

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OFFICE DATA PROCESSING NQF LEVEL 3

NOVEMBER 2011

(3061023)

**20 October (X-Paper)
09:00 – 12:00**

This question paper consists of 16 pages as well as a CD/flash disk/Network folder loaded with a "Student files folder" containing files to be used in conjunction with this question paper.

Candidates must be allocated 15 minutes to read the instructions BEFORE commencing the actual examination.

OFFICE DATA PROCESSING LEVEL 3

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

DATA PROCESSING		ALLOCATED TIME	MARKS
QUESTION 1	Word Processing	30 mins	50
QUESTION 2	Word Processing	45 mins	70
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
TOTAL		3 hours (30 minutes extra for printing)	300

TIME: 3 HOURS
MARKS: 300

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 question. The printouts must be placed in the correct sequence in the examination folder provided.
6. Printouts with handwritten examination numbers will NOT be accepted for marking unless signed by the invigilator to endorse the printout as 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 storage device 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 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 or the Clipboard grouping on the Home tab for candidates using Office 2007;
 - The print screen image/picture will appear in the position where you placed your cursor.
-

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

Free State Witblits Festival



20 - 21 December 2011

Come taste our proud locally produced traditional witblits

"SOUTH AFRICAN MOONSHINE"

Held in the oldest town in the Free State, the festival has fun and games for kids and adults alike, food, drink and more witblits!

Contact:

Steven - 082 765 514 or

Abigail - 072 692 4321

Please note: Dates to be confirmed

As an employee of STARS ACCOMMODATION AND TOURS you will be responsible for arranging accommodation and tours during the Free State Witblits Festival.

QUESTION 1

[50]

You are requested by the general manager of STARS ACCOMODATION & TOURS to remind tour guide operators to submit their price lists in order for you to finalize clients' itineraries for the Witblits Festival.

1.1 Open/Retrieve the document saved as **GUIDE** from the STUDENT FILES folder on your data diskette/flash or USB disk/network drive (whichever storage device is used). (2)

1.2 Insert your EXAMINATION and QUESTION NUMBER as a footer as follows:
Examination number
QUESTION 1A (2)

1.3 Add the following record to the data source: (8)

Stan Wiseman	Old Jail (1872)	21 April 2011	15	20	5
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1.4 Save and print the data source document. (1)

1.5 Open/Retrieve the document saved as **MEMO** 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 footer against the **right** margin as follows:
Examination number
QUESTION 1B (2)

1.7 Insert the following heading two lines under the letterhead in spaced capital letters, bold and centred:
MEMO (6)

1.8 Insert the text below as a footer, left aligned in font size 10 and bold.
*see enclosed brochure for prices (6)

1.9 Create the mail merge document by linking the document **MEMO** with the data source file **GUIDE**. (2)

1.10 Replace the existing text within the document with the actual merge fields in bold and italics:
<<TOUR GUIDE>>
<<TOUR>>
<<DEPARTURE DATE>>
<<BOOKED>>
<<MAXIMUM>>
<<AVAILABLE>> (8)

- 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 3 mail merged documents. (6)
- 1.14 Print the final/merged documents. Save the merged document as **TOUR**. (2)

QUESTION 2

[70]

As part of the accommodation package clients are supplied with an information brochure about the history of the Free State. You have to update the brochure and improve the overall presentation by making use of your word processing skills.

- 2.1 Open/Retrieve the document saved as **PHILIPPOLIS** from the STUDENT FILES folder on your data diskette/flash or USB disk/network drive (whichever storage device is used). (2)
- 2.2 Insert your EXAMINATION NUMBER in the space provided in the footer. (1)
- 2.3 Edit the document as indicated in the instructions below:
- 2.3.1 At the top centre of the document, insert the following heading in Tahoma 24, bold and centred.
PHILIPPOLIS (6)
- 2.3.2 Change the left and right margins to 3.8 cm/1.5". (2)
- 2.3.3 Insert the following text two lines after the main heading and make use of STYLE HEADING 3 and centre.
Background (5)
- 2.3.4 Delete paragraphs 4 to 6. (2)
- 2.3.5 Insert a page break after paragraph 3. (2)
- 2.3.6 Perform a spell check to correct all typing errors. (3)
- 2.3.7 Insert page numbers at the bottom right of the page and apply the following format: -1- (4)
- 2.3.8 Change the paragraph below the heading "SOME BUILDINGS AND ARTIFACTS ...", to a bulleted list, applying bullets of your choice, (omit the commas).
Apply double line spacing to this bulleted list (3)
- 2.3.9 Insert a 4½ pt border around paragraphs 1-3. (2)

2.3.10 Insert the following table three lines after the heading "OTHER TOWNS AND ATTRACTION AREAS" (10)

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.

2.3.11 Apply the AUTOFORMAT (Table Style): TABLE CONTEMPORARY to the table. (2)

2.3.12 Save, print and close the document. (2) (46)

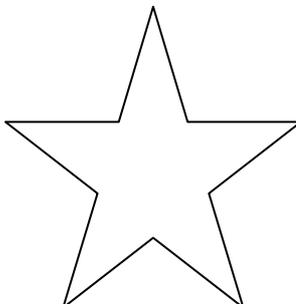
2.4 Open/Retrieve the document saved as **ACCOMMODATION** from the STUDENT FILES folder on your data diskette/flash or USB disk/network drive (whichever storage device is used). (2)

2.4.1 Insert your EXAMINATION NUMBER in the space provided in the footer. (1)

2.4.2 Make use of the WordArt function/WordArt gallery (Office 2007) and create the following heading, top centre. (6)

STAR NIGHTS KAROO COTTAGES

2.4.3 Insert the following shape two line spaces before the text "Visit our web site..." and centre align across page. (2)



2.4.4 Insert and fit the following text within the shape, in bold print and centred. (5)

COME AND ENJOY THE STAY!!!

- 2.4.5 Apply the 3D STYLE 3 to the shape. (2)
- 2.4.6 Centre the page vertically and horizontally. (2)
- 2.4.7 Insert the picture from the file called **STARS** from the STUDENT FOLDER at the top right and resize to 2 cm (width and height). (3)
- 2.4.8 Save and print the document. (1)

(24)**QUESTION 3****[60]**

In this question you have to use your INTERNET AND E-MAIL skills in Microsoft Outlook to create an e-mail by following the instructions below.

- 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 answer the following questions. Insert your EXAMINATION NUMBER in the header. (3)
- 3.2 Open the Microsoft Outlook application. (2)
- 3.2.1 Create the following contact in the Address Book: (4)
- Sajana Mentor - sajana@gmail.co.za
- 3.2.2 Make a print screen of the contacts folder and paste the image in the space provided in your answer file. (2)
- 3.2.3 Apply any stationery of your choice OR if using MS Outlook 2007, apply a textured background of your choice when creating the message below: (2)
- 3.2.4 Compose the message as follows:
- To: sajana@gmail.co.za (2)
- Subject: Layout of the brochure (2)
- Message:
- Good morning Sir
- Find attached the edited brochure for your perusal.
- Please indicate where further changes can or must be made. Your input will be much appreciated.
- Regards
- Insert your name (6)

- 3.2.5 Attach the image file **HOTEL** from your STUDENT FILES FOLDER to the message. (2)
 - 3.2.6 Set the message as high priority. (2)
 - 3.2.7 Make a print screen image of the message and paste it in the space provided in your answer file. (2)
 - 3.2.8 Use the Help function in MS Outlook to search for information on how to create a distribution list by copying names from an e-mail message. (3)
 - 3.2.9 Copy and paste the information to your answer file. [Do NOT provide a print screen image] (2)
- (34)**
- 3.3 Use the Help and Support function from the START option and make use of the INDEX TAB to search for information on how to use the MSN Explorer. (6)
 - 3.4 Make a print screen image of this window and paste it in your answer file. (2)
 - 3.5 Describe how you would change the Home Page to Yahoo. (6)
 - 3.6 Apply the steps described in Question 3.5 to make Yahoo the Home Page; and make a print screen image of the dialog box, showing how you set Yahoo as the home page. (2)
 - 3.7 Choose an acronym/abbreviation from COLUMN B that matches a description in COLUMN A. Type only the letter (A-E) next to the question number (3.7.1 – 3.7.5).

	COLUMN A	COLUMN B
3.7.1	Is a company, which gives you the telephone access and software you need to connect to the Internet.	A WWW B ISP
3.7.2	A data communications technology that enables faster data transmission over copper telephone lines than a conventional voice band modem can provide	C WAN D ADSL
3.7.3	Collection of documents or Web sites, that you can access using the Internet and a Web browser.	E FTP
3.7.4	This is a network which is used within a limited area.	F ANSI
3.7.5	A protocol that is used to transfer files from a remote computer to your own computer or between websites.	G LAN H HTTP

(5 x 2) (10)
(26)

QUESTION 4

[60]

Every Friday afternoon all employees must take part in a BASIC KNOWLEDGE OF COMPUTERS assessment in order to determine training needs. http://www.google.co.za/imgres?imgurl=http://www.wpclipart.com/camera/digital_camera_1.png&imgrefurl=http://www.wpclipart.com/camera/digital_camera_1.png.html&usq=1O7_ybsq9UK9RVXad4Cff0Q2hA=&h=400&w=400&sz=85&hl=en&start=2&um=1&itbs=1&tbnid=loZeOp9S1Q834M:&tbnh=124&tbnw=124&prev=/images%3Fq%3Ddigital%2Bcamera%2Bimages%26um%3D1%26hl%3Den%26tbs%3Disch:1 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.

(2)



4.1. ERGONOMICS can be defined as a profession of designing machines, tools, and work environments to best accommodate human performance and behaviour. It aims to improve the practicality, efficiency, and safety of a person working with a single machine or device.

4.1.1 Explain why it is recommended that the computer screen/monitor size should be 14” to 17”.

(4)

4.1.2 What is the correct distance for the following size monitor screens from the fingertips?
 A – 43 cm or less
 B – 48 cm or greater

Choose the correct answer from list below:

- | |
|---|
| Arm’s length plus 8cm away; or
0 to 1 cm away;
18 to 20 cm away |
|---|

(4)

4.2 What will happen if the correct reading angle is not taken into consideration?

(4)

4.3 Give your own explanation of why we need word-processing skills in education and in the work environment.

(3)

4.4. A computer virus is a program designed to damage computers, give hackers sensitive information located on your computer or just to irritate people. They can come in many forms ranging from harmless to very malicious.

4.4.1 What precautions can you take to protect your computer against viruses? (5 x 2) (10)

4.5 Choose the function from COLUMN B that matches the image of an input, output or storage device in COLUMN A. Type only the letter (A - I) next to the question number (4.5.1 – 4.5.7).

COLUMN A	COLUMN B
4.5.1 	A Creating diagrams or graphic drawings shown on the screen. B Used for programs with graphic displays (icons), to control the cursor.
4.5.2 	C Input device through which one normally communicates with the computer. D Used in games to control the movement of the cursor on the screen.
4.5.3 	E It is used to make backup copies of information.
4.5.4 	F Used to fax copies of text, images or graphics.
4.5.5 	G Reads text, images or graphics on paper and converts them into machine readable characters.
4.5.6 	H Produces paper copies of the information which is called hard copies. I Projects text, images or graphics from hard copies to a screen.
4.5.7 	(7 x 2) (14)

4.6 Various options are given possible as answers to the following questions. Choose the answer and type only the letter (A – D) next to the question number (4.6.1 – 4.6.5) in the answer file.

4.6.1 Which of the following is a spreadsheet program?

- A Windows XP
- B Adobe Reader
- C Quattro Pro
- D Corel Draw Suite

4.6.2 Which of the following is not a desktop publishing program?

- A Outlook
- B MS Publisher
- C Corel Ventura
- D Aldus PageMaker

4.6.3 When you want to create a presentation, you will use the following program:

- A MS Publisher
- B MS PowerPoint
- C MS Internet Explorer
- D MS Word

4.6.4 When you want to write a letter you will use the ... programme.

- A Word Processing
- B Publishing
- C Programming
- D Database

4.6.5 Which of the following is not system software?

- A Windows XP
- B WordPerfect
- C Apple McIntosh
- D Linux

(5 x 2) (10)

4.7



- 4.7.1 Identify the symbol. (1)
- 4.7.2 Explain the meaning of the symbol in your own words. (2)
- 4.7.3 Why is this symbol important? (2)

4.8 Use the tabular format below and briefly explain the differences of the acronyms Random Access Memory and Read Only Memory under the following headings:

	Abbreviation	Type of memory
Random Access Memory:		
Read Only Memory:		

(4 x 1) (4)
[60]

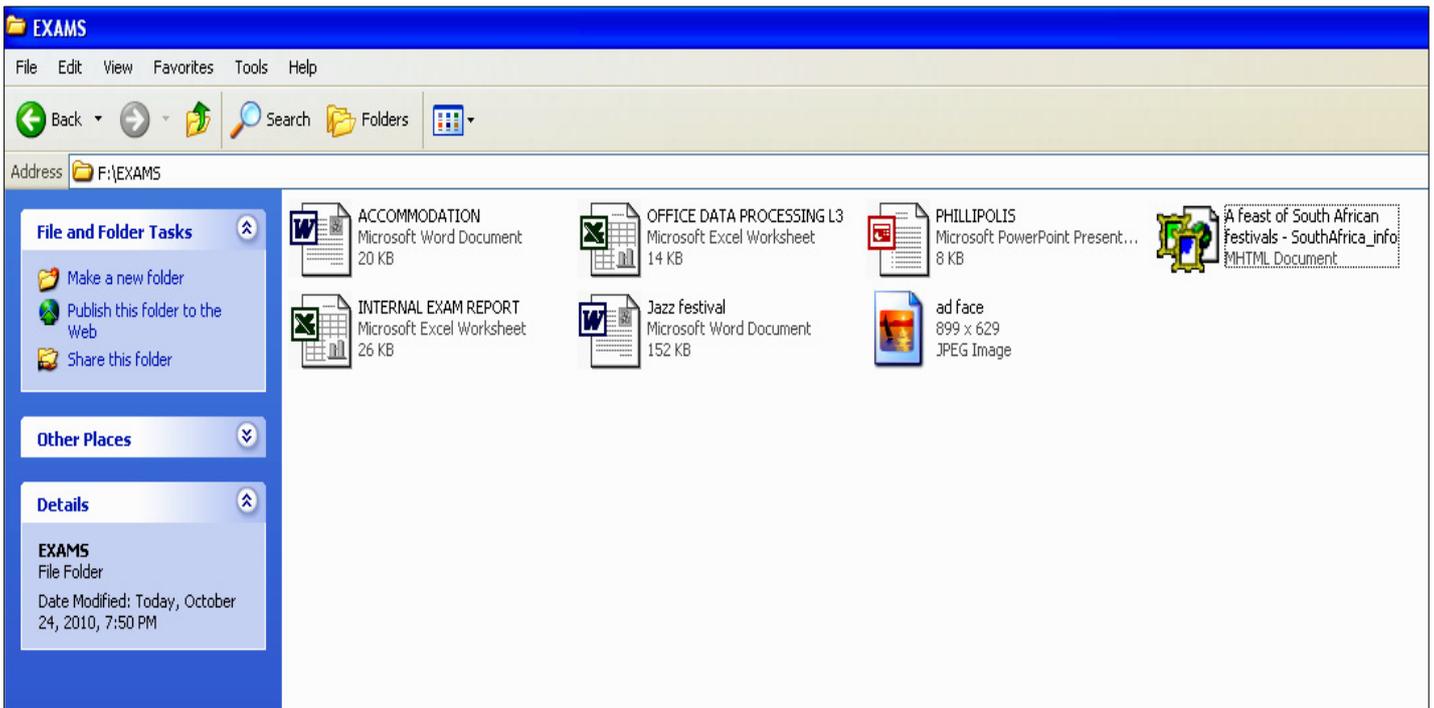
QUESTION 5

[60]

A few files went missing because of poor file management in the office. You decide to create a manageable filing system on the computer for all to use in the office.

5.1 Open/Retrieve the answer file saved as **QUESTION 5** from your student diskette. Insert your EXAMINATION NUMBER as a header against the left margin; study the print screen below and answer the questions that follow.

(2)



5.1.1 In the screenshot above list the names and the file sizes of all the type of files listed below.

- (a) Word documents
- (b) Excel documents
- (c) Jpeg files
- (d) PowerPoint document (6 x 2) (12)

5.1.2 In the previous screenshot, there are various files and folders. Name the extensions for the following files:

- (a) Phillipolis
- (b) Jazz festival
- (c) Accommodation (3 x 2) (6)

- 5.1.3 In the Windows Explorer create a folder called FESTIVAL (3)
- 5.1.3.1 Copy the file CALENDAR to this folder. (1)
- 5.1.4 Change the view to THUMBNAILS. (2)
- 5.1.5 Make a print screen image of the contents of the FESTIVAL folder and paste it into the answer file. (1)
- 5.1.6 Select the Help function from the Start Menu to search for information on how to add shortcut icons to desktop. (4)
- 5.1.7 Make a print screen image of the information and paste it into your answer file. (1)
- 5.1.8 Change the file attribute of the folder FESTIVAL to Read Only. (4)
- 5.1.9 Make a print screen image of this dialog box and paste it into the answer file, at the space provided for 5.1.9. (1)
- 5.1.10 Move your recycle bin icon to the bottom right hand side of the desktop; and arrange all your icons at the top of your screen in a horizontal row. (3)
- 5.1.11 Apply the Bliss theme to your desktop background. (2)
- 5.1.12 Make a print screen image of this dialog box and paste it in the answer file, at the space provided for 5.1.12. (1)
- 5.1.13 In Microsoft Word use the Help function to search for information about how to change page margins. (4)
- 5.1.14 Copy ONE paragraph of the information and paste it into the answer file. [Do not make a print screen image.] (2)
- 5.1.15 Describe how you would change or configure the mouse settings, changing the left mouse button to function as a right mouse button. (5)
- 5.1.16 Describe the steps you would follow to restore a deleted file from the recycle bin. (4)
- 5.1.17 Save and Print questions 3 to 5. (2)

GRAND TOTAL: 300