



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

NOVEMBER EXAMINATION 2011

**OFFICE DATA PROCESSING
NQF LEVEL 3**

20 OCTOBER 2011

This marking guideline consists of 22 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 ✓✓)

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 ✓✓✓✓✓✓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 1.3 – 8 marks new record inserted), in the 3 printouts of the Merged letters i.e. Question 1C.
 - For 1.2 – 2 marks are **lost** for the question number omitted in the header.
2 marks are **lost** for not opening the file (named **Guide**)
 - For 1.4 – 1 mark is **lost** – Question 1A (data source) not printed
2. If **no printout** of the **Primary** Document (Question 1B) is included the following marks are **lost**:
 - 1.5 – 2 marks if the primary document is not opened (no evidence).
 - 1.6 – 1 mark for the header not inserted/incorrect.
 - 1.7 – 1.8 must be marked in the first merged letter.

If no printout of the Secondary document is included:

- 1.9 – 2 marks **lost** – no evidence of documents being linked
 - 1.10 – 6 marks **lost** – no evidence of merge fields being inserted; and 2 marks **lost** for the missing merge fields – bold, italics
 - 1.11 – 2 marks **lost** – no printout of the Primary Document.
 - 1.12 – 1 mark **lost** – question number not changed to Question 1C
3. If no printout of the merged invitations is included, marks for 1.13 and 1.14 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.

Keep in mind that most Colleges have some sort of restrictions. This is different at each campus. Ensure that you are aware of these restrictions and do not penalise the students if they were unable to access a particular feature.

There are just too many different options to consider at the colleges e.g.

Windows XP and Office 2003
Windows XP and Office 2007
Windows XP and Office 2010

Windows Vista and Office 2007
Windows Vista and Office 2010

Windows 7 and Office 2003
Windows 7 and Office 2007
Windows 7 and Office 2010

OFFICE DATA PROCESSING L3

****When the examiner created the headers, the different first page option was used, which means: -in the Questions that have been sent to students, their exam numbers only appear on the first page. It is not the student's job to correct this, therefore they can't be penalised if their exam number doesn't appear on pages 2, 3, and 4. As long as it appears on page 1

QUESTION 1		[50]
1.1	Retrieved the file called GUIDE	(2)
1.2	Examination number	(1)
	QUESTION 1A	(1)
	As a footer	(1)
1.3	Inserted new record	(2)
	Accuracy	(6)
1.4	Printed data source	(1)
1.5	Opened MEMO	(2)
1.6	Inserted footer: right aligned	
	Examination number	
	QUESTION 1B	(2)
1.7	Inserted heading Two lines spaces after letterhead; Accuracy: MEMO	(3)
	Spaced caps	(1)
	Bold	(1)
	Centre	(1)
1.8	Inserted text - footer	(1)
	Left align	(1)
	Font size 10	(1)
	Bold	(1)
	Accuracy	(2)
1.9	Linked primary (MEMO) and secondary document	(2)
1.10	Replaced text with merge fields	(6)
	Fields appear in bold and italics	(2)
1.11	Printed the primary/main document	(2)
1.12	Changed the question number to QUESTION 1C	(1)
1.13	Merged document:	
	• Letter 1	(2)
	• Letter 2	(2)
	• Letter 3	(2)
1.14	Printed the final document	(2)

1.1 ✓✓ Opened/Retrieved file

TOUR GUIDE	TOUR	DEPARTURE DATE	BOOKED	MAXIMUM	AVAILABLE
Alex Macdonald	Kismet-Pewter Art Studio	20 April 2011	15	30	5
Chris Matawana	Emily Hobhouse Memorial	21 April 2011	20	30	10
Stan Wiseman	Old Jail (1872)	21 April 2011	15	20	5

1.3 ✓✓ inserted record ✓✓✓✓✓ accuracy

1.4

✓ print data source

1.2 ✓ examination number ✓ as a footer

Examination number
QUESTION 1A

1.5 ✓✓ opened file

 STARS ACCOMODATION AND TOURS	
PO Box 196 Ellis Park JOHANNESBURG 2094	Tel: 011 543 6986 Fax: 011 543 6985 Cell: 072 456 8789 E-mail: saat@gmail.com

1.9
✓✓ linked documents

M E M O

1.7 ✓ inserted word ✓ spaced caps
✓ two lines after letterhead ✓ bold ✓ centre ✓ accuracy

To: «*TOUR_GUIDE*» 1.10 ✓ replaced field
From: A. Levendal
Topic: Tour Bookings

Date: 25 January 2011
Time: 15:00

Dear Sir/Madam

The following summary of tour and reservation has not been confirmed yet. This matter needs your urgent attention in order to fully reserve all tours.

The deadline for confirmation is 25 February 2011.

Tours: *	« <i>TOUR</i> »	} 1.10 ✓✓✓✓✓ replaced fields ✓✓ all fields bold, italics
Departure date:	« <i>DEPARTUREDATE</i> »	
Number of reservations:	« <i>BOOKED</i> »	
Maximum tourists:	« <i>MAXIMUM</i> »	
Places available:	« <i>AVAILABLE</i> »	

1.11 ✓✓ print

1.8
✓ inserted text - as a footer
✓ left aligned
✓ font size 10
✓ bold
✓✓ accuracy

1.6
✓ footer
✓ right aligned

*see enclosed brochure for prices.

Examination number
QUESTION 1B



STARS ACCOMODATION AND TOURS

PO Box 196
Ellis Park
JOHANNESBURG
2094

Tel: 011 543 6986
Fax: 011 543 6985
Cell: 072 456 8789
E-mail: saat@gmail.com

M E M O

To: **Alex Macdonald**
From: A. Levendal
Topic: Tour Bookings

Date: 25 January 2011
Time: 15:00

1.13 ✓✓ merge

Dear Sir/Madam

The following summary of tour and reservation has not been confirmed yet. This matter needs your urgent attention in order to fully reserve all tours.

The deadline for confirmation is 25 February 2011.

Tours: *	<i>Kismet-Pewter Art Studio</i>
Departure date:	<i>20 April 2011</i>
Number of reservations:	<i>15</i>
Maximum tourists:	<i>30</i>
Places available:	<i>5</i>

1.12 ✓ changed question number
all three merged letters
accept footer or header

*see enclosed brochure for prices.

Examination number
QUESTION 1C

	STARS ACCOMODATION AND TOURS
PO Box 196 Ellis Park JOHANNESBURG 2094	Tel: 011 543 6986 Fax: 011 543 6985 Cell: 072 456 8789 E-mail: saat@gmail.com

M E M O

To: **Chris Matawana**
From: A. Levendal
Topic: Tour Bookings

Date: 25 January 2011
Time: 15:00

1.13 ✓✓ merge

Dear Sir/Madam

The following summary of tour and reservation has not been confirmed yet. This matter needs your urgent attention in order to fully reserve all tours.

The deadline for confirmation is 25 February 2011.

Tours: *	Emily Hobhouse Memorial
Departure date:	21 April 2011
Number of reservations:	20
Maximum tourists:	30
Places available:	10

*see enclosed brochure for prices.

Examination number
QUESTION 1C

 STARS ACCOMODATION AND TOURS	
PO Box 196 Ellis Park JOHANNESBURG 2094	Tel: 011 543 6986 Fax: 011 543 6985 Cell: 072 456 8789 E-mail: saat@gmail.com

M E M O

To: **Stan Wiseman**
 From: A. Levendal
 Topic: Tour Bookings

Date: 25 January 2011
 Time: 15:00

1.13 ✓✓ merge

Dear Sir/Madam

The following summary of tour and reservation has not been confirmed yet. This matter needs your urgent attention in order to fully reserve all tours.

The deadline for confirmation is 25 February 2011.

Tours: *	Old Jail (1872)
Departure date:	21 April 2011
Number of reservations:	15
Maximum tourists:	20
Places available:	5

1.14 ✓✓ print three merged
 letters

*see enclosed brochure for prices.

Examination number
 QUESTION 1C

QUESTION 2		[70]
2.1	Opened the file PHILIPPOLIS.	(2)
2.2	Inserted examination number footer	(1)
2.3.1	Inserted heading:	
	Top centre	(1)
	Tahoma 24	(2)
	Bold	(1)
	Accuracy	(2)
2.3.2	Changed the left and right margins.	(2)
2.3.3	Inserted text	(1)
	Two lines after heading	(1)
	Style heading 2 (Style 3 as per question paper)	(1)
	Centre	(1)
	Accuracy	(1)
2.3.4	Deleted paragraph 4-6	(2)
2.3.5	Inserted a page break	(2)
2.3.6	Performed spell check – words corrected: Missionary, conflict, centre.	(3)
2.3.7	Inserted page number	(1)
	Bottom right	(2)
	Format	(1)
2.3.8	Changed paragraph to a bulleted list	(1)
	Double line spacing	(1)
	Inserted bullets of own choice (commas omitted)	(1)
2.3.9	Inserted a 4½ pt border around paragraphs 1-3	(2)
2.3.10	Inserted table	(1)
	Correct columns and rows	(1)
	Merged cells	(1)
	Accuracy	(7)
	* Nothing is mentioned in memo about the table being 3 line spaces after the heading, so we accept any distance from the heading.	
2.3.11	Applied Table AutoFormat	(2)
2.3.12	Save and Print document	(2)
		(46)

2.1 ✓✓ opened file

2.3.2 ✓ left margin (1.5"/3.8 cm)

2.3.2 ✓ right margin (1.5"/3.8 cm)

2.3.1 ✓ **Accuracy**

- ✓ Insert heading
- ✓ top centre
- ✓ font (**Tahoma**)
- ✓ size **24**
- ✓ bold

PHILIPPOLIS

BACKGROUND

2.3.3 ✓ inserted text ✓ two lines after heading ✓ Style heading 2/3 ✓ Accuracy ✓ centre

Philippolis has a rich history – not only as the oldest settlement in what is now the Free State, having been established as a station of the London **Missionary** Society (LMS) in 1822/1823, but also as a centre of the Griqua captaincies from the 1820s to the 1860s and, later, as a **conflict** zone in the Anglo-Boer war.

2.3.6 ✓✓✓ Spell check

Close to the geographic **centre** of South Africa, Philippolis is well placed as an off-the-highway stop-over for tourists travelling between the Western, Southern and Eastern Cape in the south, and Botswana, Johannesburg-Pretoria in the north, and KwaZulu-Natal and Mpumalanga in the east. The deviation off the N1 highway on the R717 between Colesberg and Trompsburg is in fact shorter than the actual N1, making this not a detour at all.

Philippolis is a major centre for sheep-farming, horse-breeding, game hunting and eco-tourism.

2.3.4 ✓✓~~✓~~ deleted paragraph 4 to 6

2.3.9 ✓✓ inserted 4½ paragraph border

2.3.5 ✓✓ inserted page break

2.3.7 ✓ inserted page numbers
 ✓✓ bottom right
 ✓ format

EXAMINATION NUMBER

-1-

QUESTION 2 2.2 ✓ inserted examination number

SOME BUILDINGS AND ARTIFACTS OF INTEREST TO TOURISTS

- ❖ Adam Kok’s House (1843)
- ❖ Cannons
- ❖ Cemetery
- ❖ Emily Hobhouse Memorial
- ❖ Old jail
- ❖ Kruithuis (Powder House)
- ❖ Museum

2.3.8 ✓ changed to bulleted list
 ✓ double line spacing
 ✓ inserted bullets of own choice
 (commas omitted)

OTHER TOWNS AND ATTRACTION AREAS

HISTORICAL SITES	
Springfontein	One of the largest concentration camps of the Anglo-Boer War.
Jagersfontein	The Big Hole at the (now closed) Jagersfontein diamond mine in the world’s largest hand-dug excavation (larger than the better-known Kimberley Big Hole).
Fauresmith	Steam locomotive preserved in the centre of its main street.
Gariep en Van der Kloof	Two of the country’s largest storage and irrigation dams, are both holiday resorts.

2.3.10 ✓ inserted table ✓ correct columns and rows ✓ merge cell (row 1) ✓✓✓✓✓✓ accuracy

2.3.11 ✓✓ applied AutoFormat

2.3.12 ✓✓ print

EXAMINATION NUMBER
QUESTION 2

-2-

2.4	Opened/Retrieved the file ACCOMMODATION	(2)
2.4.1	Inserted examination number	(1)
2.4.2	Inserted Heading	(1)
	Top centre	(2)
	Word Art	(1)
	Accuracy	(2)
2.4.3	Inserted AutoShape two lines before the text on the centre of the page	(2)
2.4.4	Inserted text in shape, bold and centered	(3)
	Accuracy	(2)
2.4.5	Applied the 3D style 3 to shape	(2)
2.4.6	Page vertically and horizontally centered	(2)
2.4.7	Inserted picture, top right	(2)
	Changed size of picture	(1)
2.3.8	Printed the document.	(1)
		(24)

2.4. ✓✓ opened file

2.4.2 ✓ inserted heading
✓ Word Art ✓✓top centre
✓✓accuracy2.4.7
✓ inserted picture
✓ top right
✓ resized

STAR NIGHTS KAROO COTTAGES

Star Nights has just been renovated - original oregon floors and doors!

There are 4 self-catering cottages:

Cottage 1: 1 bedroom, 1 bathroom, kitchen, lounge/dining room, private courtyard

Cottage 2: 2 bedrooms, 1 bathroom, kitchen, lounge/dining room

Cottage 3: 3 bedrooms, 2 bathrooms, lounge, dining, kitchen.

Cottage 4 (national monument): 1 bedroom, 1 bathroom, kitchen, lounge/dining room, private courtyard

It is an example of the earliest urban architecture. The rectangular flat-roofed house was a typical style from the 1850 – 1890

2.4.5 ✓✓ applied 3D style 3

2.4.3 ✓ inserted shape
✓ centre across2.4.6
✓✓ vertically and horizontally
centred2.4.4
✓ inserted text in shape
✓✓ bold and centred
✓✓accuracy

Visit our web site for more information
www.starnights.co.za

Contact us: Tel: 051 733 0063 / Fax: 086 634 5412
Cell: 082 654 8645
E-mail: info@starnights.co.za

Banking details: K Basson (savings)

ABSA 58 08 41 31 025 2.4.8

Branch Code: 632005 ✓ printed document

Confirmation:

Fax: 086 634 5412

2.4.1
✓ inserted examination number

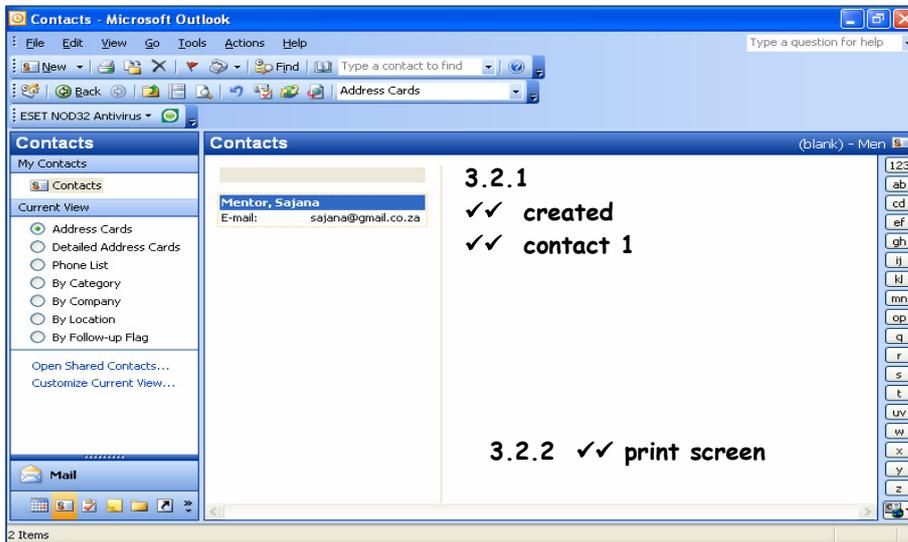
EXAMINATION NUMBER:
QUESTION 2.4

QUESTION 3

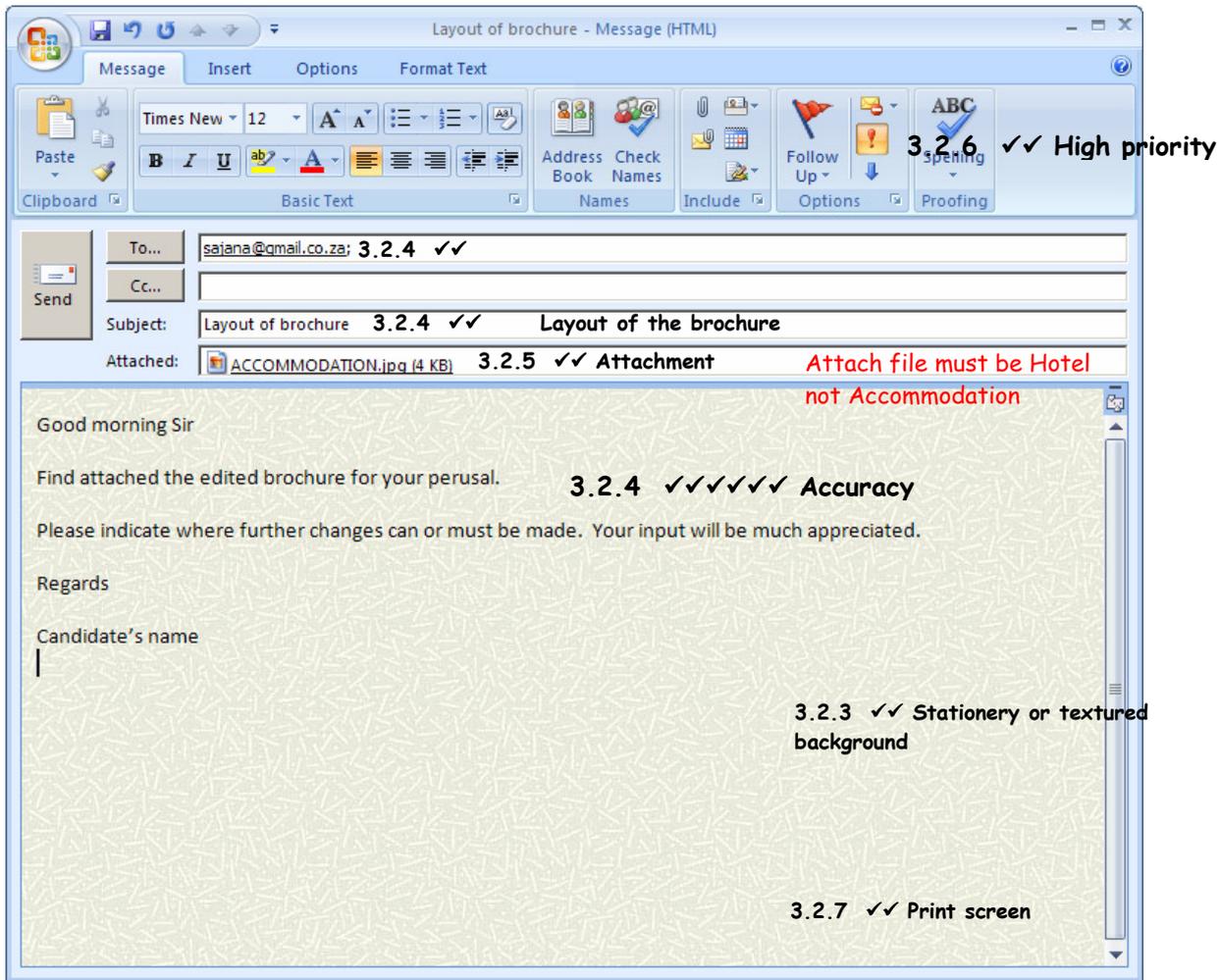
[60]

- 3.1 Opened QUESTION 3. (2)
Inserted Examination number (1)
- 3.2 Opened MS Outlook (2)
- 3.2.1 Created contacts in Address Book (2)
 - Created (2)
 - Sajana Mentor – sajana@gmail.co.za (2)
- 3.2.2 Made a print screen image of the contacts folder. (2)

3.2 ✓✓ Open Outlook



- 3.2.3 Applied stationery or background texture of own choice to the message (2)
(Not all email programs being used have stationary or backgrounds)
- 3.2.4 Composed message (10)
- 3.2.5 Added image file as an attachment (2)
- 3.2.6 Made the importance of message - high priority (2)
- 3.2.7 Made a print screen image of the message and pasted in answer file. (2)



- 3.2.8 Opened Help function in MS Outlook (1)
- Searched for information (instruction unclear) (2)
- 3.2.9 Pasted information (2)

In the e-mail message you want to copy the names from, select the names in the **To** or **Cc** box.

On the **Edit** menu, click **Copy**.

On the **File** menu, point to **New**, and then click **Distribution List**.

In the **Name** box, type a name for the distribution list.

Click **Select Members**.

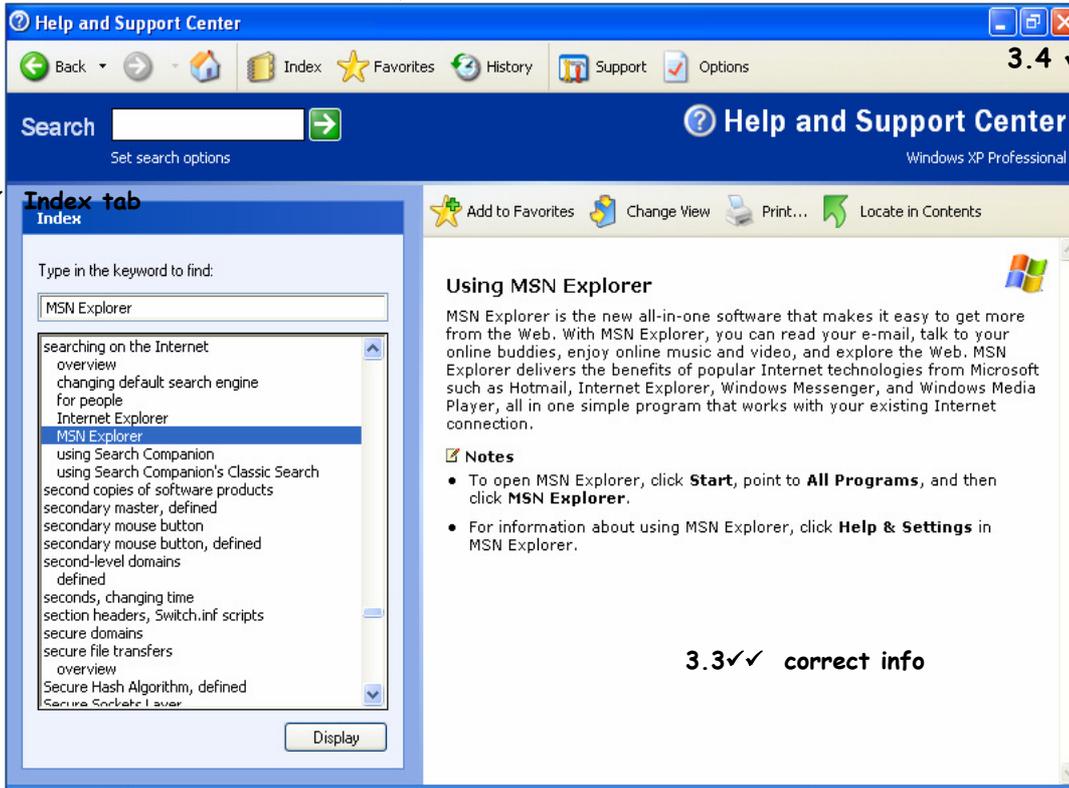
In the **Add to distribution list**, right-click, and then click **Paste** on the shortcut menu.

3.2.8 ✓ Help ✓✓ correct info -
 (instruction unclear - accept any
 text copied)
 3.2.9 ✓✓ copied info .0

(34)

- 3.3 Opened Help and Support (2)
- Select Index icon/tab (Win 7 doesn't have Index tab in Help & Support. Students can't be penalised) (2)
- Select correct information (2)
- 3.4 Print screen (2)

3.3 ✓✓ Help



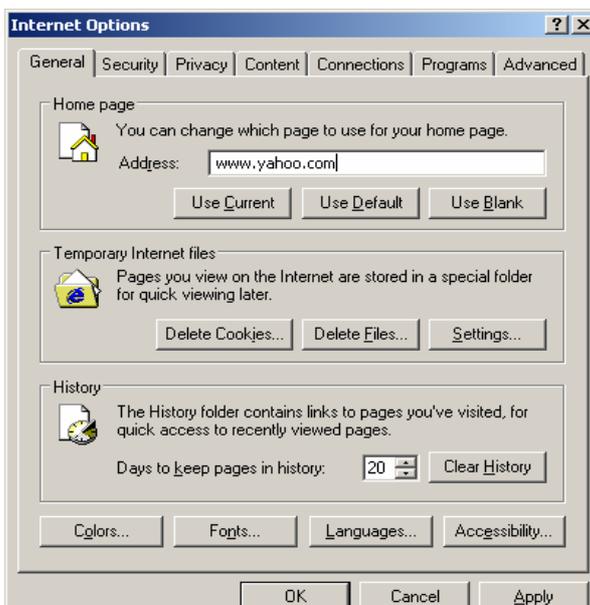
3.4 ✓✓ Print screen

3.3 ✓✓

Index tab

3.3 ✓✓ correct info

- 3.5 Open Internet Explorer (1)
- Click TOOLS; (1)
- Select INTERNET OPTIONS (1)
- Select the General Tab (1)
- Type the address of the Home page in the Home Page space (1)
- Click Apply, OK (1)
- 3.6 Print screen image of home page (2)



3.6 ✓✓ print screen

3.7.1	B		(2)
3.7.2	D		(2)
3.7.3	A		(2)
3.7.4	G		(2)
3.7.5	E		(2)
		(5 x 2)	(10)
			(26)

QUESTION 4

[60]

	Opened file.		(1)
	Inserted examination number		(1)
4.1.1	Letters are not so easy to read on a smaller screen A larger screen demands too much eye movement	✓✓ ✓✓	(4)
4.1.2	A – Arm’s length plus 8cm away B – 18 to 20 cm away	✓✓ ✓✓	(4)
4.2	It may cause repetitive neck strain and; It may lead to improper neck posture.	✓✓ ✓✓	(4)
4.3	Correspondence To be able to create certain documents such as menus, tables, minutes and agendas. To create mail merge documents To be able to create job documents To type certain types of letters etc. (Any applicable answer)	✓ ✓ ✓	(3)
4.4.1	Avoid downloading software from bulletin board systems, computer games from friends. Avoid sharing diskettes on computers and networks. Install an anti-virus program. Do not use pirated software. Not to open unknown e-mails. Update your anti-virus regularly Avoid web pages that offer free mp3 downloads 5 answers) (Any applicable	✓✓ ✓✓ ✓✓ ✓✓ ✓✓	(10)
4.5.1	G	✓✓	
4.5.2	H	✓✓	
4.5.3	C	✓✓	
4.5.4	A	✓✓	(14)
4.5.5	B (Students may choose “C” here)	✓✓	
4.5.6	D	✓✓	
4.5.7	E	✓✓	

- 4.6.1 C (2)
- 4.6.2 A (2)
- 4.6.3 B (2)
- 4.6.4 A (2)
- 4.6.5 B (2)

4.7.1 Copyright (1)

4.7.2 It is the right of the creator to control the use of his/her information. (2)

4.7.3 Because the creator is protected by copyright from another person using his/her work as though it were their own. (2)

4.8

	Abbreviation	Type of memory		
Random Access Memory:	RAM	Temporary Memory	✓✓	(4x1)
Read Only Memory:	ROM	Permanent Memory	✓✓	(4)

There is no space on the answer file for *Abbreviation* and/or *Type of Memory*. Its also not asked on the question paper to provide the abbreviations. Thus: students can't be penalised if they don't give the abbreviations or state what type of memory it is. In fact, we'll have to accept any broad explanation of what it is.

QUESTION 5

[60]

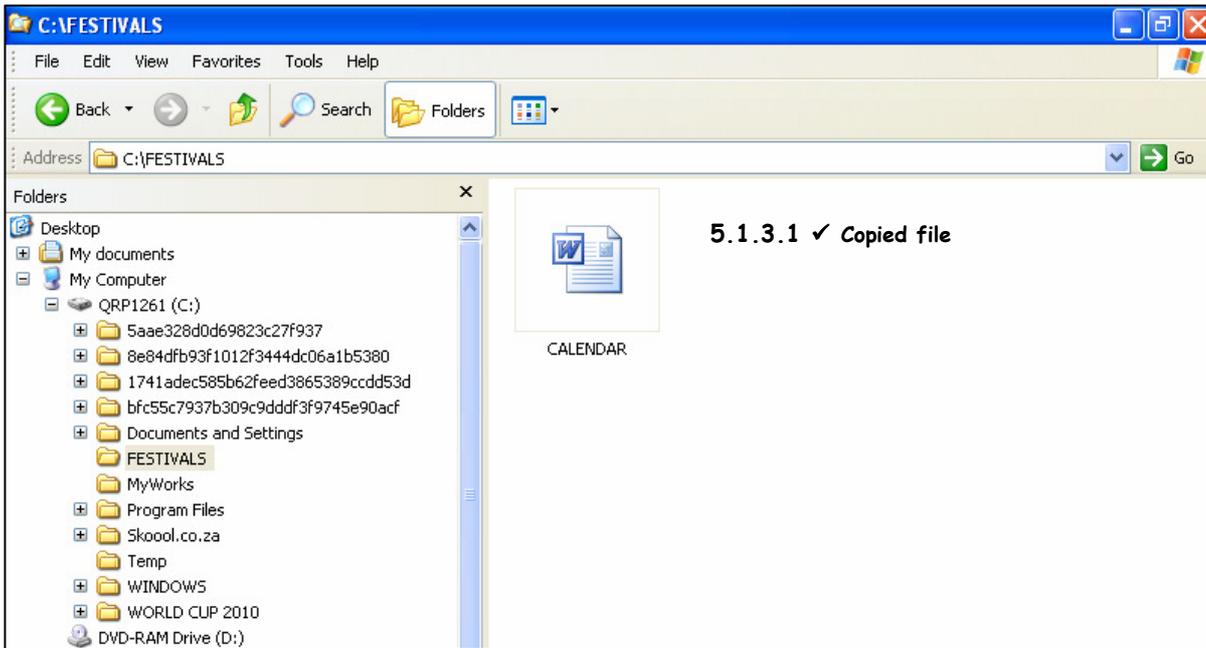
5.1 Opened/Retrieved the answer file saved as QUESTION 5, examination no header left (2)

5.1.1

	File Name	File Size		
(a)	Accommodation	20 KB	✓✓	
	Jazz festival	152 KB	✓✓	
(b)	Internal exam report	26 KB	✓✓	
	Office Data Processing L3	14 KB	✓✓	
(c)	Ad face	899 x 629 (This is not the file size, but the size of the picture)	✓✓	
(d)	Phillipolis	8 KB	✓✓	
5.1.2	(a) Phillipolis.ppt		✓✓	(12)
	(b) Jazz festival.doc		✓✓	
	(c) Accommodation.doc		✓✓	
		(3 x 2)		(6)

- 5.1.3 Opened *Windows Explorer* and created the folder called FESTIVALS (3)
- 5.1.3.1 Copied the file CALENDAR into FESTIVALS FOLDER (1)
- 5.1.4 Changed the view to THUMBNAILS. (2)
- Win 7 doesn't have thumbnails. Also accept Medium Icons
- 5.1.5 Made a print screen image. (1)

5.1.3 ✓ Opened Window



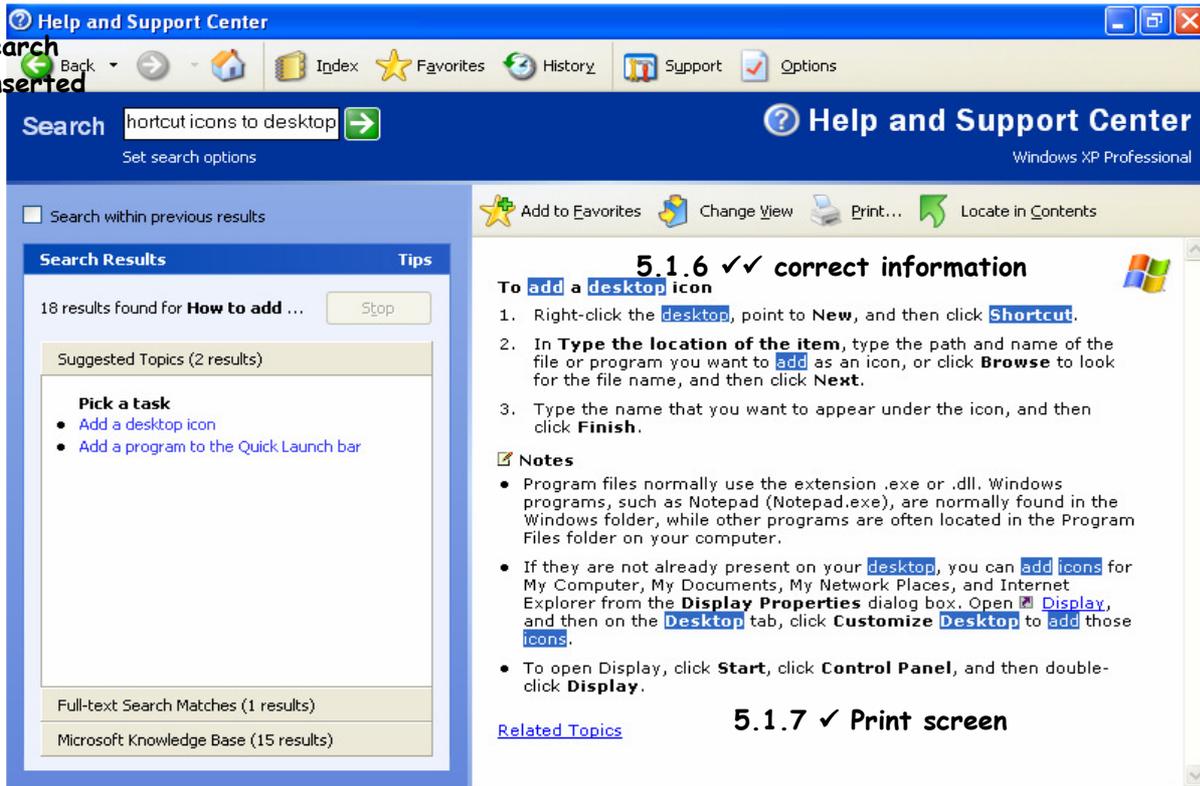
Folder

according to question paper is FESTIVAL and not FESTIVALS

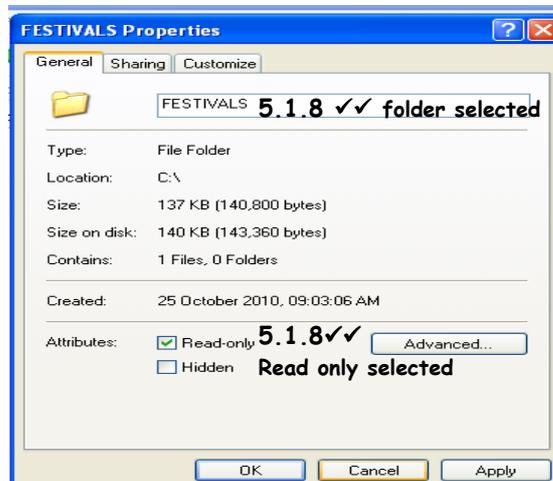
- 5.1.6 Opened *Help and Support* from the Start Menu and searched for information on how to add shortcut icons to the desktop. (4)
- 5.1.7 Used the print screen function to make a copy of the desktop and pasted in the space provided. (1)

5.1.6 ✓ Opened Help and Support

5.1.6 ✓ search
Criteria inserted



5.1.8 Changed the file attribute of FESTIVALS to read only (see mark allocation below). (4)



5.1.9 ✓ Print screen

5.1.9 Used the print screen function to make a copy of the desktop and pasted in the space provided. (1)

5.1.10 On the desktop: moved the recycle bin icon bottom right and arranged the icons to the top of screen in a horizontal row. (3)

5.1.11 Changed the desktop to the Bliss theme. (2)

Our students have restricted access to computer backgrounds and we don't have a Bliss theme.

We've instructed students to make a screen shot to show where they will change it

Give students the benefit if they didn't have access to bliss'

5.1.12 Made a print screen image. (1)

5.1.10 ✓✓ Moved icons in horizontal

5.1.11 ✓✓ Changed desktop to Bliss

5.1.10 ✓ Moved recycle bin

5.1.12 ✓ Print screen

5.1.13 Opened MS Word Help ✓✓ function and searched for information about how to change page margins. ✓✓ (4)

5.1.14 Copied one paragraph of the information. (2)

1. On the **File** menu, click **Page Setup**, and then click the **Margins** tab.
2. Under **Margins**, select the options you want. 5.1.14 ✓✓ correct information copied & pasted

5.1.15 Start ✓
Control Panel ✓
Click on Mouse properties ✓
Select the Buttons tab and select right handed option ✓
Click Apply, OK ✓ (5)

5.1.16 Double click on recycle bin on desktop ✓
Select the items to be restored ✓
Right click on the selection, ✓ click Restore; ✓ **OR**

Double click on the recycle bin on the desktop ✓
Select the items to be restored ✓
Click File from the Menu; ✓ click Restore ✓ (4)

5.1.17 Printed Question 3 to Question 5 (2)
[60]

TOTAL 300