



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NOVEMBER 2010

**OFFICE DATA PROCESSING
NQF LEVEL 3**

01 NOVEMBER 2010

This memorandum consists of 19 pages.

INSTRUCTIONS TO MARKERS

To facilitate marking and moderation, the following must be adhered to when marking:

Manipulation:

- Use a **blue pen** for **all** manipulation commands carried out;
- Use a **tick/s** and the question number for every **correct** manipulation carried out, as indicated in the marking guideline;
- Use a **X** (cross) to mark manipulation incorrectly done.
- The **question number** must be written next to every **tick** or **X** (e.g. 1.3 ü ü)

Accuracy:

- Use a **red tick** to indicate **all** accuracy marks
- Use a **red X** to indicate **all** accuracy errors
- For each command, the **question number** must be written next to every **tick** or **X** (e.g. 1.4 ü ü ü ü ü XX)

ADDITIONAL INSTRUCTIONS FOR MARKING QUESTION 1 ONLY:

1. If a printout of the Data Source is **not supplied** the following should be applied:
 - Mark the **accuracy** of the records (for 1.1 – 10 marks + 5 marks for (1.3) 3rd new record inserted, in the 3 printouts of the Merged invitations i.e. Question 1C.
 - In 1.1: Fields (Column headings) can be marked in Question 1B - [merge fields] (5 marks)
 - In 1.1: 4 marks are **lost** for no table i.e. number of columns and rows (2 + 2 marks)
 - For 1.2 – 2 marks are **lost** for the question number in the header.
 - For 1.3 – 2 marks are **lost** (for inserting the last record in the table) no data source
 - For 1.4 – ~~1 mark is lost~~ **2 marks are lost** – Question 1A not printed
2. If no printout of the Primary Document (Question 1B) is included:
 - 1.5 – 2 marks are **lost** if this document is not opened (no evidence) **no marks lost: evidence of Invitation will show in merged letters**
 - 1.6 – 2 marks are **lost** for the header
 - 1.7 – if the WordArt is inserted in the invitation it must be marked on the first invitation
 - 1.8 – the footer (Event Planner: J Makhoba) must be marked on the first invitation.
 - 1.9 – 2 marks are **lost** as there is no evidence of documents being linked
 - 1.10 – 5 marks are **lost** as there is no evidence of merge fields being inserted
 - 1.11 – 2 marks are **lost** for no printout of the Primary Document
3. If no printout of the merged invitations is included, marks for 1.12 and 1.13

are **lost**.

4. If the records in the merged field, (in Question 1C) differ from the Data Source Question 1A, then regard Question 1C as invalid and do not allocate any marks to Question 1C.

QUESTION 1

[60]

- 1.1 Correct number of columns (2)
 Correct number of rows (2)
 Fields (Column headings) (5)
 Accuracy (**records 1 & 2 only**) (10)
- 1.2 ~~Examination number typed two lines below table~~ **no such instruction. Exam no and Question no in header left aligned ü ü** (2)
Access table: Accept if inserted as header OR typed as a record
- 1.3 Inserted new record (2)
 Accuracy (5)
- 1.4 Printed data source (2)
- 1.5 Opened INVITATION (2)
- 1.6 Inserted Header: **Question 1B ü right aligned ü** (2)
- 1.7 Inserted Word Art (1)
 Bottom left (1)
 Accuracy (1)
 Font size (1)
- 1.8 Footer: Align right (1)
 Font size (1)
 Italics (1)
 Accuracy (1)
- 1.9 Linked primary and secondary documents (2)
- 1.10 Replaced text with merge fields (one mark for each field) (5)
- 1.11 Printed primary / main document (2)
- 1.12 Changed question number to QUESTION 1C **on all 3 letters** (1)
- 1.13 Merged document:
 - Invitation 1 **all info correct ü ü (all or nothing)** (2)
 - Invitation 2 **all info correct ü ü (all or nothing)** (2)
 - Invitation 3 **all info correct ü ü (all or nothing)** (2)
- 1.14 Printed final documents **all 3. (all or nothing)** (2)

[60]

Examination Number 1.2 ü ü examination number, left header
Question 1A

1.1 ü ü rows ü ü columns ü ü ü ü field headings (ü = 10) accuracy records 1 & 2

NAME	COMPANY	VENUE	DATE	TIME
Mr Vermeulen	Hobbies.Com	Alberton Hotel	14/12/2010	19:00
Mrs Bongo	Cards Galore	Centurion Plaza	16/12/2010	18:30
Mr Spogter	Printers Inc.	Nelspruit Hotel	18/12/2010	18:00

1.3 ü ü inserted new record
ü ü ü ü accuracy of inserted record
(1 mark per cell)

1.4 ü ü printed data source

Do not subtract marks for info wrapped in cells, especially when font Courier New 12 was used

1.5 ü ü opened document

1.6 ü ü header Examination Number
QUESTION 1B

Xmas - Celebration Time!!!

1.9 ü ü linked documents

«NAME» 1.10 ü field

«COMPANY» 1.10 ü field

*You are hereby cordially
invited to celebrate
the opening of the
festive season!*

*Join us for a
cheese & wine evening*

at the

«VENUE» 1.10 ü field

on

«DATE» 1.10 ü field

at

«TIME» 1.10 ü field



1.11 ü ü print

Ho, Ho, Ho!!!

1.7
ü inserted Word Art
ü bottom left
ü font size
ü accuracy

Season Greetings

1.8 ü align right ü font size ü italics ü accuracy

Events Planner: J. Makhoba

Copyright reserved

Please turn over

1.12 ü changed Question number on all 3 letters

Examination Number QUESTION 1C

Xmas - Celebration Time!!!

*Mr Vermeulen
Hobbies.Com*

1.13 ü ü merged

*You are hereby cordially
invited to celebrate
the opening of the
festive season!*

*Join us for a
cheese & wine evening*

at the

Alberton Hotel

on

14/12/2010

at

19:00



1.14 ü ü print

Ho, Ho, Ho!!!

Season Greetings

Events Planner: J. Makhoba

Xmas - Celebration Time!!!

*Mrs Bongo
Cards for Africa*

1.13 ü ü merged

*You are hereby cordially
invited to celebrate
the opening of the
festive season!*

*Join us for a
cheese & wine evening*

at the

Centurion Plaza

on

16/12/2010

at

18:30



Ho, Ho, Ho!!!

Season Greetings

Events Planner: J. Makhoba

Xmas - Celebration Time!!!

*Mr Spogter
Printers Inc.*

1.13 ü ü merged

*You are hereby cordially
invited to celebrate
the opening of the
festive season!*

*Join us for a
cheese & wine evening*

at the

Nelspruit Hotel

on

18/12/2010

at

18:00



Ho, Ho, Ho!!!

Season Greetings

QUESTION 2**[60]**

2.1	Opened the file CARNIVAL. Inserted examination number.	(1)
2.2.1	Changed the justification of the entire document to left.	(2)
2.2.2	Inserted heading: Top, centre (will shift left if image on right was correctly wrapped. Do not penalise)	(2)
	Comic Sans 24	(2)
	Bold	(1)
	Accuracy	(1)
2.2.3	Performed spell check (2 words – carnival; beautiful)	(2)
2.2.4	Applied the heading style 1 to sub-headings; and centre the headings	(5)
2.2.5	Inserted a border around the first paragraph on page 1	(1)
2.2.6	Inserted the image BRAZIL	(2)
	Positioned image - top right side of main heading	(2)
2.2.7	Format wrap style of picture to square (if image not next to heading, wrapping not done)	(2)
2.2.8	Applied hyphenation to entire document	(2)
2.2.9	Inserted ribbon shape below last paragraph in centre of page 1 (above last paragraph in the centre, therefore accept if on second page, also accept if in between last heading and last paragraph) ü inserted ribbon shape, ü correct position	(2)
2.2.10	Applied Style 2 Shadow to the shape	(2)
2.2.11	Inserted the text into the shape: using Comic Sans	(1)
	bold and	(1)
	centred	(1)
	accuracy of text	(3)
2.2.12	Changed font size to 11 and italics for sub-paragraph 2 “African dance...”	(2)
2.2.13	Numbered the pages: bottom, centre	(2)
2.2.14	Changed the right and left margins to 0.5” / 1.27 cm	(2)
2.2.15	Inserted a page break before paragraph “Uniting the ...”	(2)
2.2.16	Inserted the table two lines below the paragraph “Uniting the ...”	(10)
2.2.17	Applied the AutoFormat: Classic 2 to the table	(2)
2.2.18	Used the bullets and numbering function to insert any bullets	(2)
2.2.19	Found and replaced the word festival with carnival (6 replacements= 2 marks or 0)	(2)
2.2.20	Printed the document.	(1)
		[60]

Examination Number 2.1 ü opened file, typed exam & question no.
QUESTION 2

2.2.6 ü ü inserted image
ü ü position

2.2.14 ü ü left & right margin 0.5*/1.27 cm

2.2.2 ü ü inserted top centre, ü font size, ü font, ü bold, ü accuracy



THE HISTORY OF CARNIVALS

2.2.5 ü paragraph border, heading included

2.2.7 ü ü square wrapping

2.2.4 ü heading style 1 + centre

What is carnival?

2.2.3 ü spell check - carnival

It is an annual celebration of life found in many countries of the world. And in fact, by learning more about **carnival** we can learn more about ourselves and a lot about accepting and understanding other cultures.

2.2.19 ü ü find & replace (6) - festival/carnival : all or nothing (words in blue)

2.2.4 ü heading style 1
+ centre

African influences on **carnival** traditions

African dance and music traditions used by Africans in their motherland on masks and headdresses as a symbol of our ability as humans to rise above problems, pains, heartaches, illness - to travel to another world to be reborn and to grow spiritually.

2.2.12 ü font size 11 ü italics

2.2.4 ü heading style 1
+ centre

Creating a **carnival** production

In order to put a carnival band together, it takes many weeks of welding, sewing, gluing, applying feathers, sequins, foil papers, glitter and lots of creativity, energy and patience. The first step is to come up with a theme or overall concept for the band and to develop costume illustrations for each section of dancers.

2.2.4 ü heading style 1
+ centre

The Birth of the Steel band

One of the exciting aspects of a **carnival** is the appearance in the early 20th century of the steel pan, which are instruments made from used oil drums that have been cut off on one end and then shaped, pounded, and tuned. Every **carnival** season, steel bands, composed of one to two hundred pan players, practice for months on end. Ready with their tunes, these steel bands take to the stadiums and the streets, to create some of the most beautiful music in the world.

2.2.3 ü spell check - beautiful

2.2.11 text -
ü Comic Sans 16
ü bold
ü centre
ü ü accuracy



2.2.9 ü inserted shape, ü position
2.2.10 ü ü shadow style 2

2.2.15 ü ü page break

2.2.13 ü numbered both pages
ü bottom, centre

2.2.8 ü ü hyphenation

2.2.1 ü ü left justification

Examination Number
QUESTION 2

Uniting the World

2.2.4 ü heading style 1
+ centre

Carnival arts offers all of us a dynamic tool for self-expression and exploration, a tool to seek out our roots, a tool to develop new forms of looking at the world and its cultures, and finally, a tool to unite the world, to discover what we all have in common, and to celebrate what makes us different. The power and creativity that underlies these art forms can transform lives. Together we will dance the song of life!

POPULAR CARNIVAL DESTINATIONS	
<ul style="list-style-type: none"> • Caribbean • Jamaica • Grenada • San Francisco 	<ul style="list-style-type: none"> • Panama • Brazil • Canada • United States of America

2.2.18 ü ü inserted any bullets

2.2.16 table -
ü inserted correctly
ü ü no. of columns + rows
ü ü top row merged
ü ü ü ü accuracy (1 x error)

2.2.17 ü ü table Autoformat
Classic 2

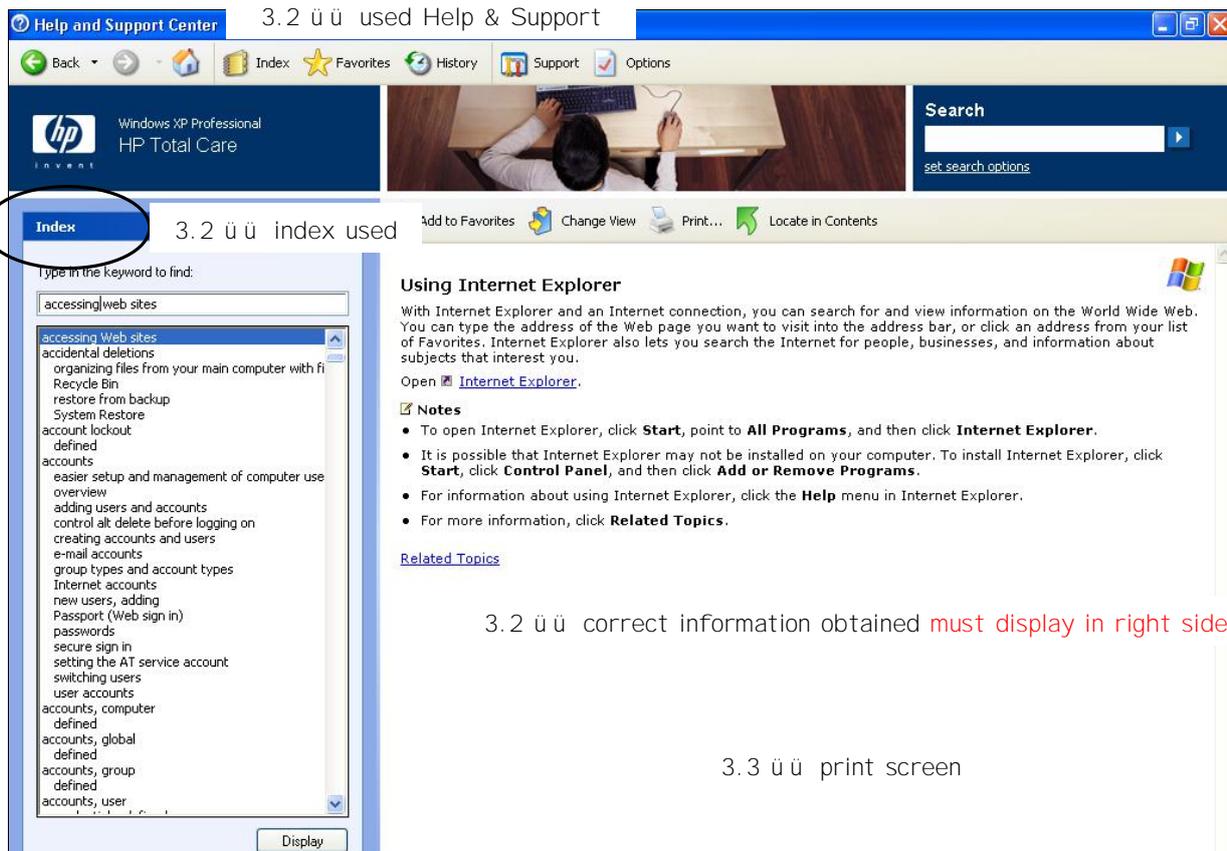
2.2.20 ü printout

Do not subtract marks for wrong numbering: The answer sheet was incorrectly numbered

QUESTION 3

[60]

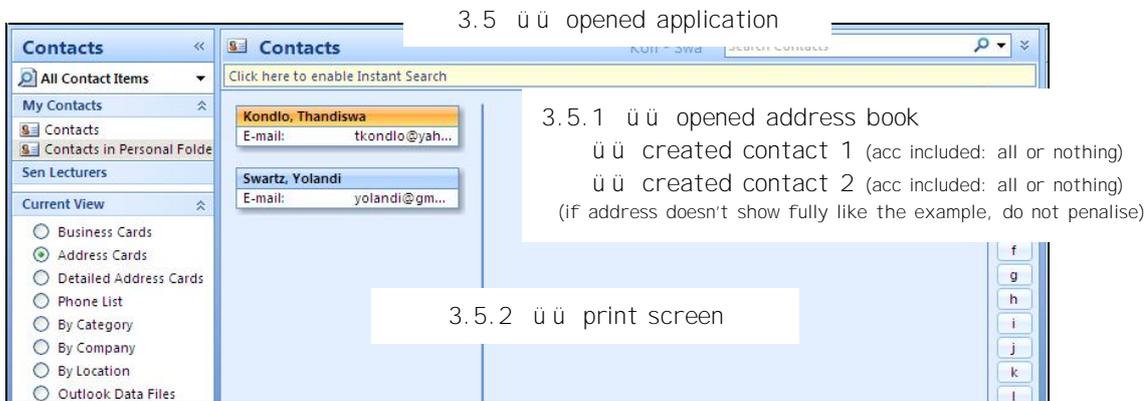
- 3.1 Opened Question 3
Inserted examination number (2)
- 3.2 Used Help and Support ü ü
Selected the Index tab ü ü
Obtained information on accessing web sites ü ü (6)
- 3.3 Made a print screen image and pasted into answer file. (2)



- 3.4 Correct words selected:
- 3.4.1 Website (2)
- 3.4.2 Download (2)
- 3.4.3 URL (2)
- 3.4.4 Attachment **Signature** (2)
- 3.4.5 Search Engine (2)
- 3.5 Opened MS Outlook / **Outlook Express (whichever email program was used)** (2)

- 3.5.1 Created contacts in Address Book:
 - Opened Address book and created contacts: (2)
 - Yolandi Swartz – yolandi@gmail.com (2)
 - Thandiswa Kondlo – tkondlo@yahoo.co.za (2)

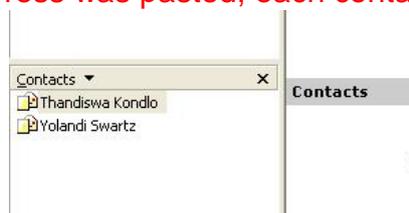
- 3.5.2 Made a print screen image of the contacts folder (2)



OR if Express was used:



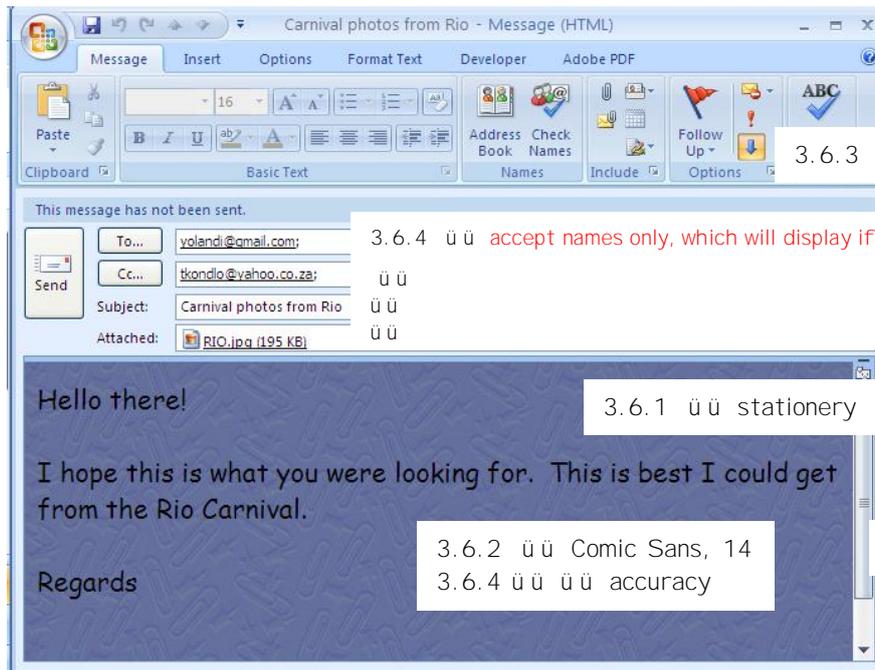
If Contact Bar in Express was pasted, each contact gets one mark only:



Created message as follows:

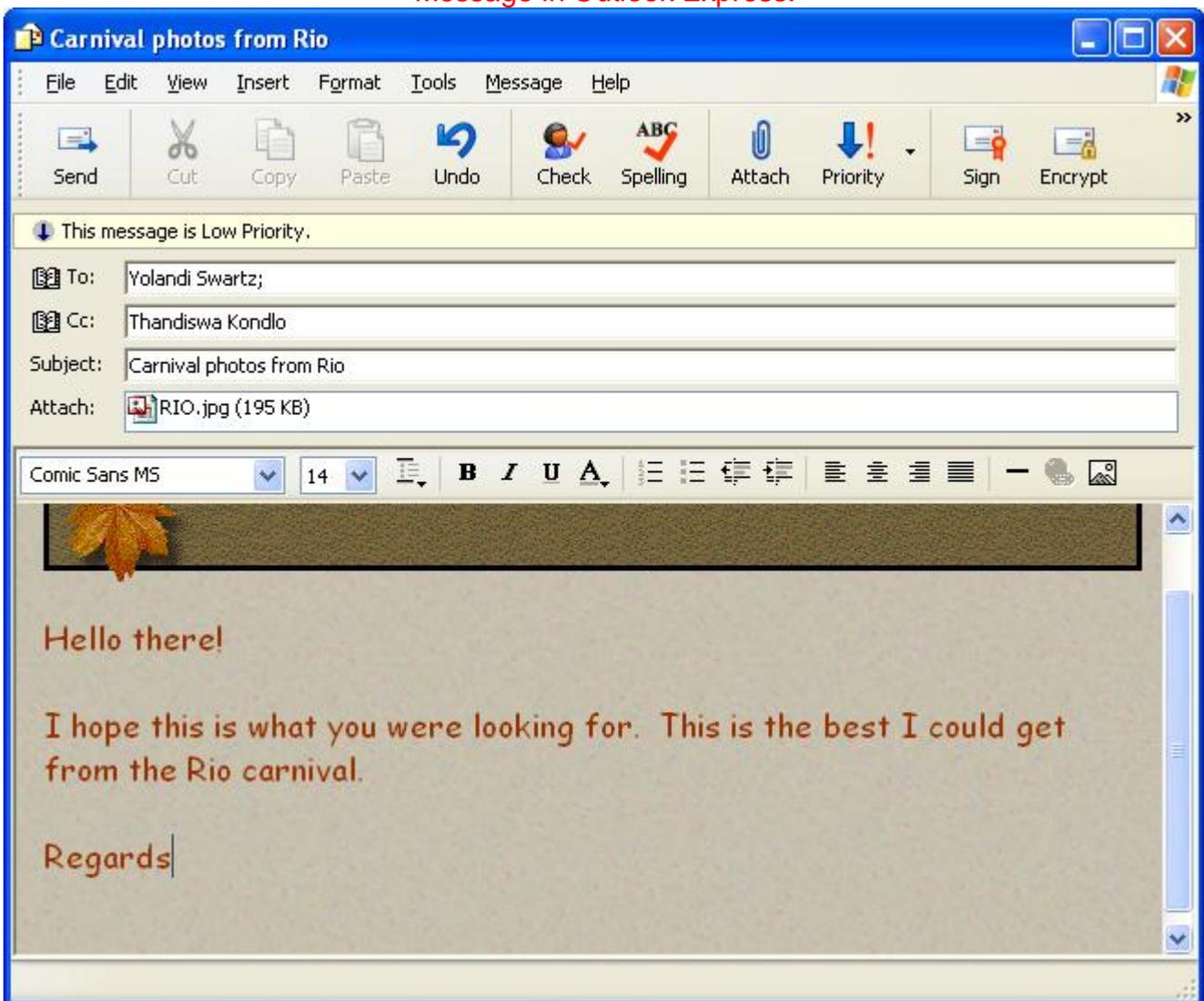
- 3.6.1 Used stationery called Office Supplies (2)
- 3.6.2 Changed the font of the message to Comic Sans 14 (2)
- 3.6.3 Made the importance of the message – low priority (2)
- 3.6.4 Composed the message. (See below for mark allocation) (12)

3.6.5 Made a print screen image of the message and pasted it into the answer file

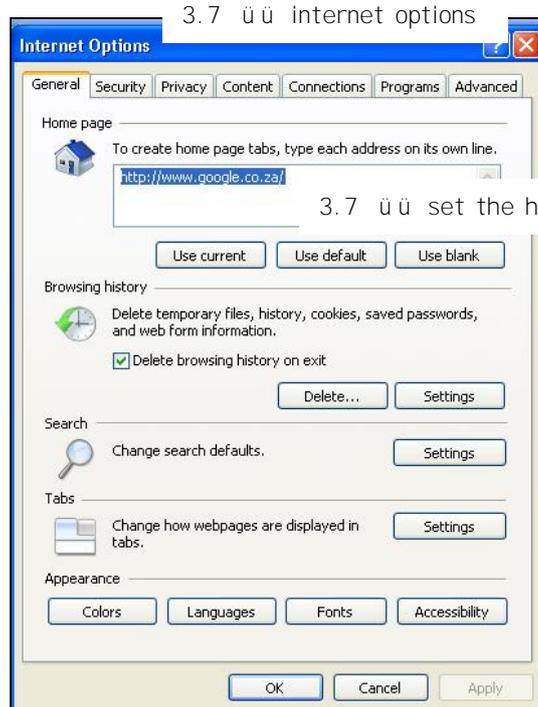


memo accuracy errors:
 ..This is **the** best I could
 get from the Rio **c**arnival.

Message in Outlook Express:



3.7 Opened the Internet Explorer and set Google as home page (6)



3.7 ü ü set the home page

3.7 ü ü print screen

3.8 Set any webpage as a favourite; made a print screen image of this dialog box and pasted it into the answer file. (4)



3.8 ü ü print screen

[60]

QUESTION 4

Open the file

Insert Examination Number as a header against the left margin. (1)

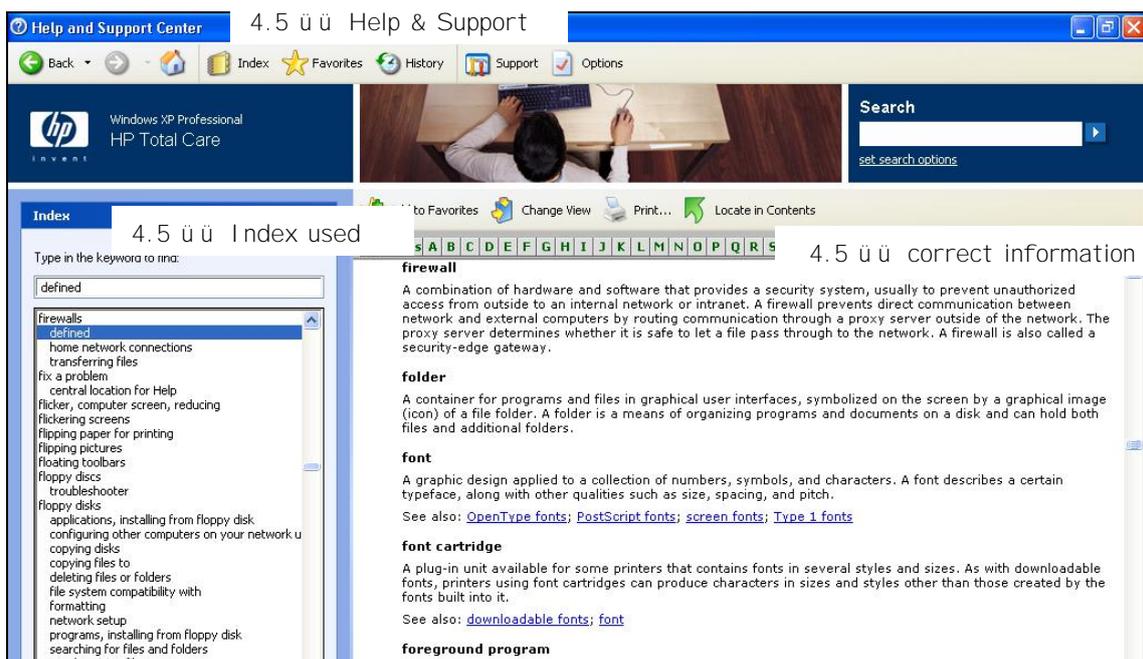
4.1 Trojan horse
Worms
File virus
Boot sector virus (Any 3) (3)

4.2 Files can disappear
Files can become corrupt
Storage memory could be hard to find (Any 2 x 2) (4)

4.3 A - is a LAN network. (1)
A LAN is a local area network, used for example – to connect all computers in a company in one building or area onto a network which is not connected to other networks outside of their company. (or any suitable explanation) (2)

4.4 To do research (search for information on the world wide web)
Get weather updates
To make airline bookings
Download free software
Send and receive emails
Do online shopping
Watch videos (YouTube)
IM (instant messaging)
Listen to music (Any other suitable answer) (Any 4) (4)

4.5 Activated the HELP AND SUPPORT program and used the Index tab to search for a definition of a firewall. (6)



4.6 Made a print screen image of the information obtained. 4.6 ü ü print screen (2)

4.7 Yes. (1)
 If a power cable is accidentally pulled or not secure, it can cause personal injury. (2)

4.8 The wrist will become painful and swelling will occur, because of the limited motion during typing. (6)
 Symptoms include burning pain when the nerve is compressed.
 Numbness and tingling in the thumb and first two fingers will occur. (3 x 2)

4.9.1	C (accept D as well)	ü ü	4.9.6	D	ü ü
4.9.2	B	ü ü	4.9.7	D	ü ü
4.9.3	B	ü ü	4.9.8	C	ü ü
4.9.4	A	ü ü	4.9.9	C	ü ü
4.9.5	A	ü ü	4.9.10	B	ü ü

(20)

4.10.1	C	ü ü	4.10.3	B	ü ü
4.10.2	E	ü ü	4.10.4	A	ü ü

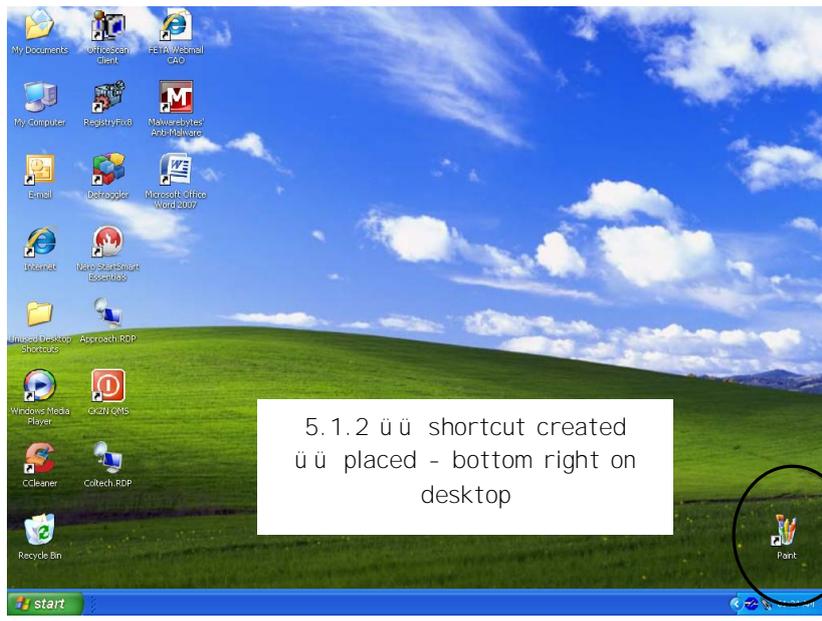
(8)

QUESTION 5

Opened the answer file saved as QUESTION 5 and inserted Examination Number as a header against the left margin. (2)

5.1.1 Desktop (2)

5.1.2 Created Paint program shortcut (2)
 Placed shortcut in bottom, right hand corner of the desktop (2)



5.1.3 ü ü print screen of Desktop

5.1.3 Made print screen image of desktop with paint program shortcut. (2)

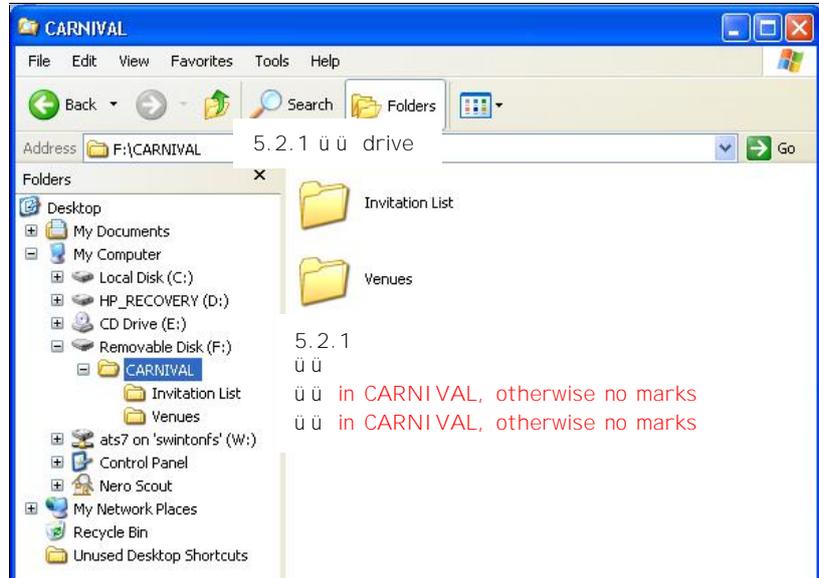
5.2 Opened *Windows Explorer*. (2)

5.2.1 Created the following filing structure (accept any root drive as per college procedures): (8)

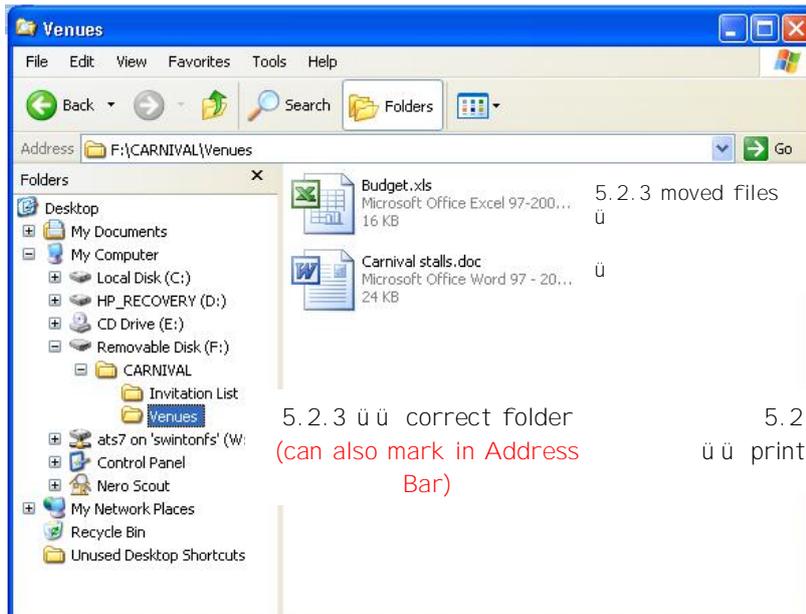
5.2.2 Made a print screen image of the structure in Windows Explorer. (4)

5.2 ü ü windows explorer

5.2.2 ü ü left pane ü ü print screen



5.2.3 Moved the files BUDGET and CARNIVAL STALLS from the STUDENT FILES folder to the VENUES sub-folder. Made a print screen image of the content of the VENUES sub-folder and pasted into Word document. (6)



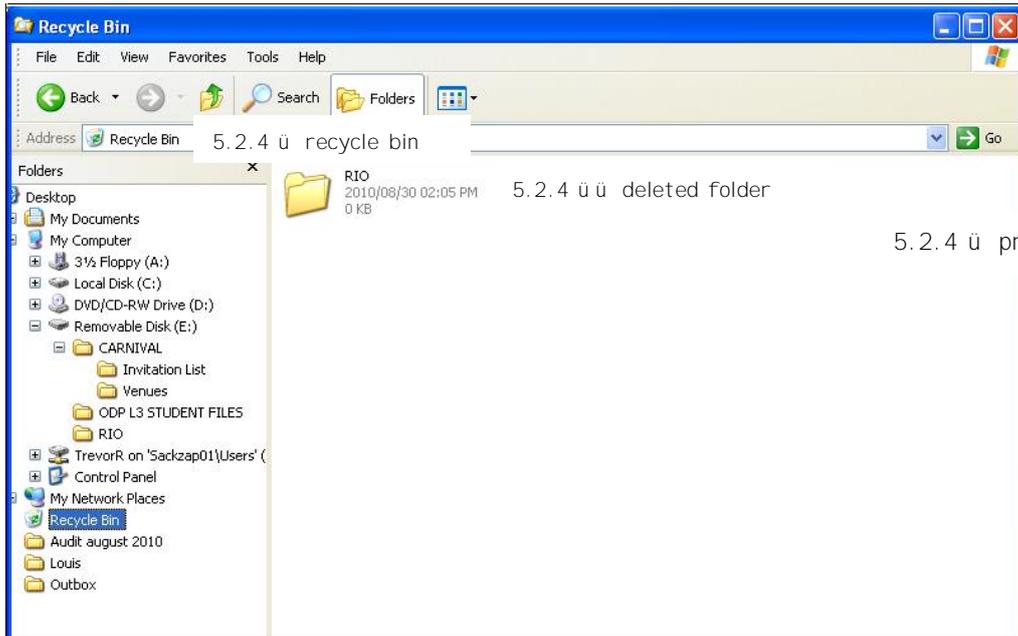
5.2.3 ü ü correct folder (can also mark in Address Bar)

5.2.3 ü ü print screen

5.2.4 Deleted the folder RIO from the STUDENT FILES FOLDER and made a print screen image of the opened Recycle Bin (showing the deleted folder) and pasted into Word document. (4)

Here we will have to accept an empty Recycle Bin, as certain Colleges make use of Student Profiles which permanently delete files or folders without moving it to the Recycle Bin first.

The mark allocation is therefore: Recycle Bin folder opened: 0 0 print screen 0 0



5.3 Selected the MS Word Help function to search for information on how to set tab stops. **Copied** the information and pasted into Word. [Do NOT accept a print screen image]. (The information below is taken from MS Office Word 2007; it may look a little different from MS Word 2003; however the content is the same). (6)

Set the tab stops

5.3 ü ü used MS Word help

5.3 ü ü correct information

You might want to use the ruler to set manual tab stops at the left side, middle, and right side of your document.

NOTE If you don't see the horizontal ruler that runs along the top of the document, click the **View Ruler** button at the top of the vertical scroll bar.

5.3 ü ü copied information to Word

You can quickly set tabs by clicking the tab selector at the left end of the ruler until it displays the type of tab that you want and then clicking the ruler at the location you want. But which type of tab stop should you use?

If you want your tab stops at precise positions that you can't get by clicking the ruler, or if you want to insert a specific character (leader) before the tab, you can use the **Tabs** dialog box. To display this dialog box, double-click any tab stop on the ruler.

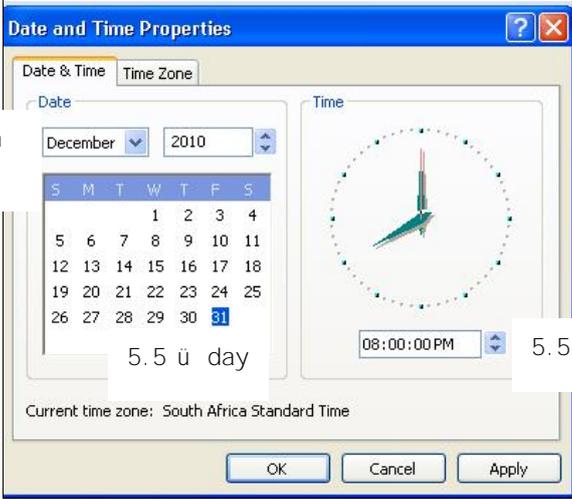
	A Left Tab stop sets the start position of text that will then run to the right as you type.
	A Center Tab stop sets the position of the middle of the text. The text centers on this position as you type.
	A Right Tab stop sets the right end of the text. As you type, the text moves to the left.
	A Decimal Tab stop aligns numbers around a decimal point. Independent of the number of digits, the decimal point will be in the same position. (You can align numbers around a decimal character only; you cannot use the decimal tab to align numbers around a different character, such as a hyphen or an ampersand symbol.)
	A Bar Tab stop doesn't position text. It inserts a vertical bar at the tab position.

5.4.1	.bmp	ü	5.4.3	.zip	ü	
5.4.2	.wav	ü	5.4.4	.pdf	ü	(4)

(do not penalise if written without the dot, otherwise it should be 100 % - all or nothing approach)

5.5 Changed the date and time to 31/12/2010, 8:00PM. Made a print screen image of this dialog box and pasted it into the answer file. (6)

Certain colleges do not have access rights to the Control Panel. If a student pasted the “Not-allowed-to change-message”, all 6 marks should be given



5.6.1	Thumbnails	ü ü	5.4.3	Tiles	ü ü	
5.6.2	List	ü ü	5.4.4	Details	ü ü	(8)

[60]

TOTAL: 100