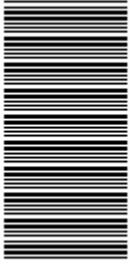


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**higher education  
& training**

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

**NATIONAL CERTIFICATE (VOCATIONAL)**

**OFFICE DATA PROCESSING  
NQF LEVEL 3**

**NOVEMBER 2010**

**(3061023)**

**01 November (Y-Paper)  
13:00 – 16:30**

**This question paper consists of 18 pages.**

# OFFICE DATA PROCESSING LEVEL 3

<b>TIME:</b>	<b>3 hours</b> (keying-in and processing time)
<b>ADDITIONAL:</b>	<b>1/2 hour</b> (30 minutes extra for printing)
<b>MARKS:</b>	<b>300</b>

DATA PROCESSING		ALLOCATED TIME	MARKS
QUESTION 1	Word Processing	35 mins	60
QUESTION 2	Word Processing	40 mins	60
QUESTION 3	Information and Communication using MS Outlook	30 mins	60
QUESTION 4	Basic concepts of computers	40 mins	60
QUESTION 5	File Management	35 mins	60
<b>TOTAL</b>		<b>3 hours</b> (30 minutes extra for printing)	<b>300</b>

**TIME: 3 HOURS**

**MARKS: 300**

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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 must be given 15 minutes to read these instructions before commencing the actual examination.
5. ALL questions must be done on the computer with the aid of the Microsoft Office Suite. ALL printouts MUST be correctly numbered and both the EXAMINATION NUMBER and the QUESTION NUMBER must be printed as instructed for each printout. The printouts must be placed in the correct sequence in the folder provided.
6. Printouts with handwritten examination numbers will NOT be accepted or marked, unless signed by the invigilator to endorse the fact that it is the candidate's own work.
7. The following fonts will be accepted: Arial, Courier New, or Times New Roman, size 12. However, one type of font must be used throughout the answering of the entire question paper, except where instructed to change the font.
8. Candidates must retrieve and use the various files loaded on their memory stick/flash disk/Network drive (whichever one is used) to effect various commands as per instruction for the applicable questions.
9. The time allocated for the Question Paper is THREE hours. An additional THIRTY minutes may be allowed to a candidate for the printing of answers where a central printer is used in a venue. Printing may also be done during the three hours allocated to 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 effect 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 given to 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 immediately after printing.
13. Printouts to be marked must be arranged in the same order as that of the questions in the examination paper (only 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 student's examination folder and must be handed to the invigilator. This includes all printouts on which errors occurred and which should not be marked. NO printouts whatsoever may be removed from the examination room or put into waste-paper bins.
14. Questions 1,2,3,4 and 5 must be completed in the files provided in the STUDENT FILES FOLDER. Questions 1,2,3,4 and 5 MUST be saved after completing the questions print and insert the printouts into the cover provided for the printouts.
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 may be allowed for such lost work. It is the candidates' responsibility to protect their answers through regular saving in order to prevent loss of work.
16. At the end of the examination session, each candidate must hand in the printouts as well as the memory sticks/flash disk (or other storage device which may be 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 CD, must be handed to the examination section of that Campus for safekeeping for one year in case enquiries should be made by the examiner/moderator/ superintendents 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, then the hard drive 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 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 an extremely serious light.
19. Candidates are reminded to save work regularly, to prevent loss of work.

20. Candidates are encouraged to use the spell check function for each completed question before printing. Marks are deducted for work that is not accurately typed.

21. **IMPORTANT HINT: HOW TO USE THE PRINT SCREEN FUNCTION:**

Follow these instructions to obtain the necessary dialog box requested when answering a question which requires the use of the print screen function:

- Press the Print screen button found on the top row of the keyboard [on the right hand side of the F12 function key];
  - Minimize that screen, 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.
-

The following introductory information is for READING purposes only. This information must NOT be typed as part of the examination.

You are currently stuck in a dead-end job and decide to browse a national newspaper, in your search for 'greener pastures'. The advert below was placed in the newspaper and you decide to apply for this position. Your application was submitted and you were selected for an interview, whereby they once again reminded you about the assessment which you will have to execute.

<h2 style="margin: 0;"><i>Dynamic Events</i></h2> <p style="margin: 0;"><i>No event is too big for us!!!</i></p>	<p style="margin: 0;">This team of professionals has been awarded the marketing tender for the opening of the <b>Xmas Carnival</b> in Johannesburg in December.</p>
<p style="margin: 10px 0;"><i>Dynamic Events</i> is seeking an individual to join their fast expanding and exciting events planning company.</p> <p style="margin: 10px 0;">A vacancy has arisen on the administrative side for a career minded office administrator.</p> <p style="margin: 10px 0;"><b>Key responsibilities</b></p> <ul style="list-style-type: none"> <li>• Preparation of proposals, reports</li> <li>• Contract administration Liaise with clients</li> <li>• Good telephonic skills and sound professional ethics</li> </ul> <p style="margin: 10px 0;"><b>Minimum requirements</b></p> <ul style="list-style-type: none"> <li>• National Certificate Vocational in Office Administration             <ul style="list-style-type: none"> <li>• Excellent spoken and written English</li> </ul> </li> <li>• Sound knowledge of Microsoft Office and Outlook             <ul style="list-style-type: none"> <li>• Your willingness to travel</li> </ul> </li> </ul> <p style="margin: 10px 0;">Should you be interested in the abovementioned vacancy and would like to join Dynamic Events' team in Johannesburg, please fax a comprehensive CV to Jane/Lutho at (011) 234 7654.</p> <p style="margin: 10px 0;"><b>Please Note:</b></p> <p style="margin: 10px 0;">As part of the interview process you are required to display the following skills in an assessment:</p> <ul style="list-style-type: none"> <li>• Basic concept of computers             <ul style="list-style-type: none"> <li>• Word processing</li> <li>• Internet and e-mail</li> </ul> </li> </ul>	

**QUESTION 1**

As stated in the advertisement, our company has received the marketing tender to plan all events for the opening of the Xmas Carnival in December. If you are the selected candidate, you will assist with all administrative tasks and the first one is to ensure that stakeholders receive invitations to this event. Indicate in the following task how you would best use the Mail Merge function to send out invitations.

- 1.1 Create a data source file in MS Word using the following information and save it to your flash disk / network drive (whichever is in use) with the filename **LIST**.

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

(19)

- 1.2 Insert your Examination Number and Question Number as a header in the left margin as follows:

Examination number  
QUESTION 1A

Save and close the file.

(2)

- 1.3 Reopen the file and add the following record to the data source:

(7)

Mr Spogter	Printers Inc.	Nelspruit Hotel	18/12/2010	18:00
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- 1.4 Save and print the data source document.

(2)

- 1.5 Open/Retrieve the document saved as **INVITATION** from the STUDENT FILES folder on your data diskette/flash or USB disk/network drive (whichever storage device is used).

(2)

- 1.6 Insert your Examination Number and Question Number as a header against the right margin as follows:

Examination number  
QUESTION 1B

(2)

- 1.7 Select a WordArt of your own choice and type the following caption using a font size of 24 pt. Place the caption at the end of the invitation, against the left margin.

Season Greetings

(4)

- 1.8 Insert the text below as a footer as follows: align right, font size 8 and italics.  
Events Planner: J. Makhoba  
Update the document (save). (4)
- 1.9 Create the mail merge document by linking the document **INVITATION** with the data source file **LIST**. (2)
- 1.10 Replace the existing text with the following titles within the document with the actual merge fields:  
<<NAME>>  
<<COMPANY>>  
<<VENUE>>  
<<DATE>>  
<<TIME>> (5)
- 1.11 Print the primary/main document before merging. (2)
- 1.12 Change the question number in the header to QUESTION 1C. (1)
- 1.13 Merge the data source file with the primary document to create mail merged documents (3 documents). (6)
- 1.14 Print the invitations of the final/merged documents. Save the merged document as **INVITE**. (2)
- [60]**

## QUESTION 2

As part of their marketing strategy the company is going to distribute information pamphlets about the history of carnivals as marketing strategy promote the Xmas Carnival. This pamphlet will be presented to the organizing committee at a meeting. You have to make use of your word processing skills to improve the layout and presentation of this report.

- 2.1 Open/Retrieve the document saved as **CARNIVAL** from the STUDENT FILES folder on your data diskette/flash or USB disk/network drive (whichever storage device is used). Insert your EXAMINATION NUMBER in the space provided in the footer. (1)
- 2.2 Edit the document as indicated in the instructions below:
- 2.2.1 Change the justification/alignment of the entire document to left. (2)
- 2.2.2 At the top centre of the document, insert the following heading in Comic Sans 24 in bold.  
  
THE HISTORY OF CARNIVALS (6)

- 2.2.3 Perform a spell check to correct all typing errors. (2)
- 2.2.4 Apply the style HEADING 1 to the sub-headings and centre the headings. (5)
- 2.2.5 Insert a border around the first paragraph (including the first paragraph heading). (1)
- 2.2.6 Insert the picture saved as **BRAZIL** from the STUDENT FILES folder on your data diskette/flash or USB disk/network drive (whichever storage device is used). Place the picture on the right hand side of the main heading at the top of the page. (4)
- 2.2.7 Format the wrapping style of the picture to square. (2)
- 2.2.8 Apply the hyphenation function to the entire document. (2)
- 2.2.9 Insert the following shape two line spaces above the last paragraph, in the centre of the page: (2)



- 2.2.10 Apply the Shadow Style 2 to the shape. (2)
- 2.2.11 Insert the following text in the shape using Comic Sans 16, bold and centred.  
  
XMAS CARNIVAL – DECEMBER 2010!!! (6)
- 2.2.12 Change the font size of subparagraph 2 “African dance and music traditions ...” to 11 and italics. (2)
- 2.2.13 Number the pages: bottom, centre of the document. (2)
- 2.2.14 Change the left and right margins of the entire document to 0.5”/1.27cm. (2)
- 2.2.15 Insert a page break before the sub-heading: “Uniting the world”. (2)
- 2.2.16 Insert the table below, TWO lines after the paragraph on the second page. (10)

POPULAR CARNIVAL DESTINATIONS	
Caribbean	Panama
Jamaica	Brazil
Grenada	Canada
San Francisco	United States of America

- 2.2.17 Apply the AutoFormat: Table Classic 2 to the table. (2)
- 2.2.18 Use the bullets and numbering function to insert bullets of your choice to the items in the table created in 2.2.16. (2)
- 2.2.19 Use the find and replace function to find and replace all the words: **festival** with the word: **carnival** throughout the document. (2)
- 2.2.20 Save and print the document. (1)
- [60]**

### QUESTION 3

In this question you have to demonstrate the use of INTERNET EXPLORER and E-MAIL using Microsoft Outlook, to the interview panel.

- 3.1 Open the document saved as **QUESTION 3** from the STUDENT FILES folder on your data diskette/flash or USB disk/network drive (whichever storage device is used) file to record the answers to the following questions. Insert your EXAMINATION NUMBER in the header. (2)
- 3.2 Use the Help and Support function from the START option and make use of the INDEX TAB to search for information on accessing websites. (6)
- 3.3 Make a print screen image of this window and paste it to the QUESTION 3 answer file in the space provided for this answer. (2)
- 3.4 Read the following statements carefully and use the WORD BANK supplied below to select the correct WORD/S that best describe each statement:

Attachment; Download; Home Page; Retrieve; Recipient; Refresh; Search Engine; Signature; URL; Website; WWW

- 3.4.1 A group of web pages is called a ...
- 3.4.2 Copying content or programs off the internet to your computer/peripheral device is called a ...
- 3.4.3 The address of a webpage is called a ...
- 3.4.4 Text or pictures that you can input into Microsoft Outlook, which is automatically added to every new e-mail you send.
- 3.4.5 It is used to explore the web to find documents or sites based on keywords entered by the user. (5 x 2) (10)

3.5 Open the Microsoft Outlook application. (2)

3.5.1 Create the following contacts in the Address Book:

Yolandi Swartz – yolandi@gmail.com  
Thandiswa Kondlo – tkondlo@yahoo.co.za (6)

3.5.2 Make a print screen of the contacts folder and paste the image in the space provided in your QUESTION 3 answer file. (2)

3.6 Create the following e-mail by following the instructions below:

3.6.1 Use the Stationery called 'Office Supplies' to create the message below. (2)

3.6.2 Change the font of the message to Comic Sans 14. (2)

3.6.3 Set the importance of the message to low priority. (2)

3.6.4 Compose the message as follows:

<b>To:</b>	<a href="mailto:yolandi@gmail.com">yolandi@gmail.com</a>	(2)
<b>CC:</b>	<a href="mailto:tkondlo@yahoo.co.za">tkondlo@yahoo.co.za</a>	(2)
<b>Subject:</b>	Carnival photos from Rio	(2)
<b>Attachment:</b>	Attach the image file, RIO from your STUDENT FILES FOLDER, to the message.	(2)
<b>Message:</b>	Hello there!  I hope this is what you were looking for. This is the best I could get from the Rio carnival.  Regards	(4)

3.6.5 Make use of the print screen function to copy an image of the message and paste in the spaced provided in your answer file. (2)

3.7 Open the Internet Explorer application and set the Google search engine as home page as follows: [www.google.co.za](http://www.google.co.za).

Make a print screen of this dialog box (before closing it) and paste the image in the space provided in your answer file. (6)

- 3.8 In the Internet Explorer application, show how you would set a webpage as favourite.

Make use of the print screen function to copy this dialog box and paste the image in the space provided in your Question 3 answer file. Print the Question 3 document.

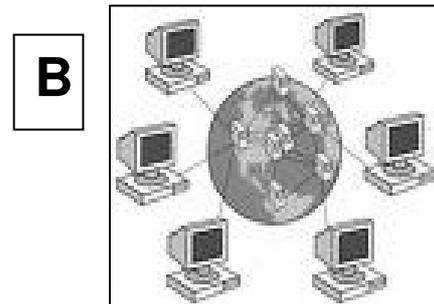
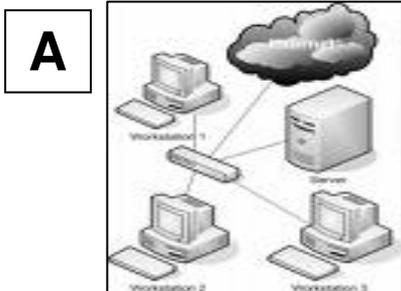
(4)  
[60]

#### QUESTION 4

The following assessment is to test your BASIC KNOWLEDGE OF COMPUTERS. Open the file saved as **QUESTION 4** from your data diskette/flash disk (USB)/network drive (whichever storage device is used) and answer the following questions in the space provided for each question. Insert your EXAMINATION NUMBER as a header against the left margin.

(1)

- 4.1 Name three examples of types of viruses which can infect a computer. (3)
- 4.2 Describe two symptoms a computer will display if infected with a virus. (4)
- 4.3 The pictures below represent the 2 major types of networks. Identify the LAN network. Briefly explain what a LAN network is. (3)



- 4.4 List four uses of the internet in everyday life. (4)
- 4.5 Activate the HELP AND SUPPORT program from the START button on the taskbar. Use the Index tab to search for firewalls. From the results shown select the option that will provide a definition of what a firewall is. (6)
- 4.6 Make use of the print screen function to copy this information and paste it in your answer file. (2)
- 4.7 Unsecured power cables can be harmful. Do you agree with this statement? Justify your answer (motivate, giving your reason for agreeing/disagreeing). (3)

- 4.8 ERGONOMICS is defined as a field of technology that considers human capabilities and limitations in the design of machines and equipment that people use, and the environments in which they operate.



Carpal Tunnel Syndrome (CTS) occurs if the correct typing technique is not used. Study the above image and predict the health concerns and its symptoms that arise with reference to Carpal Tunnel Syndrome (CTS).

(6)  
(32)

- 4.9 Various options are given as possible answers to the following questions. Choose the answer and type only the letter (A – D) next to the question number (4.9.1 – 4.9.10) in the ANSWER FILE.

4.9.1 To safely eject your USB device you should ...

- A Pull the device out slowly from the USB port
- B click on the green arrow on the title bar, click safely eject
- C click on the green arrow on the task bar, click safely eject
- D right click on the green arrow on the status bar, click safely eject

4.9.2 The term hardware refers to the ...

- A set of instructions that a computer must have to function.
- B physical components of a computer.
- C the components that you can not touch.
- D word processing application.

4.9.3 ... means illegally duplicating copyrighted software.

- A Data Publicity Law
- B Software Piracy
- C Data Protection Act
- D Copyright

4.9.4 ISP is an acronym for ...

- A Internet Service Provider.
- B International Service Provider.
- C International Sales Person.
- D Internet Sales Provider.

- 4.9.5 The right mouse button is used to ...
- A display a shortcut menu.
  - B select an option.
  - C select bold.
  - D insert a toolbar.
- 4.9.6 Which description is correct when referring to ROM?
- A It is data that can be changed.
  - B It is temporary memory.
  - C It is available for storing data.
  - D Forms a small part of the total memory.
- 4.9.7 A computer can be defined as an electronic machine that ...
- A receives, processes and stores data from a diskette to an output device.
  - B receives and sends data to the processing unit for storage.
  - C receives, scans and processes data to an input device.
  - D receives, processes, stores and sends data to an output device.
- 4.9.8 The purpose of a UPS is ...
- A to protect the computer against viruses.
  - B to improve the setting in the Microsoft programs.
  - C to protect the computer against lightning strikes.
  - D to save electricity.
- 4.9.9 What is ISDN?
- A Integrated Standard Digital.
  - B Internet Service Data Network.
  - C Integrated Services Digital Network.
  - D Interactive Standard Dynamic Networks.
- 4.9.10 What is the best way of preventing your computer from being infected with a virus?
- A Never open e-mail attachments.
  - B Use updated anti-virus software on your computer.
  - C Always share diskettes on computers and networks.
  - D Use pirated software.

(10 x 2) (20)

- 4.10 Choose a description from COLUMN B that matches the application software in COLUMN A. Type only the letter (A – F) next to the question number (4.10.1 – 4.10.4).

COLUMN A		COLUMN B
4.10.1		A Includes the designing, manipulation, editing, storage and printing of text.
4.10.2		B Organised collection of related information or data and provides a method of finding information quickly and easily.
4.10.3		C Can be used to create tables in which calculations can be done automatically by using formulas and functions.
4.10.4		D To do bookkeeping and prepare financial statements, which can be printed when needed. E Application used specifically for email. F Application used to view web pages and to find your way around the World Wide Web (WWW).

(4 x 2)

(8)

- 4.11 Print the Question 4 answer file.

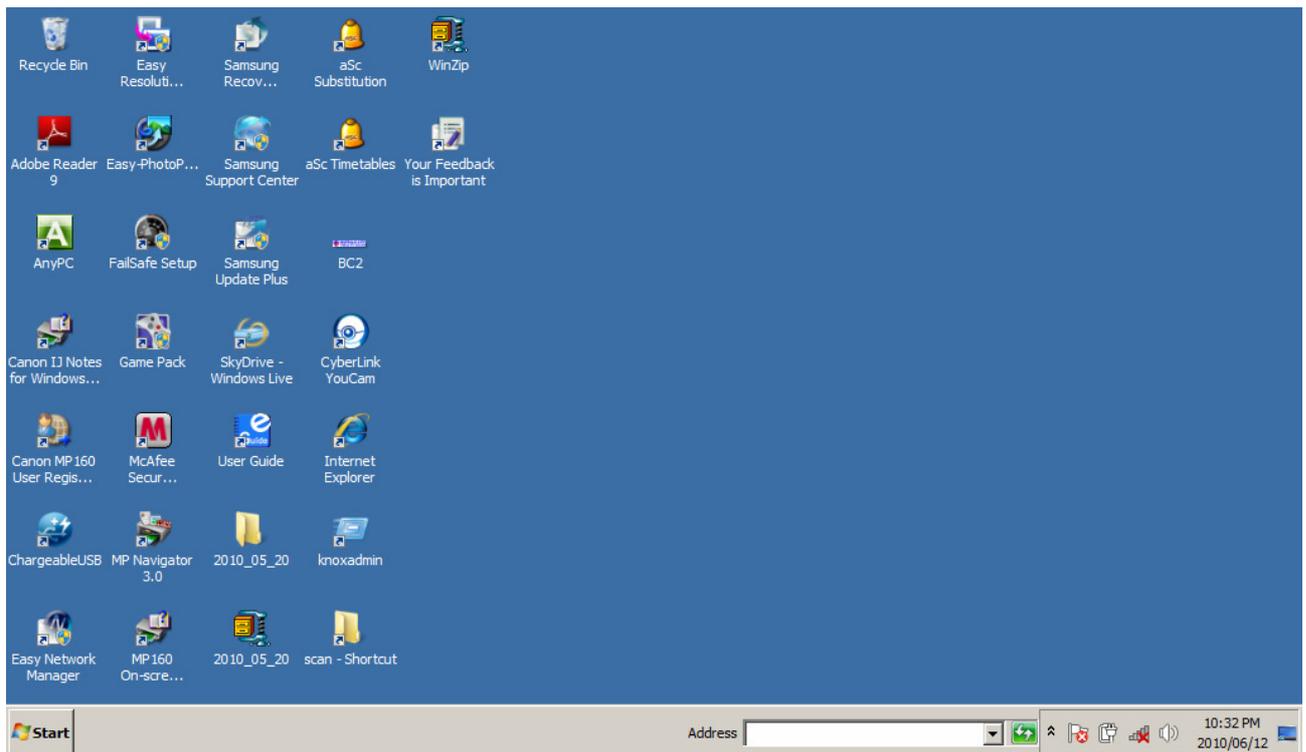
**[60]**

**QUESTION 5**

As the office administrator you need to create a new filing system and make back-up copies of files for future references.

Open/Retrieve the answer file saved as QUESTION 5 from your student diskette. Insert your Examination Number as a header against the left margin. Answers must be inserted next to the appropriate question number. (2)

5.1 Study the screenshot of the desktop below. Complete the questions which follow:



5.1.1 What is this screen/background where the icons (small images / pictures) are placed, called? (2)

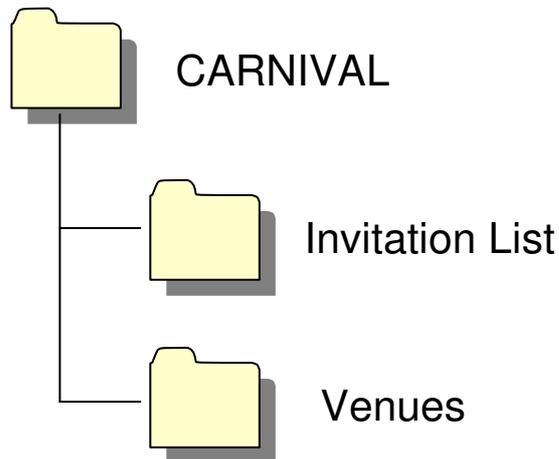
5.1.2 Most of these icons represent a SHORTCUT to specific programs/files.

Create a shortcut of the Paint Program and place the shortcut in the bottom right hand corner of the desktop. (4)

5.1.3 Use the print screen function to make a copy of the desktop and paste it into the Question 5 answer file in the space provided for this answer. (2)

5.2 Open *Windows Explorer* and execute the following instructions. Answers must be inserted into the Question 5 answer file. (2)

5.2.1 Depending on the diskette being used, open the applicable root drive you are using (e.g. removable disk drive/diskette) and create the following file subfolder structure as represented by the diagram below. Also name the folders as in the diagram below: (8)



5.2.2 In the *Windows Explorer* screen, open the CARNIVAL folder (which you have created in 5.2.1) in the left pane to show your file structure. Use the print screen function to copy the image of the structure to the answer file, in the space provided for the answer.

Save the document once again using the same filename. Keep the document open. (4)

5.2.3 Move the files BUDGET and CARNIVAL STALLS from your STUDENT FILES folder to the VENUES sub-folder. Make a print screen image of the content of the VENUES sub-folder and paste it into the answer file. (6)

5.2.4 Delete the folder RIO from the STUDENT FILES FOLDER and make a print screen of the opened Recycle bin (showing the deleted folder) and paste it into the answer file. (4)

5.3 Select the MS Word Help function to search for information on how to set tab stops.

Copy the information and paste into the answer file. [Do NOT make a print screen image.] (6)

5.4 Different types of files have different extensions. Name the extensions for the following files and key in your answers in the space provided.

5.4.1 Bitmap image

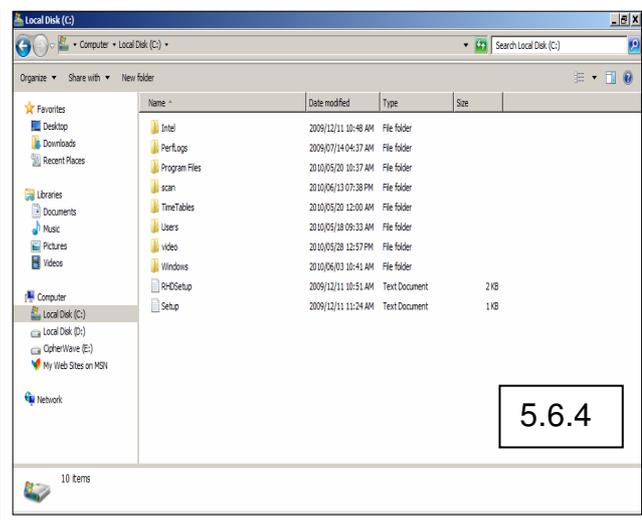
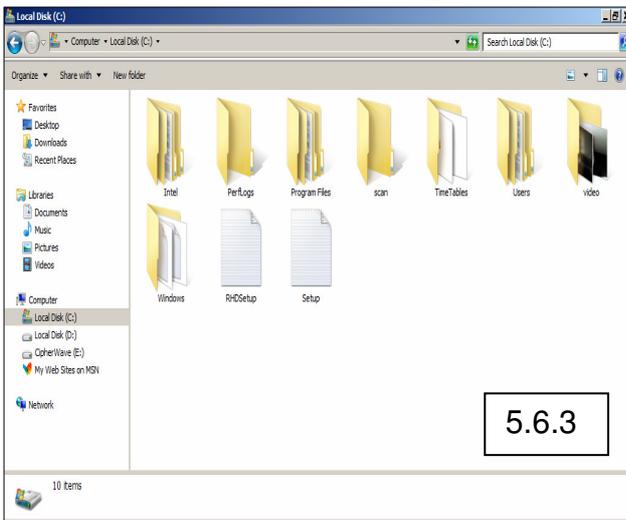
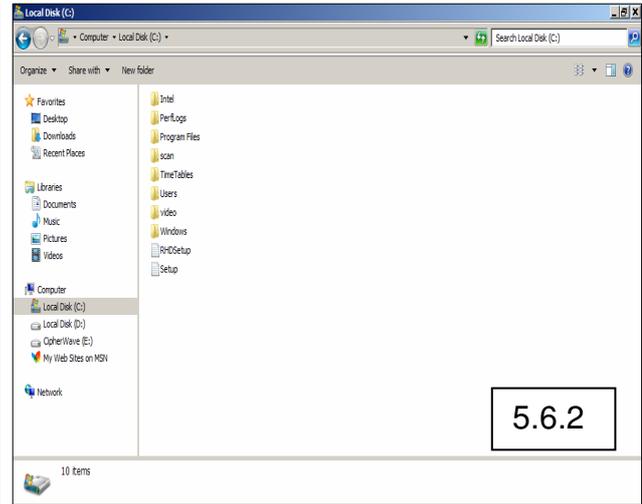
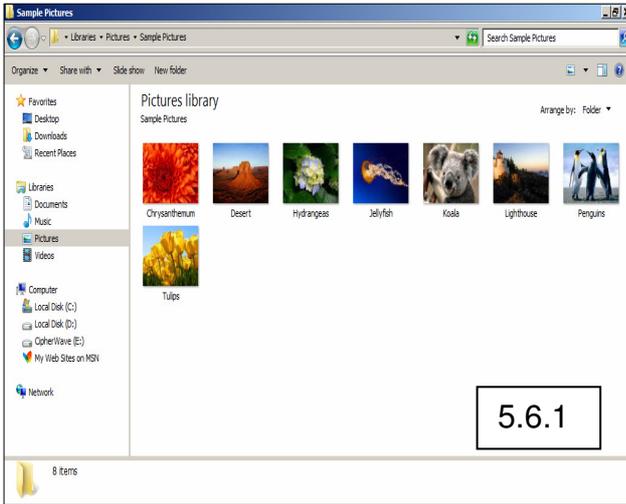
5.4.2 'Wave' sound file

5.4.3 'WinZip' document

5.4.4 Adobe Acrobat' document (4)

5.5 The date and time settings are wrong on your computer. Change the date and time to 31/12/2010, 8:00PM. Use the print screen function to copy the image of this dialog box and paste it into the answer file. (6)

5.6 The pictures below represent the 4 different views of a file structure. Identify the type of view and type your answer in the space provided in your answer file.



( 4 x 2 ) (8)

5.7 Save, print and close the document when complete. (2)  
[60]

**TOTAL: 300**