



**higher education  
& training**

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

**(GS)N200(E)(N4)H  
NOVEMBER EXAMINATION  
NATIONAL CERTIFICATE  
COMPUTER PRACTICE N4**

**(6030204)**

**4 November 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

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**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 printouts 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 being deleted.
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 candidates' 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.

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**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 Storage devices must not be placed near magnetic objects.
- 1.2 A mouse is an example of an output device.
- 1.3 The recycle bin provides the opportunity to restore files on the hard drive that might have been deleted.
- 1.4 Write-protecting a diskette means that an antivirus program is loaded on the diskette.
- 1.5 A diskette is used to save files and folders.
- 1.6 The operational cost of a laser printer is less than that of an inkjet printer.
- 1.7 A person who is doing a computer presentation can use a light-pen to point at the output.
- 1.8 A dot matrix printer is an example of an impact printer.
- 1.9 A bit has the value of 1 or 0.
- 1.10 *User-friendly* is a term that used to describe a system or program that enables people with limited computer knowledge to follow working procedures on a computer.

(10 x 1) [10]

**QUESTION 2**

Briefly discuss the following computer terminology:

- |     |                      |                     |
|-----|----------------------|---------------------|
| 2.1 | Operating system     | (2)                 |
| 2.2 | Hard drive           | (2)                 |
| 2.3 | Peripherals          | (2)                 |
| 2.4 | Application software | (2)                 |
| 2.5 | Write-protect        | (2)                 |
|     |                      | (5 x 2) <b>[10]</b> |

**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 STRANGE BRAINS folder.  |                     |
| 3.2 | Display all the files/folders on the COMPUTER PRACTICE N4 folder.                              |                     |
| 3.3 | Change the time of the computer to 12:00 PM.   |                     |
| 3.4 | Create a new folder BOTTLENOSE DOLPHIN on the diskette/hard drive COMPUTER PRACTICE N4 folder. |                     |
| 3.5 | Rename the folder ORCA to MAUI.  |                     |
|     |  | (5 x 2) <b>[10]</b> |
|     | <b>TOTAL SECTION A:</b>  | <b>30</b>           |

**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 4B**

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

QUESTION 4A has already been keyed in by the lecturer on your diskette/hard drive. This document must not be keyed in by you.

1. Retrieve the document BRAINWAVES from your diskette/hard drive.
2. Insert the header EXAMINATION NUMBER left-aligned and QUESTION 4B right-aligned in capital letters.
3. Edit the document as indicated in the text and according to the instructions below.
4. Change the left-hand margin to 1.5"/3.81 cm.
5. Insert the following footer in bold, centred and 8 pt:  
  
There are nearly 40 different species of dolphins in the world. In South Africa you are most likely to see the bottlenose dolphin. They often swim near humans and boats.
6. Find and replace the word dolphin/dolphins with **DOLPHIN/DOLPHINS** in capital letters and bold.
7. Insert page breaks as indicated.
8. Insert page numbers top, centred.
9. Save the document as BRAINWAVES2.
10. 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.

Left-hand margin 1.5"/3.81cm

Right-hand margin 1"/2.54 cm

∧ Strange Brains *uc, 24 pt, bold, double underline, centre*

‡

Candidate:

1. *Insert paragraph numbers and bullets as indicated.*
2. *Arrange paragraphs in numerical order.*
3. *Leave TWO letter spaces after paragraph numbers and bullets.*
4. *Indent paragraphs.*

∧ 2.‡ Scientists see signs of intelligent life everywhere in the animal kingdom. ‡

\* Octopuses can solve puzzles. + \* Wolves communicate. + \* Crows use tools. +

\* Dolphins possess all of these brainy abilities. ‡ 2.1 Some people think that the only animals smarter than dolphins are humans. ‡ *Remove underline*

∧ 1. A dolphin's brain is very different from a human brain. Although humans and dolphins are both mammals, they haven't shared an ancestor for more than 90 million *In full* years. Humans and chimpanzees, on the other hand, are more recently related.

‡

∧ 3. Dolphins have adapted for life in the ocean. They sleep with half their brain awake to stay alert to sharks and other dangers. 'These animals live in a very different world,' says underwater photographer Brian Skerry. 'They're best described as an alien intelligence.'

*Insert a double border (width 1½ pt) around the paragraph. \* Copy the paragraph with border to the end of the document as indicated.*

‡

∧ 4. Dolphins even have an otherworldly ability: echolocation, a way to see by bouncing sound waves of speed high clicks of objects *try runs on*

hundreds of metres away. Dolphins use these ~~seventh~~ <sup>sixth</sup> senses in intelligent ways. They listen to each other's signals to cooperate while hunting. With echolocation dolphins can sense these things in other animals. They can even tell if another dolphin is sick. *stet*

'Knowing the mood of others in the group is important when you're such a social animal,' Stan says. *double underline*

--Page break --

∧ 5. ∧ ‡ [In the shallow waters of Southern Florida a group of *∧ Problem solvers uc, underline NP* dolphins go fishing. One swims in speedy circles around a school of fish to kick up a net-like wall of mud. Trapped, the fish leap over the mud and right into the open mouths of the other dolphins. This fishing strategy has only been documented in Florida.

‡

*Candidate: Change paragraphs to 3 columns.*

In other places dolphins have devised their own brainy means of landing lunch. } *Column 1*

Orcas in Argentina trap sea lions on the beach. Dolphins of another South American coast cooperate to scare fish into easier-to-chomp schools. } *Column 3*

In another spot dolphins help fishermen herd their catch into nets, then snack on the fish that get away. Dolphins are cooperating to solve problems. } *Column 2*

*--Page break --*

~~Sometimes their solutions involve tools. While Brian was photographing captive dolphins in a pen next to the ocean, he saw one clutch a blade of grass in his teeth and use it to lure fish swimming outside his enclosure. Dolphins don't have hands to handle tools, but they can grip objects in their mouth and use them in intelligent and playful ways.~~ *Delete*

∧ 6. Brian once saw a captive dolphin use a human diver's flipper to pop open the underwater gate of its enclosure. 'He didn't even swim through the gate,' Brian says. 'It's as if he just wanted to show what he could do.'

‡

∧ 7. Signs of dolphins smarts *Arial 14 pt, bold*

‡

∧ 7.2‡ They communicate *underline*

‡

Scientists suspect dolphins talk about everything from basics like age and gender to whether they're happy or sad. } *Align right*

‡

∧ 7.3 ‡ They invent *underline*

‡

Dolphins demonstrate a human-like ability to adapt to different situations. } *Centre*

‡

∧ 7.1 ‡ They cooperate *underline*

‡

They team up to hunt, protect one another, find mates and play. } *Align left*

‡

*\* Copy paragraph, shade the paragraph 25 %, delete paragraph number*

[50]

**QUESTION 5A**

**MARKS:**

**15**

**TIME:**

**13 MINUTES**

1. Key in the text as indicated below. Use Courier New 12 pt.
2. Insert the header EXAMINATION NUMBER left-aligned and QUESTION 5A in capital letters right-aligned.
3. Use a left- and right-hand margin of 1"/2.54 cm.
4. Make use of the column function as indicated in the text. Align text left.
5. Save the document as RULES.
6. Print the document and place the printout in your EXAMINATION FOLDER.

Defensive driving

‡

The process

‡

The process of defensive driving involves the following sequence of actions when performing a manoeuvre.

‡

Observe

‡

Look ahead and to the sides and check in the mirrors to ensure that it is safe behind and alongside the vehicle.

‡

Blind spot

‡

Look over your shoulder to ensure that there is no vehicle in the blind spot area.

Signal

‡

Use the indicators to signal your intention to change lanes or direction and the brake lights to indicate that you are slowing down.

‡

Mirrors

‡

Check in the mirrors to ensure that it is still safe behind and alongside the vehicle.

(15)

**QUESTION 5B**

**MARKS:**

**20**

**TIME:**

**17 MINUTES**

1. Retrieve the document RULES and change QUESTION 5A in the header to QUESTION 5B.
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. Change the justification to justify.
5. Make use of the hyphen function.
6. Find and replace the word vehicle with VEHICLE in capital letters, bold and double underline.
7. Save the document as RULES1.
8. Print the document and put the printout in your EXAMINATION FOLDER.

Defensive driving *uc, bold, double underline*

*Candidate: Insert paragraph numbers and leave TWO letter spaces after numbers and indent. Arrange paragraphs in numerical order.*

∧ 1. # The process *uc, double underline*

‡  
∧ 1.1 # The process of defensive driving involves the following sequence of actions when performing a manoeuvre.

‡  
∧ 1.1.1 # Observe *uc, bold*

‡  
Look ahead and to the sides and check in the mirrors to ensure that it is safe behind and alongside the vehicle.

‡  
∧ 1.1.2 # Blind spot *uc, bold*

‡  
Look over your shoulder to ensure that there is no vehicle in the blind spot area.

∧ 1.1.3 # Signal *uc, bold*

‡  
Use the indicators to signal your intention to change lanes or direction and the brake lights to indicate that you are slowing down.

‡  
∧ 1.1.4 # Mirrors *uc, bold*

‡  
Check in the mirrors to ensure that it is still safe behind and alongside the vehicle.

*Change to ONE column.*

∧ Driving defensively means behaving in a way that ensures that the } *double line spacing*  
space around the vehicle remains safe at all times. *centre*

(20)  
[35]

**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 on 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 CETACEA.
6. Print the spreadsheet with row and column headings in portrait orientation and place the printout in your EXAMINATION FOLDER.

	A	B	C	D	E
1	SWIMMING WITH THE DOLPHINS				
2	DOLPHIN INTERACTION	ARRIVAL OF	DAY	NUMBER	GUESTS
3		GUESTS		OF DAYS	
4	FLORIDA	01/12/2016	Thursday	7	40
5	HAWAII	06/12/2016	Tuesday	6	55
6	MEXICO	14/12/2016	Wednesday	3	30
7	CARRIBEAN	22/12/2016	Thursday	5	35
8	ORLANDO	30/12/2016	Friday	4	25

(10)

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

1. Retrieve the spreadsheet CETACEA.
2. Change QUESTION 6A in the footer to QUESTION 6B.
3. Insert the header Passionate about dolphins 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 AMOUNT = NUMBER OF DAYS multiplied by GUESTS multiplied by LUNCH  
(use absolute cell address)
  - B VAT 14% = 14% of AMOUNT (use absolute cell address)
  - C TOTAL AMOUNT = The sum of AMOUNT and VAT 14%
  - D TOTAL = TOTAL of each column
  - E HIGHEST TOTAL AMOUNT
  - F AVERAGE of GUESTS
8. Copy the formulae to the other cells as indicated on the spreadsheet.
9. Display AMOUNT, VAT 14%, TOTAL AMOUNT and HIGHEST TOTAL AMOUNT as currency with TWO decimals.
10. Display AVERAGE as an integer.
11. Insert horizontal and vertical lines using the 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 CETACEA1.
14. Print the spreadsheet without row and column headings in landscape orientation and place the printout in your EXAMINATION FOLDER.

SWIMMING WITH THE DOLPHINS *uc, bold, italics*

∧ BOOKINGS *uc, bold, italics*

*open row*

∧ LUNCH *uc, bold, italics*    ∨ 240     *column c*

*open row*

DOLPHIN INTERACTION	ARRIVAL OF GUESTS	DAY	NUMBER OF DAYS	GUESTS	∧ AMOUNT	∧ VAT 14 %	∧ TOTAL AMOUNT
FLORIDA	01/12/2016	Thursday	7	40	<b>A</b>	<b>B</b>	<b>C</b>
HAWAII	06/12/2016	Tuesday	6	55	↓	↓	↓
MEXICO	14/12/2016	Wednesday	3	30			
CARIBBEAN	22/12/2016	Thursday	5	35			
ORLANDO	30/12/2016	Friday	4	25	↓	↓	↓
∧ TOTAL <i>uc, bold</i>	<b>D</b>						

∧ HIGHEST *uc, bold*

*open row*

*Delete columns*

**E**

∧ AVERAGE *uc, bold*

**F**

(24)

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

1. Retrieve the spreadsheet CETACEA1.
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 formulae as CETACEA2.
5. Print the spreadsheet 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 on 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 ACCESSORIES.
6. Print the spreadsheet in portrait orientation and place the printout in your EXAMINATION COVER.

	A	B	C	D	E
1	DOLPHIN ACCESSORIES				
2	<i>open row</i>				
3	ITEMS	Stock	Selling	Total	%
4					of total
5					amount
6					<i>open row</i>
7	Dolphin plush toy	20	129.99		
8	Gray dolphin security blanket	5	559.99		
9	Dolphin ecofriendly toy	12	349.99		
10	Bottlenose dolphin decoration	18	139.99		
11	Dolphin sewing pattern	15	119.00		
12	Handmade stuffed fish	33	129.00		
13	Blue dolphin toy	20	169.99		

(10)

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

1. Retrieve the spreadsheet ACCESSORIES.
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, rows 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 % of TOTAL AMOUNT as % with no decimals.
11. Adjust the column width to fit the spreadsheet on ONE page. Use landscape orientation, but do NOT use the Fit-to-one-Page option.
12. Save the spreadsheet as ACCESSORIES1.
13. Print the spreadsheet and place the printout in your EXAMINATION FOLDER.

DOLPHIN ACCESSORIES *bold, centre*

*open row*

~~Price list: 2016~~ *bold*

*open row*

Items	<del>Stock on hand</del>	<del>Selling price</del>	<del>Stock delivered</del>	Total	<del>VAT 14%</del>	<del>Total amount</del>	% of total amount
<i>delete open row</i>							
Dolphin plush toy	20	129.99	25	<b>A</b>	<b>B</b>	<b>C</b>	<b>E</b>
Gray dolphin security blanket	5	559.99	30	↓	↓	↓	↓
Dolphin ecofriendly toy	12	349.99	8	↓	↓	↓	↓
Bottlenose dolphin decoration	18	139.99	22	↓	↓	↓	↓
Dolphin sewing pattern	15	119.00	10	↓	↓	↓	↓
Handmade stuffed fish	33	129.00	5	↓	↓	↓	↓
Blue dolphin toy	20	169.99	15	↓	↓	↓	↓
	<b>D</b>	→	→	→	→	→	→

*uc, centre, bold*

(24)

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

1. Retrieve the spreadsheet ACCESSORIES1.
2. Create a pie graph to display the TOTAL AMOUNT of all the items.
3. Insert the following chart titles:  
  
DOLPHIN ACCESSORIES: PRICE LIST 2016  
EXAMINATION NUMBER  
QUESTION 7C
4. Display the percentages on the pie graph.
5. Display the legend.
6. Save the graph as ACCESSORIES2.
7. Print the graph as a new sheet and put the printout in your EXAMINATION FOLDER.

**(10)****[44]**

<b>TOTAL SECTION C:</b>	<b>85</b>
<b>GRAND TOTAL:</b>	<b>200</b>

**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 \_\_\_\_\_  
\_\_\_\_\_ (2)
  - 2.3 \_\_\_\_\_  
\_\_\_\_\_ (2)
  - 2.4 \_\_\_\_\_  
\_\_\_\_\_ (2)
  - 2.5 \_\_\_\_\_  
\_\_\_\_\_ (2)

**(10)**