUSES OF UNEMPLOYMENT, in the title placeholder in uppercase. (2)
- 2.4.2 Insert the Diverging Radial Process SmartArt Graphic and add two shapes.  (4)
- 2.4.3 Insert the following text in the shapes:
- Number of technological advancements  
Jobs increasingly specialized  
Companies hiring few people  
People voluntarily choose to remain unemployed  
Higher literacy rate between men and women  
Immobility of work force (12)
- 2.4.4 Apply the Subtle Effect SmartArt Style and adjust the image to be larger. (2)



- 2.5 Import the slide, EFFECT, from the STUDENT FILES folder as slide 4 and edit as follows: (1)
- 2.5.1 Insert the heading, EFFECTS OF UNEMPLOYMENT, in the title placeholder in uppercase.  (2)
- 2.5.2 Use the spell check function to correct spelling errors. (2)
- 2.5.3 Change the slide layout to Two Content. (2)
- 2.5.4 Move bullets 3 to 5 to the right column. (2)
- 2.6 Insert a new Title and Content slide as slide 5 and edit as follows: (2)
- 2.6.1 Insert the heading, UNEMPLOYMENT RATE 2013-2019, in the title placeholder in uppercase. (2)
- 2.6.2 Create a column graph with the following information and insert the data table. (4)
- | YEAR | %      |
|------|--------|
| 2013 | 27,80% |
| 2014 | 32,20% |
| 2015 | 29,80% |
| 2016 | 34,70% |
| 2017 | 35,10% |
| 2018 | 36,10% |
| 2019 | 37,40% |
- 2.7 Insert slide numbers in the presentation. (2)
- 2.8 Insert a header aligned as follows on a handout page:  
EXAMINATION NUMBER  
QUESTION 2 (1)
- 2.9 Save and print the presentation as handouts with TWO slides per page. Place the PRINTOUTS in your EXAMINATION FOLDER.  (1)  
**[60]**

**QUESTION 3: WORD PROCESSING – MAIL MERGE**

All files must be retrieved from and saved in the STUDENT FILES folder or on the drive used.

Use the Mail Merge function to carry out the following tasks:

**QUESTION 3A**

- 3.1 Use the following information to create a data source file according the method you are familiar with. Save the file as SURVEY LIST and EXAMINATION NUMBER.



RESPONDENT	GENDER	AGE	SHIFT	DISCIPLINE
Anati Sweli	Male	22 years	Morning	Business administration
Rushé Moodley	Female	29 years	Evening	Computer science
Abel Mhlana	Male	35 years	Evening	Engineering

(10)

- 3.2 Save the data source file as QUESTION 3A.  
Print the data source file and place the PRINTOUT in your EXAMINATION FOLDER.

(1)

**QUESTION 3B**

- 3.3 Retrieve the document saved as QUESTION 3 in the STUDENT FILES folder and edit as follows:

(1)

- 3.3.1 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a right-aligned header as follows:

EXAMINATION NUMBER  
QUESTION 3B

(2)

- 3.3.2 Change the font of the entire document to Times New Roman 12 pt.

(2)

- 3.3.3 Change the heading to bold, size 28 pt and centred.

(3)

- 3.3.4 Apply a 3 pt border around the second paragraph.

(2)

- 3.3.5 Change the line spacing of the paragraph to double line spacing.

(2)

- 3.3.6 Delete column 3 and apply the AutoFit to Windows option to the table.

(2)




- 3.3.7 Change the column width of columns 2 to 4 to 2.5cm/0.98".

(2)

- 3.3.8 Insert a new row before row 2 and insert the following text:

Would you consider moving to find other work?


(3)

- 3.3.9 Change the column headings to bold, centred and 14 pt. (1)
- 3.3.10 Apply a dark shade to the column headings and change the font colour to white. (2)
- 3.3.11 Remove the left and right borders of the table. (2)
- 3.3.12 Link this Mail Merge document to the data source. (2)
- 3.3.13 Replace the existing text with the following titles within the actual merge fields in bold and underline. (6)
- <<RESPONDENT>> 
- <<GENDER>>
- <<AGE>>
- <<SHIFT>>
- <<DISCIPLINE>>
- 3.3.14 Save the document as QUESTION 3B. (2)
- Print the document with the actual Merge fields (primary document) on one A4 portrait page. Place the PRINTOUT in your EXAMINATION FOLDER.

**QUESTION 3C**

- 3.3.15 Change the QUESTION NUMBER in the header to QUESTION 3C. (1)
- 3.3.16 Merge this document with the data source, SURVEY LIST, to create three documents. (2)
- 3.3.17 Print only document 1 and 3 of the final/merged documents. (2)



**QUESTION 3D**


- 3.3.18 Open a blank document and create the labels to be used.
- 3.3.19 Set the label options as follows: (2)
- Label vendor: A-ONE
- Product label number: 31273 
- 3.3.20 Link the document to the data source saved as SURVEY LIST. (2)
- 3.3.21 Insert the following fields vertically and horizontally in the cell in 14 pt and bold. (5)
- <<RESPONDENT>>
- <<SHIFT>>
- <<DISCIPLINE>>
- 3.3.22 Insert a footer with EXAMINATION NUMBER left aligned and QUESTION NUMBER right aligned. (2)

- 3.3.23 Merge this document with the data source, SURVEY LIST. (2)
- 3.3.24 Apply 3 pt borders.  
Save the labels as QUESTION 3D.  
Print the labels and place them in your EXAMINATION FOLDER. (2)


**[65]**


#### QUESTION 4: WORD PROCESSING – PROCESSING FUNCTIONS

- 4.1 Retrieve the document, TYPES, from the STUDENT FILES folder.
- 4.2 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a right-aligned header as follows:
- EXAMINATION NUMBER  
QUESTION 4 (2)
- 4.3 Edit the document as indicated below:
- 4.3.1 Change the font of the entire document to Berlin Sans FB 12 pt. (2)
- 4.3.2 Change the main heading to centred uppercase. (2)
- 4.3.3 Replace the heading with any WordArt.  (1)
- 4.3.4 Insert the Down Arrow Callout AutoShape two lines below the heading centre aligned. (3)
- 4.3.5 Move the first paragraph into the shape and centre align. (2)
- 4.3.6 Apply any shape style and adjust the shape to 2.22cm/0.87” in height and 10.7cm/4.2” in width. (3)
- 4.3.7 Apply the Intense reference style to all the subheadings. (2)
- 4.3.8 Insert a footnote after the word, unemployment, at the end of the second paragraph with the text in bold, italics and 10 pt as follows:
- [Source: ONS] (6)
- 4.3.9 Insert the image, DEMAND, from the STUDENT FILES folder, two lines below the sub-heading, Demand Deficient Unemployment. (2)
- 4.3.10 Resize the image to 5.71cm/2.24” in height and 6.23cm/2.45” in width and apply a 1 pt border. (2)
- 4.3.11 Apply the Parallel Isometric Top Up 3D picture effect.  (1)
- 4.3.12 Insert a page break before the sub-heading, Classical unemployment. (1)


- 4.3.13 Change paragraphs 6 to 9 to TWO equal columns with TWO types per column with a vertical line in between. (4)
- 4.3.14 Change the columns to full justification and 1.5 line spacing. (2)
- 4.3.15 Find and replace the first SEVEN occurrences of the word, unemployment, (excluding those in the heading, the shape and the subheadings) to uppercase, bold and underline. (3)
- 4.3.16 Change the top margin to 1.25cm/0.5". (1)
- 4.3.17 Insert page numbers bottom centre starting with 5. (3)
- 4.3.18 Change the second page to landscape.  (1)
- 4.3.19 Save the document as QUESTION 4. Print the document (only two pages) and place the PRINTOUTS in your EXAMINATION FOLDER. (2)


**[45]****QUESTION 5: SPREADSHEETS****QUESTION 5A**

- 5.1 Retrieve the spreadsheet, QUESTION 5, from the STUDENT FILES folder and edit as follows:
- 5.1.1 Insert your EXAMINATION NUMBER and QUESTION NUMBER as a left-aligned header:  
EXAMINATION NUMBER  
QUESTION 5A (2)
- 5.1.2 Insert THREE open rows before row 1. (2)
- 5.1.3 Use a formula to insert the heading in uppercase in A1. (2)
- 5.1.4 Change the heading in row 1 to font, Aharoni 26 pt, and merge and centre across columns A to F.  (2)
- 5.1.5 Adjust the row height of row 3 to 150 pixels (112,5). (1)
- 5.1.6 Hide row 4. (1)
- 5.1.7 Insert the image saved, LABOUR, from the STUDENT FILES folder in cells A3:F3. (2)
- 5.1.8 Apply any picture style to the image. (1)
- 5.1.9 Insert the following columns:  
Column E: Quarter change  
Column F: Yearly change (3)


- 5.1.10 Change the column headings to 90° and bold in row 7. (2)
- 5.1.11 Insert the text following in bold and uppercase as indicated:  
 Row 23: Unemployment rate  
 Row 25: Maximum employed (4)
- 5.1.12 Apply the 1000-separator function to the numbers and display as integers. (2)
- 5.1.13 Apply borders as follows:  (2)  
 A thick top and bottom border to cells A7:F8.  
 A thick top and bottom border to cells B22:F22.
- 5.1.14 Centre the spreadsheet horizontally and vertically across the page. (2)
- 5.1.15 Adjust column widths where necessary to ensure that all data are clearly displayed. (1)
- 5.1.16 Save the spreadsheet as QUESTION 5 A.  
 Print the spreadsheet on ONE A4 portrait page with gridlines and row and column headings.  
 Place the PRINTOUT in your EXAMINATION FOLDER. (2)  
 (31)

## QUESTION 5B


- 5.2 Retrieve the document saved as QUESTION 5A. Immediately save the spreadsheet as QUESTION 5B before commencing with the editing.
- 5.2.1 Change the QUESTION NUMBER to QUESTION 5B in the header. (1)
- 5.2.2 Calculate the UNEMPLOYED in cell B17 as follow:  (2)  
 Population 15 to 64 years – (Employed plus Not economically active)
- 5.2.3 Calculate the LABOUR FORCE in cell B22 by adding Employed and Unemployed. (2)
- 5.2.4 Calculate the QUARTER CHANGE in E9 by deducting Jan–Mar 2019 and Oct–Dec 2018. (2)
- 5.2.5 Calculate the YEARLY CHANGE in F9 by deducting Jan–Mar 2019 and Jan–Mar 2018. (2)
- 5.2.6 Use the Autofill function to copy the formula as follows: (1)  
 C11:D11, C19:D19, C17:D17, C22:D22, E11:E22 and F11:F22.

- 5.2.7 Calculate the UNEMPLOYMENT RATE in B23 by dividing Unemployed by LABOUR FORCE and display as percentage with TWO decimals. (2)
- 5.2.8 Calculate the MAXIMUM EMPLOYED in cell B25.  (1)
- 5.2.9 Use the Autofill function to copy the formula as follows:  
C23:D23 and C25:D25. (1)
- 5.2.10 Sort the employed section according to Column A in ascending order. (2)
- 5.2.11 Adjust column widths so that all data are clearly displayed. (1)
- 5.2.12 Save the spreadsheet as QUESTION 5B.  
Print the spreadsheet and place the PRINTOUT in your EXAMINATION FOLDER. (1)

**QUESTION 5C**

- 5.3.1 Display the formulas (QUESTION 5B) and ensure that all formulas are legible. (8)
- 5.3.2 Change the QUESTION NUMBER to 5C.   
Save the spreadsheet as QUESTION 5C.  
Print the spreadsheet with row and column headings and place the PRINTOUT in your EXAMINATION FOLDER. (3)
- [29]**
- [60]**

**QUESTION 6: INFORMATION AND COMMUNICATION: INTERNET EXPLORER**

- 6.1 Retrieve the ANSWER SHEET, QUESTION 6, from the STUDENT FILES folder.  
Insert your EXAMINATION NUMBER in the header.  
Record the answers to the following questions in the spaces provided in the ANSWER SHEET. (1)
- 6.2 Change the history setting to keep pages for 5 days. Carry out the steps and make a screen print of the dialog box.  
Paste the screen print in the space provided in the ANSWER SHEET. (5)
- 6.3 Describe the steps of how one would set the Bing search engine as a home page.  (4)
- 6.4 Describe in steps that one would follow to change this screen to full screen mode. (3)
- 6.5 Describe the steps of how one would customise a toolbar to add the Copy command to the toolbar. (6)
- 6.6 Save the document as QUESTION 6.  
Print the document and place the PRINTOUT in your EXAMINATION FOLDER. (1)
- [20]**

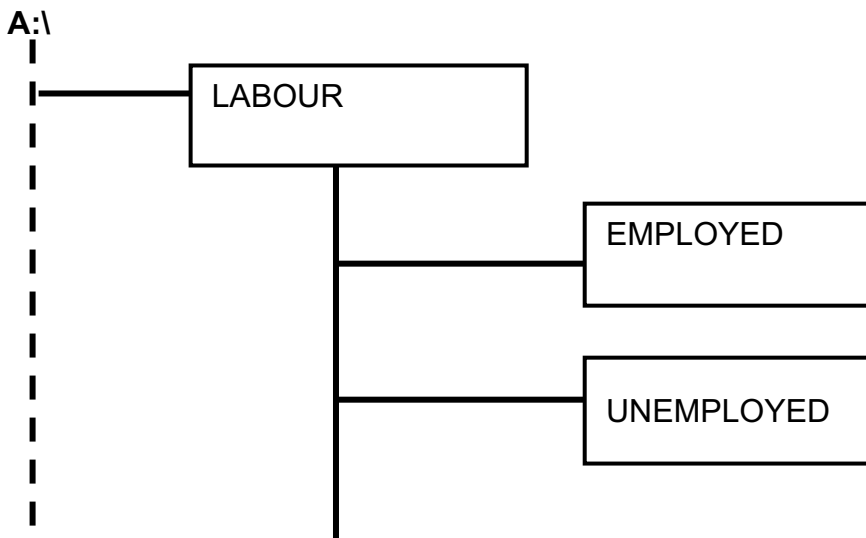
**QUESTION 7: BASIC CONCEPTS OF COMPUTERS: FILE MANAGEMENT**

7.1 Retrieve the ANSWER SHEET, QUESTION 7, from the STUDENT FILES folder.  
 Insert your EXAMINATION NUMBER in the header.  
 Record the answers to the following questions in the spaces provided in the ANSWER SHEET.



(1)

7.2 Create the following tree structure and make a screen print.  
 Paste the screen print in the space provided in the ANSWER SHEET.



(9)

7.3 In the EMPLOYED folder, create the following files displaying medium icons:

- A PowerPoint file named FORMAL SECTOR
- A Word processing file named INFORMAL SECTOR

Make a screen print and past it in the space provided in the ANSWER SHEET.

(6)

7.4 Compress the folder, EMPLOYED.

Make a screen print and past it in the space provided in the ANSWER SHEET.

(4)

7.5 Extract the following files from the compressed folder to the UNEMPLOYMENT folder.



Make a screen print and past it in the space provided in the ANSWER SHEET.

(5)

7.6 Describe FIVE guidelines that one would use to protect a computer against viruses.

(4)

7.7 Save the document as QUESTION 7.

Print the document and place the PRINTOUT in your EXAMINATION FOLDER.

(1)

**[30]**

**TOTAL: 300**