



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**(GS)N210(E)(M20)H
JUNE EXAMINATION**

NATIONAL CERTIFICATE

COMPUTER PRACTICE N4

(6030204)

**20 May 2016 (X-Paper)
09:00–12:00**

**CANDIDATES HAVE 30 MINUTES TO READ THE INSTRUCTIONS IN THE
QUESTION PAPER BEFORE THE EXAMINATION STARTS.**

This question paper consists of 19 pages and 1 answer sheet.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
COMPUTER PRACTICE N4
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS TO INVIGILATORS AND CANDIDATES

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

1. The question paper comprises THREE sections:

SECTION A: Theory (30 marks)

SECTION B: Word Processing (85 marks)

SECTION C: Spreadsheet (85 marks)

SECTION A (QUESTIONS 1 and 2) must be answered on the attached ANSWER SHEET. QUESTION 3 comprises printouts of instructions. The printouts and ANSWER SHEET must be placed in the FRONT of the EXAMINATION FOLDER. Approximately 30 minutes should be spent on this section.

SECTION B is done with the aid of a word processing program and approximately 1 hour 15 minutes should be spent on this section.

SECTION C is done with the aid of a spreadsheet program and approximately 1 hour 15 minutes should be spent on this section.

2. 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.
3. If there is a problem with certain printers, e.g. it does not print ë, send a report with the ANSWER SHEETS of the centre.
4. A candidate may have in his/her possession a dictionary and a list of ASCII codes. Spell check may be used.
5. Each answer must be printed on a SEPARATE sheet of paper and on ONE side of the paper only. Printouts must be placed in the EXAMINATION FOLDER immediately.

6. At the conclusion of the examination session ALL printouts to be marked must be placed in the EXAMINATION FOLDER and handed to the invigilator. Only ONE printout per question or subsection of a question may be handed in. Printouts not submitted for marking must be collected at the end of each session by the invigilator and must be destroyed at the end of the day. NO printouts whatsoever may be removed from the examination room or put into wastepaper bins.
7. Printouts to be marked must be arranged in the same order as that of the questions in the EXAMINATION PAPER.
8. In SECTION B of the question paper only Courier New 12 pt may be used. In SECTION C of the question paper Courier New 12 pt, Calibri 11 pt or Arial 10 pt may be used. In SECTION B margins of 1"/2.54 cm should be used unless otherwise instructed.
9. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER at each question. NO questions without EXAMINATION NUMBERS will be marked.
10. 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 is allowed for such lost work. It is the candidates' responsibility to protect their answers from obliteration.
11. In order to print the original as well as the edited version of the answers candidates are reminded to save the work after each separate section before it is printed.
12. At the end of the examination session each candidate must hand in the printouts of the answers as well as the diskette with the saved answers (properly marked with the candidate's EXAMINATION NUMBER). If the candidate's work is saved on the hard disk/network, the invigilator(s) must copy the answers to a compact disk/memory stick and the answers must immediately be deleted from the hard disk/network. (These diskettes must be handed to the examination section for safekeeping for at least SIX months in case enquiries should be made by the examiner/moderator and subject specialists of education.)
13. Please note that NO question paper may be taken out of the examination room until at least ONE hour after the commencement of the last session. All papers must consequently be handed in. These may be returned to candidates on completion of the examination.

14. In the event of a question paper being written in more than one session invigilators must ensure that ALL answers of candidates are removed from the hard disks or the network before candidates for the next session are allowed into the room.
15. NO candidate may print his/her work for another candidate, make his/her diskette available to another candidate or access other 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 a serious light.

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

SECTION A: THEORY

Answer QUESTIONS 1 and 2 on the attached ANSWER SHEET.

QUESTION 3 must be done on the computer. The files/folders have been created and saved on your diskette/hard drive (COMPUTER PRACTICE N4 folder).

Approximately 30 minutes should be spent on this section.

QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) on the attached ANSWER SHEET.

- 1.1 The path name of Documents is C:\Users\Users\Documents.
- 1.2 The following signs may not be used in file names: < > : * ? " .
- 1.3 \$ # & @ may be used in file names.
- 1.4 Attributes such as read-only and hidden are assigned mainly to protect files/folders from being deleted.
- 1.5 Files can be saved in folders and subfolders.
- 1.6 Folders cannot be restored from the recycle bin.
- 1.7 A new diskette must not be formatted before it can be used.
- 1.8 The file extension must be changed when you rename a file.
- 1.9 WinZip is a popular tool for compressing files.
- 1.10 A hard disk is a magnetic device that is used as secondary memory.

(10 x 1) **[10]**

QUESTION 2

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (2.1–2.10) on the attached ANSWER SHEET.

- 2.1 'Save' means that information is written from the memory onto a ... where it is stored for later use.
- 2.2 The letter size determines the ... of the letter.
- 2.3 The ... is a special icon that contains files and folders that were previously deleted from the hard disk.
- 2.4 ... is used to display a directory list of all the files/folders.
- 2.5 The ... is the permanent memory of the computer.
- 2.6 A ... is a computer program that has been designed to cause harm to a computer.
- 2.7 The ... command removes all the data from a disk and prepares the disk for use.
- 2.8 File properties display information about a file such as
- 2.9 The ... shows the status of an open window.
- 2.10 ... is the setting used by the program if the user does not specify a setting.

(10 x 1)

[10]**QUESTION 3**

Do the following questions on the computer and make a print screen of each answer. Insert your EXAMINATION NUMBER (left) and QUESTION NUMBER (right) as a header, make a printout and place it in your EXAMINATION FOLDER.

- 3.1 Display the status report of the COMPUTER PRACTICE N4 folder.
- 3.2 Display all the files/folders on the COMPUTER PRACTICE N4 folder.
- 3.3 Make a copy of the file GARDENING.
- 3.4 Create a new folder HUSQVARNA HEROES on the diskette/hard drive COMPUTER PRACTICE N4 folder.
- 3.5 Rename the folder HUSQVARNA HEROES to HASQVARNA 350BT.

(5 x 2)

[10]**TOTAL SECTION A: 30**

SECTION B: WORD PROCESSING

Use a word processing program to answer the following questions on the computer. Approximately 1 hour 15 minutes should be spent on this section.

QUESTION 4A**MARKS:****7****TIME:****5 MINUTES**

1. Key in the text as indicated below. Use Courier New 12 pt.
2. Insert the header QUESTION 4A in capital letters left-aligned and EXAMINATION NUMBER right-aligned.
3. Use a left- and right-hand margin of 1"/2.54 cm.
4. Text must be left-aligned and in single-line spacing except where indicated otherwise.
5. Save the document as SPRING.
6. Print the document and place the printout in your EXAMINATION FOLDER.

Ready, steady ... Spring

‡

Spring is the season that every gardener looks forward to with joy and expectation. It is the time when Mother Nature performs at her best. It produces breathtaking sights all around us in a continuously changing spectacle of bloom and new growth.

‡

Spring is a season of flowers as most of the plants in the garden burst forth into full bloom. Most of these plants have to be planted out as seedlings or young plants in the preceding autumn in order to ensure a magnificent spring display.

‡

Make a note in your diary as a reminder for the next autumn planting season.

‡

For some unknown reason September is always regarded as the beginning of the new rose season. To grow roses successfully you need to check regularly for any abnormality on the leaves and flowers. So be on the lookout and nip it in the bud as soon as possible.

(7)

QUESTION 4B**MARKS:****28****TIME:****25 MINUTES**

1. Retrieve the document SPRING and change QUESTION 4A in the header to QUESTION 4B.
2. Edit the document as indicated in the text and according to the instructions below.
3. Change the left-hand margin to 1.5"/3.81 cm.
4. Insert the footer Feathered Friends: Attract them to your garden left-align in capital letters, bold and 12 pt.
5. Text must be left-aligned and in single-line spacing except where indicated otherwise.
6. Find and replace the word 'season' with SEASON in capital letters, bold and double underline.
7. Insert a page number bottom, right.
8. Save the document as SPRING2.
9. Print the document and place the printout in your EXAMINATION FOLDER.

Ready, steady ... Spring *uc, bold, italics, underline, centre*
sp

Spring is the season that every gardener looks forward to with joy and expectation. It is the time when Mother Nature performs at her best. [It produces breathtaking sights all around us in a continuously changing spectacle of bloom and new growth.

Spring is a season of flowers as most of the plants in the garden burst forth into full bloom. Most of these plants have to be planted out as seedlings or young plants in the preceding autumn in order to ensure a magnificent spring display. † ← *run on*

Make a note in your diary as a reminder for the next autumn planting season.

For some unknown reason September is always regarded as the beginning of the new rose season. To grow roses successfully you need to check regularly for any abnormality on the leaves and flowers. So be on the lookout and nip it in the bud as soon as possible.

Change line spacing to double, indent the paragraph left and right at 0.5"/1.27 cm

(28)

[35]

QUESTION 5

QUESTION 5 has already been keyed in by the lecturer on your diskette/hard drive. This document must not be keyed in by you.

MARKS:**50****TIME:****45 MINUTES**

1. Retrieve the document SPRING TREATMENT from your diskette/hard drive.
2. Edit the document as indicated in the text and according to the instructions below.
3. Insert the footer EXAMINATION NUMBER left-aligned and QUESTION 5 right-aligned in capital letters.
4. Use the hyphenation function for the document.
5. Use a left- and right-hand margin 1"/2.54 cm.
6. Change paragraphs to TWO columns as indicated.
7. Find and replace the word 'lawn' to italics and double underline.
8. Insert page numbers top, centre of every page.
9. Centre the content of page TWO vertically.
10. Save the document as SPRING TREATMENT2.
11. Print ONLY the edited document and place the printout in your EXAMINATION FOLDER. Only ONE document may be handed in. Candidates will be penalised if more than one document is handed in.

Give your lawn a spring treatment.

uc, bold, italics, right-align



Insert a double border (width 3 pt) around the paragraph.

** Copy paragraph with border to the end of the document as indicated.*

This is your guide to turn that wintery patch of dry grass you call a lawn into a thick, green carpet – soft, lush and ready for a summer-living!

shade, 25 %



A lawn consist of thousands of little baby plants growing in close proximity and just like babies they are always thirsty, hungry and demanding of special attention.

} *Column 2*

Note: This treatment is not recommended for tuft-forming grasses. It should only be applied to runner-type lawns like kikuyu .

} *Column 1*



This is how you do it: *uc, bold, italics*



Candidate:

- > *Arrange in numerical order.*
- > *Replace numbers with any bullet of your choice.*
- > *Leave 2 letter spaces after bullets and indent.*

1. Take your lawnmower and weed-eater to a reputable agent for a proper service. †

3. Mow the lawn quite short to scarify. (Note the exceptions as mentioned above.)



2. Use a sharp-toothed steel rake and rake the whole lawn vigorously across and down to remove the old dead mat.



4. Take a hollow tine or ordinary garden fork and drive it into the turf every 20–30 cm, working the prongs down as far as they can go and wriggling it about. †

6. Your next step is to feed the lawn and there are many products, both chemical and organic, to choose from.

5. Water immediately and thoroughly after feeding.



--- page break ---

wonderful *stet*

An organic top dressing is a ~~quick~~ way to smooth out lawn and encourage new growth. Always use a quality product from a reputable supplier. It will contain organic materials that will improve drainage as well as water holding capacity. [Apply a not thicker than *NP* 3 cm layer to a fairly dried-off lawn. Level it out by means of a flat board tied to the end *in full* of your rake. Start watering again as soon as the blades start showing.

⊥
Top tips for spring in a nutshell *uc, bold, italics, centre*

⊥
Candidate:

- *Sort left column with corresponding data alphabetically.*
- *Set a left tab stop at 4"/10.16 cm and insert text.*
- *Change line spacing to 1.5.*

Remove any weeds. *bold, underline*
 Always use compost when planting. *bold, underline*
 Apply snail bait. *bold, underline*
 Feed all shrubs. *bold, underline*
 Increase the rate of watering. *bold, underline*
 Start pruning evergreens regularly. *bold, underline*

- 4"/10.16 cm*
- | Clover, dandelion
 - | Wonder 2:3:2 (14)
 - | Insecticides
 - | Pretty Pink
 - | Water thoroughly
 - | Damaged branch removal

⊥
⊥
⊥

**Copy*

[50]

TOTAL SECTION B: 85

SECTION C: SPREADSHEET

Use a spreadsheet program to answer the following questions on the computer. Approximately 1 hour 15 minutes should be spent on this section.

Answer all the questions.

QUESTION 6**QUESTION 6A****MARKS:****10****TIME:****9 MINUTES**

1. Create the spreadsheet below.
2. Insert the footer EXAMINATION NUMBER against the left-hand margin and QUESTION 6A right-aligned in capital letters.
3. Display figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT make use of the 'Fit-to-one-Page' option.
5. Save the spreadsheet as GARDEN.
6. Print the spreadsheet in portrait orientation and place the printout in your EXAMINATION FOLDER.

SPRING CONCERT

PROVINCE	ARRIVAL OF GUESTS	DEPARTURE OF GUESTS	DAYS	GUESTS
Gauteng/Rooihuiskraal	15/11/2015	30/12/2015	47	20
Western Cape/Clanwilliam	26/11/2015	30/12/2015	36	30
Kwazulu-Natal/Tala Valley	01/12/2015	30/12/2015	30	40
Mpumalanga/Nelspruit	09/12/2015	30/12/2015	21	23
Eastern Cape/Port Elizabeth	23/12/2015	30/12/2015	8	30

(10)

QUESTION 6B**MARKS:****24****TIME:****21 MINUTES**

1. Retrieve the spreadsheet GARDEN.
2. Change QUESTION 6A in the footer to QUESTION 6B.
3. Insert the header *Passionate about spring* in capital letters, bold, italics and centre.
4. Make all the changes as indicated on the spreadsheet and according to the instructions below.
5. Change the paper orientation to landscape.
6. Insert rows, columns and text as indicated on the spreadsheet.
7. Insert formulae where the letters of the alphabet appear to do the following calculations:
 - A $\text{AMOUNT} = \text{GUESTS} \text{ multiplied by } \text{DAYS} \text{ multiplied by } \text{LUNCH}$ (use absolute cell address)
 - B $\text{VAT } 14\% = 14\% \text{ of } \text{AMOUNT}$ (use absolute cell address)
 - C $\text{TOTAL AMOUNT} = \text{The sum of } \text{AMOUNT} \text{ and } \text{VAT } 14\%$
 - D $\text{TOTAL} = \text{TOTAL of each column}$
 - E $\text{HIGHEST TOTAL AMOUNT}$
 - F $\text{AVERAGE of } \text{GUESTS}$
8. Copy the formulae to the other cells as indicated on the spreadsheet.
9. Display AMOUNT, VAT 14%, TOTAL AMOUNT and HIGHEST as currency with TWO decimals.
10. Display TOTAL of DAYS and GUESTS as well as AVERAGE as integer.
11. Insert horizontal and vertical lines using a method with which you are familiar.
12. Adjust the column width to fit the spreadsheet on ONE page. Do NOT make use of the 'Fit-to-one-Page' option.
13. Save the spreadsheet as GARDEN1.
14. Print the spreadsheet and place the printout in your EXAMINATION COVER.

SPRING CONCERT *bold, italics, uc*

BOOKINGS *bold, italics, uc*

open row

LUNCH *bold, italics, uc* 190 \longrightarrow *column C*

open row

PROVINCE	ARRIVAL OF GUESTS	DEPARTURE OF GUESTS	DAYS	GUESTS	AMOUNT	VAT 14 %	TOTAL AMOUNT
Gauteng/Rooihuiskraal	15/11/2015	30/12/2015	47	20	A	B	C
Western Cape/Clanwilliam	26/11/2015	30/12/2015	36	30	↓	↓	↓
Kwazulu-Natal/Tala Valley	01/12/2015	30/12/2015	30	40	↓	↓	↓
Mpumalanga/Nelspruit	09/12/2015	30/12/2015	21	23	↓	↓	↓
Eastern Cape/Port Elizabeth	23/12/2015	30/12/2015	8	30	↓	↓	↓
TOTAL <i>uc, bold</i>	D						

HIGHEST *uc, bold*

delete columns

E

AVERAGE *uc, bold*

F

(24)

QUESTION 6C**MARKS:****7****TIME:****6 MINUTES**

1. Retrieve the spreadsheet GARDEN1.
2. Change QUESTION 6B in the footer to QUESTION 6C
3. Display the formulae. Adjust the column width to display the whole formulae. Landscape orientation must be used, but do NOT make use of the 'Fit-to-one-Page' option. You will be penalised if the printout is not legible.
4. Save the spreadsheet as GARDEN2.
5. Print the spreadsheet with row and column headings and place the printout in your EXAMINATION FOLDER.

(7)
[41]

QUESTION 7**QUESTION 7A****MARKS:****10****TIME:****9 MINUTES**

1. Create the spreadsheet below.
2. Insert the header QUESTION 7A in capital letters left-aligned and EXAMINATION NUMBER right-aligned.
3. Display figures as indicated in the text.
4. Adjust the column widths to fit the spreadsheet on ONE page. Do NOT make use of the 'Fit-to-one-Page option'.
5. Save the spreadsheet as GARDEN CENTRE.
6. Print the spreadsheet in portrait orientation and place the printout in your EXAMINATION FOLDER.

PLANT PARADISE GARDEN CENTRE*open row*

Item	Stock	Selling	Total	% of total amount
------	-------	---------	-------	-------------------------

open row

Clivia miniata	20	3147.99		
Kurume azaleas	5	2115.99		
Gladioli bulbs	12	4118.99		
Hadeco bulbs	18	3129.99		
Pansies	15	1189.00		
Violas	33	2145.00		
Impatiens walleriana	20	2136.99		

(10)

QUESTION 7B**MARKS:****24****TIME:****21 MINUTES**

1. Retrieve the spreadsheet GARDEN CENTRE.
2. Change QUESTION 7A in the header to QUESTION 7B.
3. Make all the changes as indicated on the spreadsheet and according to the instructions below.
4. Insert columns, row and text as indicated on the spreadsheet.
5. Insert horizontal and vertical lines using the method with which you are familiar.
6. Sort the items with corresponding figures alphabetically.
7. Insert formulae where letters of the alphabet appear to do the following calculations. All answers must be in bold.
 - A **TOTAL = STOCK ON HAND plus STOCK DELIVERED multiplied by SELLING PRICE**
 - B **VAT 14% = 14% of TOTAL (use absolute cell address)**
 - C **TOTAL AMOUNT = TOTAL plus VAT 14%**
 - D **TOTAL = TOTAL of each column**
 - E **% OF TOTAL AMOUNT = TOTAL AMOUNT of each ITEM as a % of the TOTAL AMOUNT (use absolute cell address)**
8. Copy the formulae to the other cells as indicated on the spreadsheet.
9. Display SELLING PRICE, TOTAL, VAT 14% and TOTAL AMOUNT as currency with TWO decimals.
10. Display STOCK DELIVERED as integer.
11. Display % OF TOTAL AMOUNT as % with no decimals.
12. Adjust the column width to fit the spreadsheet on ONE page. Use landscape orientation, but do NOT use the 'Fit-to-one-Page' option.
13. Save the spreadsheet as GARDEN CENTRE1.
14. Print the spreadsheet and place the printout in your EXAMINATION FOLDER.

PLANT PARADISE GARDEN CENTRE *bold, centre*

open row

~~Price list: 2015 *bold*~~

open row

Item	Stock on hand	Selling price	Stock delivered	Total	VAT 14%	Total amount	% of total amount
<i>delete open row</i>							
Clivia miniata	20	3147.99	25	A	B	C	E
Kurume azaleas	5	2115.99	30	↓	↓	↓	↓
Gladioli bulbs	12	4118.99	8	↓	↓	↓	↓
Hadeco bulbs	18	3129.99	22	↓	↓	↓	↓
Pansies	15	1189.00	10	↓	↓	↓	↓
Violas	33	2145.00	5	↓	↓	↓	↓
Impatiens walleriana	20	2136.99	15	↓	↓	↓	↓
	D						

(24)

QUESTION 7C**MARKS:****10****TIME:****9 MINUTES**

1. Retrieve the spreadsheet GARDEN CENTRE1.
2. Create a LINE GRAPH to compare the TOTAL with the TOTAL AMOUNT of all the items.
3. Insert the following chart titles:

GARDEN CENTRE: PRICE LIST 2015
EXAMINATION NUMBER QUESTION 7C
4. Provide suitable titles for the X- and Y-axis.
5. Do not display the legend.
6. Save the graph as GARDEN CENTRE2.
7. Print the graph as a new sheet and put the printout in your EXAMINATION FOLDER.

(10)**[44]**

TOTAL SECTION C:	85
GRAND TOTAL:	200

**COMPUTER PRACTICE N4
ANSWER SHEET**

SECTION A

EXAMINATION NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

1.

1.1 _____

1.2 _____

1.3 _____

1.4 _____

1.5 _____

1.6 _____

1.7 _____

1.8 _____

1.9 _____

1.10 _____

(10 x 1) **(10)**

2.

2.1 _____

2.2 _____

2.3 _____

2.4 _____

2.5 _____

2.6 _____

2.7 _____

2.8 _____

2.9 _____

2.10 _____

(10 x 1) **(10)**