



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE INFORMATION PROCESSING N5

(6020275)

**18 May 2021 (X-paper)
09:00–12:00**

This question paper consists of 21 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
INFORMATION PROCESSING N5
TIME: 3 HOURS
MARKS: 300

EXAMINATION PAPER	TIME	MARKS
SECTION A: TYPING TECHNIQUE	2 hours	200
SECTION B: AUDIO TRANSCRIPTION	1 hour	100
TOTAL	3 hours	300

INSTRUCTIONS TO CANDIDATES

CANDIDATES ARE ALLOWED 30 MINUTES TO READ THE INSTRUCTIONS

Read the following instructions carefully before answering the paper – invigilators will explain if necessary.

SECTION A: TYPING TECHNIQUE

1. Candidates who arrive late and/or are not ready and on time for the timed accuracy test (QUESTION 1) will only be allowed to enter the examination venue after the TEN minutes allowed for the timed accuracy test have expired.
2. Candidates are allowed THREE minutes to read through the timed accuracy test before the commencement of the examination.
3. The timed accuracy test must be keyed in at the beginning of the examination.
4. After the TEN minutes allowed for the timed accuracy test have expired, your test will be collected and signed by the invigilator. The test will be retained by the invigilator until the completion of the examination session whereafter, in your presence, it will be placed in your EXAMINATION FOLDER.
5. Answer all the questions.
6. Procedure for QUESTIONS 2, 3, 4, 5 and 6: Key in, save, print and place the PRINTOUT in your EXAMINATION FOLDER.
7. Retrieve the letterhead saved as QUESTION 3 from your disk/hard drive.

SECTION B: AUDIO TRANSCRIPTION

You receive the following:

1. Information regarding the questions
2. Notes regarding the questions
3. Audio cassette or audio software

NOTE:

1. If you use an audio cassette, rewind the cassette before starting with the transcription.
2. Complete the information required for NOTES ON THE EXAMINATION QUESTIONS.

PRINTING: EXAMINATION PAPER (SECTION A AND SECTION B)

1. Each answer must be printed on a separate A4 page. Use only ONE side of the paper.

GENERAL: EXAMINATION PAPER (SECTION A AND SECTION B)

1. You may use the ASCII codes and the template.
2. No notes or any non-permissible material may be hidden in or transcribed into these articles.
3. Use only Courier New 12 except where indicated differently in the question paper.
4. Work fast in order to complete the question paper in time.
5. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally – no extra time will be allowed to redo lost work.
6. In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.
7. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER in each question as indicated in the instructions. No questions without EXAMINATION NUMBERS will be marked.

8. At the end of the examination session, hand in the following:
 - 8.1 EXAMINATION FOLDER with PRINTOUTS to be marked in the same order as the questions in the question paper.
 - 8.2 The compact disk/memory stick on which your work was saved, properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick and then delete the work from the hard drive/network immediately. Candidates' answers must be kept for at least SIX months.
 - 8.3 The rewind cassette.
 - 8.4 All other PRINTOUTS. No PRINTOUTS may be taken out of the examination room or placed in the waste paper bins.
9. Any attempt to obtain information from or to give information to another candidate is a violation of the examination rules and will be regarded in a very serious light. If you are found guilty of such a violation, steps will be taken against you.

**WAIT FOR THE INVIGILATOR'S
INSTRUCTION BEFORE YOU TURN
THE PAGE.**

SECTION A

TYPING TECHNIQUE

		TIME	MARKS
QUESTION 1:	TIMED ACCURACY TEST	10 minutes	20
QUESTION 2:	TABULAR STATEMENT	25 minutes	40
QUESTION 3:	CIRCULAR LETTER	30 minutes	50
QUESTION 4:	COLUMNS	25 minutes	40
QUESTION 5:	MINUTES	18 minutes	30
QUESTION 6:	AFRICAN LANGUAGE	12 minutes	20
TOTAL		120 minutes	200

QUESTION 1: TIMED ACCURACY TEST**TIME: 10 minutes****MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: 1,5 or 2 SPEED: 45 wpm (minimum requirement)	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt
1. The following timed accuracy test must be keyed in once only. 2. The text allows for speeds of 45 and 50 words per minute. 3. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 4. Save the document as Q1 and make a PRINTOUT. 5. After completion the timed accuracy test must be collected and signed by the invigilator. All pages need to be signed.	

Love is a complex set of emotions, behaviours, and beliefs associated with strong feelings of affection, protectiveness, warmth, and respect for another person. For example, a person might say he or she loves his or her dog, loves freedom, or loves good neighbourhoods. When we are loved, we tend to feel it intuitively in our guts. But how does it work? Is there an extrasensory perception in the heart that is able to read the feelings in another person's heart?

In fact, it's really not that ethereal or supernatural. On the contrary, it's pretty practical and down-to-earth.

Our hearts take cues from our senses. Everything we see, hear, taste, touch or smell teaches us about our universe. We don't need to contemplate or ask questions. Our sensory organs report

QUESTION 1 (CONTINUED)

to our brains, and our brains interpret the data and send the report to our hearts. So, if we see a loving smile, hear loving words, or feel a loving touch, the brain processes this information and concludes: "Hey, we are being loved right now!"

In short, when we are loved, there is tangible proof. It's not an abstract thought or feeling, it's concrete and evidenced. As King Solomon wrote in his book of Proverbs (27:19), "As water reflects a man's face back to him, so is the heart of one man to another." This means, when you are treated with love, your heart feels that love.

The best answer for true love I can come up with is the one love, the one heart, the one understanding of the one spark inside us all. To know and treat another as they are you, and why not? We are all reflections of one another. No exceptions. But the awareness of the truth is coming back to the light. Remember, it's way bigger than just one single human's beliefs. What actually makes good sense? The old law of man is getting very weak, time to move up as a collective. It's just a choice we can make to rise above the material and selfishness of our past experience. It's definitely a new age!

QUESTION 1 (CONTINUED)

Love is a desire. It's the engine that keeps everything going.

Without that humans would not last long. There would be nothing to

live for. No reason to survive. I wish it was unconditional, but

it's not. It's romantic, yes, but romance is deception. It's part

of the play of life. It's the reason children are born. On the most

tangible level it's just a chemical that feeds the mechanical.

What's interesting is that it's not loving or seemingly loving.

It's actually very cruel. Love

**45 wpm****50 wpm****[20]**

QUESTION 2: TABULAR STATEMENT**TIME: 25 minutes****MARKS: 40**

MARGINS: Left: 1,27 cm/0,5" Right: 1,27 cm/0,5" FONT: Courier New 12 pt	PAPER: A4 landscape HYPHENATION: None ALIGNMENT: As indicated LINE SPACING: Single except where indicated differently
1. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 2. Take all proofreading signs into consideration. 3. Insert a table. 4. Save the document as Q2 and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION COVER.	

- Candidate:
1. Centre all column headings horizontally and vertically.
 2. Column headings must be in capital letters.
 3. Shade row 1.
 4. Align all figures right.

→ Move

runs on

Towns	Murder victims in SA [by age and sex [(2017/18) NL in full NL		
Durban	Men	16421	2013
Van derbijlpark	Women	3000	2014
Soweto	Boys	1500	2015
Limpopo	Girls	294	2016
Qwaqwa	Infants	691	2017
Welkom	Mature people	378	2018
Katlehong	Transgender	700	2019

{ Report on murders caused by relationships uc, bold, u/line, centre
 ≠
 { Table 1: Statistically based on gender equality italics sp
 ≠ ↑
 sp caps

QUESTION 2 (CONTINUED)

runs on

Total A around / I different towns			A number NL			National percentage I murders NL caused by I relationships NL		
2017	2018	2019	2017	2018	2019	2017	2018	2019
5 300	1200	1410	5,87%	2,6%	42%			
2 400	1000	1689	3,5%	3,8%	75%			
5 350	2900	1260	1,2%	5,6%	43%			
4 450	2056	1590	6,5%	86%	56%			
6 150	809	1517	87,5%	8,9%	80%			
1 045	569	256	13,9%	6%	90%			

Between 960 000 and 3 000 000 domestic incidents of violence are reported each year, while some many other incidents go unreported. ~~unnoticed~~

stet

trs runs on
del

ital

[40]

QUESTION 3: CIRCULAR LETTER**TIME: 30 minutes****MARKS: 50**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt except where indicated differently	PAPER: Letterhead HYPHENATION: Automatic ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs
1. Retrieve the letterhead QUESTION 3 that is saved in the INFORMATION PROCESSING N5 folder. 2. Key in your EXAMINATION NUMBER left-aligned as a footer. 3. Take all proofreading signs into consideration. 4. Save the document as Q3 and make a PRINTOUT. 5. Place the PRINTOUT in your EXAMINATION COVER.	

Candidate:

1. Change all paragraph headings that are underlined to capital letters and bold.
2. Paragraphs must be inserted in correct numerical order.
3. Replace bullets with subparagraph numbers (1.1, etc.) and TWO letter spaces and indent.
4. Insert a page break after paragraph 2.
5. Insert a page number at the bottom centred on page 2 only.

≠

Insert today's date in descending order

≠

To all victims display correctly

≠

→ Candidate: Move paragraphs to the end of the document before the conclusion

The dialogue surrounding homicides in relationships often focuses on a history of domestic violence within / relationship, rather than on / ways reasons why / offender killed their partner.

del

≠

The importance of domestic violence notwithstanding, } Bahnschrift 16 pt,
 why does people sometimes kill the ones they love? } centre

Candidate: Insert a border as indicated, uc, bold, italics and centred

Relationship between offender and victim by motive in homicide cases

≠

← 2. Jealousy

➤ Jealousy homicides involve an offender thinking they are at risk of losing their partner to someone else. Either / offender's lover or their rival may be / target in these homicides.

QUESTION 3 (CONTINUED)

➤ Jealousy accounted for the largest number of intimate partner homicides that were examined in the study (40%). These jealousy cases all included husbands who killed their wives.

bold

runs on
In court documents for these cases, jealous rage or morbid jealousy were often blamed for spurring the murders.

← 1. Gain

➤ The second most common motive for intimate partner homicides studied, was gain (23%).

bold

➤ In these cases, the primary reason for / homicide was to acquire some personal and **A** benefit. These victims were killed because they **A** tangible had something the offender wanted, such as money or property.

➤ In contrast to the jealousy homicides, gain homicides were more often committed or solicited by females. Those that involved females (5 out of 7 in words cases) were committed for financial gain – either because the woman wanted an insurance pay-out and assets, or because they thought they were going to be cut out of the will a divorce following.

trs

← 3. Love

➤ Finally, homicides motivated by love are committed so that the offender can remove a person they love from a situation they believe to be "worse than death". This can ~~manifest~~ ^{be} in two ways.

stet

➤ Altruistic homicides may involve an offender perceiving the situation to be so bad that they would rather see the victim die than be alive to experience it. Alternatively, homicides perpetrated by assisting a loved one to commit suicide may also be motivated by love.

sp
u/line

Insert a line tabular stop on 7,62 cm/3"

Director

} Display correctly

[50]

QUESTION 4: COLUMNS**TIME: 25 minutes****MARKS: 40**

MARGINS: Left: 1,27 cm/0,5" Right: 1,27 cm/0,5" FONT: Courier New 12 pt except where indicated differently	PAPER: A4 landscape HYPHENATION: Automatic ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs
1. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 2. Take all proofreading signs into consideration. 3. Save the document as Q4 and make a PRINTOUT. 4. Place the PRINTOUT in your EXAMINATION COVER.	

Positive and negative impact of love Sitka Heading 20 pt, uc, bold, centre

≠

Candidate:

1. Create two columns – distance between columns must be 1,27 cm/0,5" and insert a vertical line between columns.
2. Omit paragraph numbers.
3. All underlined paragraph headings must be in capital letters and bold.
4. Insert a page break after paragraph 6.
5. Insert a page number at the bottom right-aligned on page 2 only.

Candidate, move the paragraphs below to page 2 and insert any bullets.

Love makes the world go round and it certainly does; love for one other, / love we profess towards our family and our friends – but when it comes to defining this love, we often find it hard to define it in simple terms.

But it is a powerful motivator – one that can affect us both NP
physically and emotionally. It underscores all / relationships ital
 that we form in the course of our natural lives but it comes with its
 own bagage. ~~This is why we need to take a closer look at some of~~ sp del
~~the positive and negative effects of love.~~

1. Health: [Various studies have indicated that loving someone or having someone to love can help contribute to good health. NP runs on
 Each time you express your love to that person, your brain releases serotonin, which is a feel-good hormone. So yes, with more love to go around, your health is bound to improve in the long run. u/line

QUESTION 4 (CONTINUED)

2. Personal ties: [Love can help one form close personal bonds with others; NP
as a specie, we happen to be quite sociable & often form various in full
relation¹ships in / course of a single lifetime. And that's why love or del
~~feelings of deep mutual affection that you share with others can help~~
~~you cement that relationship and even help make it permanent.~~
3. Relationships: [Love can help cement relationships and this is one NP
of / reasons why most ¹ couples are advised to renew their vows ^{NP} married
after a certain period to affirm their love for each other.
4. Depression: [Love is a powerful feeling – one that can make you feel NP
as if you were floating on air. In case of unrequited love; it can push
you into a deep depression. Love, surprisingly, is one of / main
causative factors.
5. Stress: [Love has also been known to cause stress, especially during / NP
^{couples}
early moments in a relationship. As most ~~people~~ start a new relationship, ^{NP} stressed
they often face stress as each try to adjust to / other person.
6. Suicides: [Several women³ and² young men¹ commit suicide NP ^{NP} ^{trs}
because of love; / reasons could vary from unrequited love to being
cheated on or betrayed by a loved one. ~~This often causes others to~~ del
~~experience hopelessness, a feeling of shock and despair as if life no~~
~~longer holds any meaning. This is why the number of love suicides~~
~~keeps jumping up each year with no end in sight.~~

~~~~~  
Candidate: Insert paragraphs 1-3 in column 1 and paragraphs 4-6 in column 2.  
~~~~~

[40]

QUESTION 5: MINUTES**TIME: 18 minutes****MARKS: 30**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: Automatic ALIGNMENT: Left LINE SPACING: Single with double line spacing between paragraphs
1. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 2. Take all proofreading signs into consideration. 3. Save the document as Q5 and make a PRINTOUT. 4. Place the PRINTOUT in your EXAMINATION COVER.	

Candidate:

- All numbered headings must be in capital letters and double underlined.
- Indent paragraphs below the headings.

Notice is hereby given that / annual general meeting of / company will be uc
 held at 3839B, Potlako street, Pimville, on Monday 07-06/21 uc in full
 at 12:00.



runs on

Please read / A documentation in preparation of items to be discussed. A enclosed

- Opening

I/ chair^{man} welcomed everyone and declared / meeting
 constituted properly.

NP
 trs

- Present

As per attendance register.

- Minutes of the previous meeting

The minutes of the meeting held on 3 April 2021, which have been circulated, were taken as read and then approved and signed.

- Chairman's annual report and financial statements

The abovementioned report was submitted to the meeting and, as a result of a proposal by Ms K Monisi, unanimously approved together with the ~~auditors'~~ del financial statements.

QUESTION 5 (CONTINUED)

→ Move

6. General

Mr Shibambo reported that / welfare association has received a ^{large}~~huge~~ number of women and men battered by their spousses, most of them were badly wounded.

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sp

7. Closure

The meeting adjourned at 17:00.

By order of the board

Mr Canney	<u>Chairman</u>
Ms Mathuthu	<u>Secretary</u>

} display correctly
bold, ital
bold, ital

Insert today's date in full

5. Appointment of auditors

It was unanimously resolved that Ms N Rakomane be appointed as auditor for / next financial year.

[30]

QUESTION 6: AFRICAN LANGUAGE**TIME: 12 minutes****MARKS: 20**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" FONT: Courier New 12 pt	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left LINE SPACING: Double (2)
1. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 2. Key in as indicated. 3. Do not break off words at the end of a line, but key in the whole word on the next line. 4. Save and print the document as Q6. 5. Put the PRINTOUT in your EXAMINATION COVER.	

Lerato ke ntho e monate e etsahalang pakeng tsa batho ba babedi.

Lerato ha le na theko empa fela le itlhokela tsena tse latelang;
 thlomphe, nako, mofuthu le tshehetso.

Lerato le mosa ha lena bokgopo, tseba hore haebe wena o kene
 leratong le utlwisang bohloko le sisising pelo le tletseng dikomang
 le dithetso, ha se lona lerato la mannete.

Motho a maratong o mobona ka ho bososela bosiu le motsheare hore ka
 nnete-nete motho wa rona ho tletse lerato pelong ya hae, ebile ha
 ana le dipelaelo tse ka mositisang ho rata moratuwa wa hae.

[20]**TOTAL SECTION A: 200**

SECTION B**AUDIO TRANSCRIPTION**

		TIME	MARKS
QUESTION 7:	AGENDA	15 minutes	25
QUESTION 8:	MEMORANDUM	18 minutes	30
QUESTION 9:	REPORT	27 minutes	45
TOTAL		60 minutes	100

AUDIO TRANSCRIPTION PAPER**INFORMATION REGARDING THE EXAMINATION QUESTIONS**

You are a personal assistant. Your manager handed you a cassette with recorded tasks which you have to complete in an hour while he/she is away.

1. Your first task (**QUESTION 7**) is to key in and print the **AGENDA**.

WORDS:

urgent; Counsellors

2. Your second task (**QUESTION 8**) is to key in and print the **MEMORANDUM**.

WORDS:

Struggling; sticking; toxic; support; independent

3. Your third task (**QUESTION 9**) is to key in and print the **REPORT**.

WORDS:

exorbitant; misandrist; battered; perseverance; acknowledges; challenges

QUESTION 7: AGENDA**TIME: 15 MINUTES****MARKS: 25**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: Left FONT: Courier New 12 pt except where indicated differently
1. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 2. The starting point on the counter/index is ... 3. The reading time is $\pm 12\frac{1}{2}$ minutes. 4. Save and print the document as Q7. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[25]**QUESTION 8: MEMORANDUM****TIME: 18 MINUTES****MARKS: 30**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: None ALIGNMENT: As indicated FONT: Courier New 12 pt except where indicated differently
1. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 2. The starting point on the counter/index is ... 3. The reading time is ± 15 minutes. 4. Save and print the document as Q8. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[30]

QUESTION 9: REPORT**TIME: 27 MINUTES****MARKS: 45**

MARGINS: Left: 2,54 cm/1" Right: 2,54 cm/1" LINE SPACING: As indicated	PAPER: A4 portrait HYPHENATION: Automatic ALIGNMENT: Left FONT: Courier New 12 pt
1. Key in your EXAMINATION NUMBER left-aligned, the QUESTION NUMBER and your STATION/COMPUTER NUMBER right-aligned as a header. 2. The starting point on the counter/index is ... 3. The reading time is $\pm 22\frac{1}{2}$ minutes. 4. Save and print the document as Q9. 5. Put the PRINTOUT in your EXAMINATION FOLDER.	

[45]

TOTAL SECTION B:	100
GRAND TOTAL:	300