201306H115

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N630(E)(M28)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

INFORMATION PROCESSING N5

(6020275)

28 May 2013 (X-Paper)
09:00–12:00

QUESTION PAPER AND INSTRUCTIONS TO CANDIDATES AND INVIGILATORS.

HAND OUT TO CANDIDATES 30 MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.

This question paper consists of 17 pages and 2 letterheads.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INFORMATION PROCESSING N5
TIME: 3 HOURS
MARKS: 300

INSTRUCTIONS TO CANDIDATES

QUESTION PAPER	TIME	MARKS
SECTION A TYPING TECHNIQUE	2 HOURS	200
SECTION B AUDIO TRANSCRIPTION	1 HOUR	100
TOTAL	3 HOURS	300

TURN OVER FOR INSTRUCTIONS.

30 MINUTES ARE ALLOWED TO READ THE INSTRUCTIONS.

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INSTRUCTIONS AND INFORMATION

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTIONS. INVIGILATORS WILL EXPLAIN IF NECESSARY.

SECTION A: TYPING TECHNIQUE

1. Candidates who are not ON TIME for the **TIMED ACCURACY TEST** will only be allowed to enter the classroom AFTER the expiration of the TEN MINUTES allowed for the **TIMED ACCURACY TEST (QUESTION 1).**

2. Candidates are allowed to read through the **TIMED ACCURACY TEST** (QUESTION 1) before the commencement of the examination.

3. The **TIMED ACCURACY TEST** (QUESTION 1) must be keyed in at the BEGINNING of the examination.

4. After the expiration of the **TEN MINUTES** allowed for the **TIMED ACCURACY TEST** (Question 1), your test will be collected. The test will be retained until the completion of the examination where after, in your presence, it will be put into your examination cover.

5. Only one letterhead is attached for QUESTION 3.

SECTION B: AUDIO TRANSCRIPTION

YOU RECEIVE THE FOLLOWING:

Information regarding the examination questions.

Notes regarding the examination questions.

Only ONE letterhead for QUESTION 7 attached.

Audio cassette

1. Rewind the cassette before commencing with the transcription.

2. Fill in the information required for NOTES ON EXAMINATION QUESTIONS.

PRINTING OF QUESTION PAPER (SECTION A AND SECTION B)

1. Each answer must be printed on a SEPARATE A4 PAPER. Use ONLY **ONE SIDE** of the paper.

2. If a letterhead is provided which cannot be accommodated by your printer, you may use A4 paper. Hand in the printout on the A4 paper, **together with the letterhead,** so that the marker can determine the positioning of the text on the paper in accordance with the data on the letterhead.

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GENERAL: QUESTION PAPER (SECTION A AND SECTION B)

1. You may use a pocket calculator, computer ruler and a dictionary. You may also use the ASCII-codes and the template.
   NO NOTES OR ANY NONPERMISSIBLE MATERIALS MAY BE HIDDEN IN OR TRANSCRIBED INTO THESE ARTICLES.

2. Use only Courier New 12 (10 cpi) except if otherwise indicated in the question paper.

3. WORK FAST IN ORDER TO COMPLETE YOUR QUESTION PAPER.

4. 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 FOR LOSS OF WORK.

5. 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.

6. Key in your question number as well as your examination number on each question. NO QUESTIONS WITH HANDWRITTEN EXAMINATION NUMBERS, WITHOUT THE SIGNATURE OF THE INVIGILATOR, WILL BE MARKED. If, however, after the expiration of the examination, you find a question(s) without your number, proceed as follows:

   6.1 Retrieve the document in the presence of the invigilator who will ascertain that the document is your own work.

   6.2 Insert your examination number on the printout in the presence of the invigilator. The invigilator will sign to verify that the document is your own work.

7. **HAND IN THE FOLLOWING AT THE END OF THE EXAMINATION SESSION:**

   7.1 Your answers **in the correct order in the cover**

   7.2 Your disk with the saved answers

   7.3 Your rewound cassette

8. Network users: Immediately after the expiration of the examination session the invigilator will arrange for a backup copy(ies) to be taken of the examination printouts.

9. **ANY ATTEMPT TO OBTAIN INFORMATION OR TO GIVE INFORMATION TO ANOTHER CANDIDATE IS A VIOLATION OF THE EXAMINATION RULES AND WILL BE REGARDED IN A SERIOUS LIGHT. IF YOU ARE FOUND GUILTY OF SUCH A VIOLATION, STEPS WILL BE TAKEN AGAINST YOU.**

WAIT FOR THE INSTRUCTION FROM THE INVIGILATOR BEFORE YOU START KEYING IN

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SECTION A

QUESTION 1

TIMED ACCURACY TEST Key in **ONCE ONLY**	**MARKS: 20** **TIME: 10 minutes**
SPEED: 45/50 w.p.m. (Minimum requirement = 45 w.p.m.) **MARGINS:** **LEFT:** 2,5 cm (1", 10°) **RIGHT:** 2,5 cm (1", 10°)	**LINE SPACING:** 1,5 (1½) OR 2 **PAPER:** A4 Portrait **FONT:** Courier New 12 **JUSTIFICATION:** Left/Off/No **HYPHENATION:** No/Off

Ernie Els has long been a favourite with golf fans but today he has to drive the ball carefully to avoid hitting someone in the crowd. The fans faithfully follow him from hole to hole until a helicopter picks him up for a charity event in Toronto, Canada. And this is just the practice rounds of the Canadian Open at Hamilton in Ontario.

Over the past two years, Ernie Els' game has deteriorated greatly and critics began speculating his career might finally have landed in the rough. It became noticeable that Ernie, whose easy-going nature earned him his nickname, was increasingly frustrated as he failed to make the grade in one tournament after another.

But all that changed spectacularly last month when he won the British Open against all expectations. "It was one of the greatest days and one of the best rounds of my career," Ernie said, after his winning putt at Lytham St Annes in Lancashire, England.

And he wasn't exaggerating. With that shot he won not only his second British Open and fourth title in one of the four Majors, he also put his career back on track at the ripe age of 42.

It's been decades since his previous victory in a Major - the British Open at Muirfield, Scotland. Now Ernie has shown there's still plenty of golf left in him.

The last time he won a significant tournament was about two years ago. Last year for the first time since 1993 he dropped out of the top 50 of international golf and in April this year, for the first time in his

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QUESTION 1 (CONTINUED)

international career, he failed to qualify for the Masters Tournament. At a news conference a few months ago he admitted his lack of success had been gnawing at him. "I've been through the mill, believe me. The past 18 months were very difficult."

Then came his big win. "This was my time," he said afterwards. "Many people didn't think I'd win but I started believing this year, getting a lot of help from my family and the professionals around me."

His words offered a clue as to how, almost two decades since winning his first Major - the US Open - he managed to turn his game around so dramatically.

There was also a controversial putter. And the woman he mentioned in his winner's **45 wpm** speech - Dr Sherylle Calder, who has honed the skills of Springbok rugby players such as Bryan Habana and Percy Montgomery with her "eye gymnastics".

Last month there was just one putt between Ernie and glory. The shot that won him his **50 wpm**

(20)

QUESTION 2

TABULAR STATEMENT **MARKS: 40**

MARGINS:	**VERTICAL LINES:** Computer/Ink
LEFT AND RIGHT: 2,54 cm (1", 10°)	**HYPHENATION:** Yes/On
TOP AND BOTTOM: 2,54 cm (1", 10°)	**FONT:** Courier New 12
LINE SPACING: As indicated	**JUSTIFICATION:** Left/Off/No
HORIZONTAL LINES: Computer	**PAPER:** A4 LANDSCAPE (one page)

1. Apply all proofreading signs
2. Key in your examination number on the left margin and question number on the right margin as a footer at the bottom of the page.

ins heading

u/c, bold, centre, Courier New 14

Hazard	Route of entry	Exposure	Health effects	Protection
Physical bold, ital, Courier New 14	The whole body bold	Noise, working in extreme temperatures, radiation, vibration	Hearing loss, burns, frostbite, hypothermia	Elimination or substitution u/c of machinery
Chemical	Inhalation breathing, oral mouth and dermal skin	Liquid substances, fumes and smoke, cleaning agents, factories, garages, tie and dye fabric work	Skin irritation, respiratory problems, problems associated with / liver, eyes, kidneys & intestinal tract. Personality changes and possible cancers bold	Elimination or substitution of toxik substances, good housekeeping

ital

ital u/c sp

in full use symbol

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QUESTION 2 (CONTINUED)

move

Metals	In construction, garages, paints, and electronics automotives	gas Normally in vapour form from melting down a metal, during welding, smelting, panning, etc.	Kidney damage by heavy metals, damage to the nervous system, respiratory diseases such as asthma, lung cancer and lung fibrosis.	Good housekeeping

stet
trs
bold

del

1 ~~Nelson R~~ Mandela School of Medicine, University of KwaZulu-Natal

Hazards In / Workplace u/c bold centre Courier New 16 ins as heading

≠

in full

Department of Occupational & Environmental Health

ital centre Courier New 12

(40)

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QUESTION 3

BUSINESS LETTER **MARKS: 50**

MARGINS: **LEFT:** 2,54 cm (1", 10°) **RIGHT:** 2,54 cm (1", 10°) **LINE SPACING:** Single (1)	**PAPER:** Letterhead **FONT:** Courier New 12 **HYPHENATION:** Yes/On **JUSTIFICATION:** Left/Off/No

1. Candidate, key in the letter on the letterhead provided.
2. Key in your examination number on the left margin and question number on the right margin as a footer at the bottom of the page.
3. Insert page numbering on page 2 at the top left of the page.
4. Use the instructions given above at all times and apply all proofreading signs.

2013-06-04 in full

≠

Mr S. Masinga

6 Umgeni Drive

Selcourt u/c

1559

≠

Dear Mr Masinga

≠

Your Secure Life Portfolio centre u/c bold

≠

The purpose of the letter is to keep you informed and to provide you with a summary of your portfolio, as sent to you on an annual basis approximately time of your birthday. Please pay attention to / following:

≠

replace bullets with par nrs

≠

➢ Current Risk Assurance Environment u/c ital

sp in full

In a constantly changing enviroment, and 1 in which we ourselves change as we journey through life, it is hard to know what type of risk assurance we need as we are

past

going into / future. stet

QUESTION 3 (CONTINUED)

Legislative Requirements

Legislation has been passed in South Africa to combat money laundering, which is the abuse of / financial system to disguise proceeds of crime. r.o. — und, bold

This law is known as / Financial Intelligence Centre Act (fica). fica r.o. — bold, u/c

requires Secure Life to ensure that we have the correct details for all our clients.

ins page break

Action Required

Birthdays are also an ideal opportunity to review individual financial needs including: — bold

Please check that our reflecting your records, Personal Information in your Portfolio and Client Portfolio Summary, is correct. — move, trs

* Retirement provisions.
* Death and disability cover for you or your family. — bold
* Local and offshore investment opportunities.

Queries

It is critical to assess long-term financial plans & obtain professional advice regularly. We therefore recommend that you contact our Call Centre on 0860 123 789. — in full, bold

Yours sincerely

≠

≠

Peter Ledwaba — u/c

Financial advisor: secure life — u/c

(50)

QUESTION 4

FORM **MARKS: 40**

MARGINS: **LEFT:** 2,54 cm (1", 10°) **RIGHT:** 2,54 cm (1", 10°) **LINE SPACING:** Single **PAPER:** A4 Portrait	**FONT:** Courier New 12 **HYPHENATION:** Yes/On **JUSTIFICATION:** Left/Off/No

1. Apply all proofreading marks
2. Key in your examination number on the left margin and question number on the right margin as a footer at the bottom of the page.
3. Ë= Alt 137

Direct Debit Mandate Arial 16 bold u/c

Current/Savings/Transmission u/c bold ital

block

Bank Name # _____ u/c one letter space

Account Number _____

Branch _____

Branch Code _____

Account Name _____

I authorize ABC Service Provider (Pty) Ltd to debit my bold
account, as specified above, with / total amount payable on

my monthly cellular account, with effect from _____

rules

I, the undersigned, accept the following conditions of this stet
authorization:

1. ABC Service Provider (Pty) Ltd may cancel / debit bold bold/und
order, should my bank disallow a debit against
my account on two consekutive occasions, because of sp
insufficient funds, or for ~~for~~ any other reason. ital del

QUESTION 4 (CONTINUED)

2. The charge, if any, levied by my bank for debit order transactions, for be will my account. trs

≠

3. Should my payment be "Referred To Drawer" u/c appropriate transaction costs will be levied.

≠

≠

Signature # _____ Date # _____ bold u/c

≠

NB: To Pay Your Account:	bold	und	ital	u/c
bold	Complete the Direct Debit Mandate as above			
	or			u/c
	cheques should be made payable to ABC Service Provider (Pty) Ltd and sent with /			bold
	remittance advice to / address shown on /			
	remittance.			

(40)

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QUESTION 5

COLUMNS **MARKS: 30**

MARGINS: **LEFT:** 2,54 cm (1", 10°) **RIGHT:** 2,54 cm (1", 10°) **LINE SPACING:** As indicated **PAPER:** A4 Landscape	**FONT:** Courier New 12 **HYPHENATION:** Yes/On **JUSTIFICATION:** Left/Off/No

1. Apply all proofreading marks
2. Key in your EXAMINATION NUMBER on the left margin and QUESTION NUMBER on the right margin as a footer at the bottom of the page.
3. No lines when columns are typed

WHY SHOULD centre
≠ u/c
Workers sp caps bold Courier New 14

BE AWARE OF hazards? bold und u/c

Column 1	Column 2

Column 2

- Aside from / "big" accidents that get all / media attention, there are many silent killers such as asbestosis, TB, lung cancer, etc. u/c

  ≠

- Employers are often reluctant to spend money to make machines & processes safe, or on buying protective equipment if there is no pressure on them to do so. Some employers are keen health & safety enthusiasts. Others, unfortunately, are not so concerned. in full in full

Column 1

In some working industries, 1 in every 3 workers is seriously injured every year. in full bold

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QUESTION 5 (CONTINUED)

employees

- Most employers do not inform their workers of / dangers at work. stet

- In South Africa, thousands of workers have died in mines, smelters, petro-chemical companies and faktories, to name a few industries. sp

Insert new paragraph below columns

No one should have to give up his or her health. bold centre

≠

welfare or dignity in order to earn a decent living! bold centre

(30)

QUESTION 6	
AFRICAN LANGUAGE	**MARKS: 20**
MARGINS: **LEFT:** 2,5 cm (1", 10°) **RIGHT:** 2,5 cm (1", 10°) **LINE SPACING:** 2	**FONT:** Courier New 12 **HYPHENATION:** No/Off **JUSTIFICATION:** Left/Off/No **PAPER:** A4 Portrait

1. Key in the text exactly as it is.
2. Key in your EXAMINATION NUMBER on the left margin and QUESTION NUMBER on the right margin as a footer at the bottom of the page.
3. Do not divide the words at the end of a line, but key in the whole word on the next line.

PERIODONTITIS:

Ha gingivitis e sa tsotellwe, ho ruruha ho ka fetela ho tissue tse botebong. Tjhefu e etswang ke baktheria ka hara plaque e sulafaletsa marenene.

Tjhefu ena e etsa ho ruruha e be mmele o itwantshe ka bo ona, mme di-tissue le masapo a tsheheditseng meno di robehe di senyehe. Marenene a arohana le meno, e be qetellong ho hlaha dipokotho, tse atisang baktheria mme di qetellle din a le booladu.

Masapo a mangata le tissue ya marenene a ya pele. Ho ruruha ho ...

(20)

TOTAL SECTION A: 200

SECTION B

AUDIO TRANSCRIPTION

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 is away.

1. Your first task **(Question 7)** is to key in and print out a **Business Letter** on the attached letterhead.

   WORDS:

   Marshalltown; delighted; seamless; convenience; existing; brochure; subscription; protection; service; Martie Van Dyk

2. Your second task **(Question 8)** is to key in and print out a **Notice**.

   WORDS:

   convenience; logo merchants; locally; internationally; swipe

3. Your third task **(Question 9)** is to key in and print out an **Advertisement.**

   WORDS:

   services; centre; mentioned

4. Your fourth task **(Question 10)** is to key in and print out **Paragraphs**.

   WORDS:

   automatic; gym; subscription

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QUESTION 7 DOCUMEN Business Letter	MARKS: 35
MARGINS: **LEFT:** 2,54 cm (1", 10°) **RIGHT:** 2,54 cm (1", 10°) **LINE SPACING:** 1 (Single)	**PAPER:** Letterhead (Only one per candidate) **FONT:** Courier New 12 **HYPHENATION:** No/Off **JUSTIFICATION:** No/Left/Off
Fit on letterhead The starting point on the counter/index is ..... The reading time is ± 18 minutes	

(35)

QUESTION 8 DOCUMENT: Notice	MARKS: 30
MARGINS: **LEFT:** 2,54 cm (1", 10°) **RIGHT:** 2,54 cm (1", 10°) **LINE SPACING:** 1 (Single)	**PAPER:** A4 Portrait **FONT:** Courier New 12 **HYPHENATION:** Yes/On **JUSTIFICATION:** No/Left/Off
The starting point on the counter/index is ..... The reading time is ± 14 minutes	

(30)

QUESTION 9 DOCUMENT: Advertisement	MARKS: 25
MARGINS: **LEFT:** 1,27 cm (0.5", 5°) **RIGHT:** 1,27 cm (0.5", 5°) **TOP:** 1,27 cm (0.5", 5°) **BOTTOM:** 1,27 cm (0.5", 5°)	**LINE SPACING:** As indicated **PAPER:** A5 Landscape **FONT:** As indicated **HYPHENATION:** No/Off **JUSTIFICATION:** No/Left/Off
The starting point on the counter/index is ..... The reading time is ± 12 minutes	

(25)

QUESTION 10 DOCUMENT: Paragraphs	MARKS: 10
MARGINS: **LEFT:** 2,54 cm (1", 10°) **RIGHT:** 2,54 cm (1", 10°) **LINE SPACING:** 1 (Single)	**PAPER:** A5 Portrait **FONT:** Courier New 12 **HYPHENATION:** No/Off **JUSTIFICATION:** No/Left/Off
The starting point on the counter/index is ..... The reading time is ± 8 minutes	

(10)

TOTAL SECTION B: 100
GRAND TOTAL: 300

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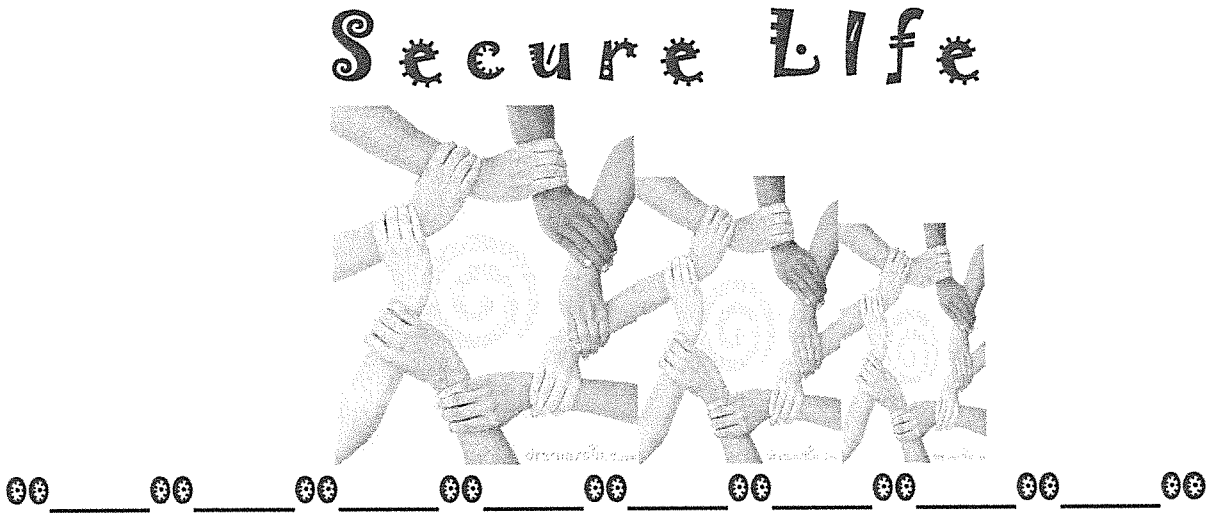
LETTERHEAD

QUESTION 3



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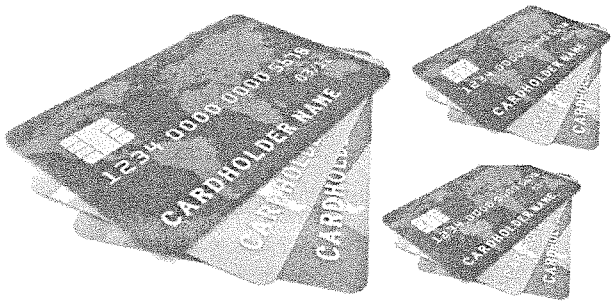
LETTERHEAD

QUESTION 7



BLACKBEAN
Chip Credit Card

****

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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

INFORMATION PROCESSING N5

28 MAY 2013

This marking guideline consists of 31 pages.

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GUIDELINES FOR MARKING

ACCURACY:
(Keying in errors)

-4 MARKS PER ERROR
Red slash (/) through word

DISPLAY:
(All other errors and proof-Reading marks)

-2 MARKS PER ERROR
Blue cross (X) at/over error

Repetitive errors:

Must be circled. Circling implies that marks were already deducted for that error and should not be penalised again. Red circle for accuracy and blue circle for display.

METHOD OF MARKING

28	2	30	Marks calculated according to schedule
32	8	40	Total mark for question
1e	3e		Total errors
(1x4)	(3x2)		Always put accuracy first

INCOMPLETE QUESTIONS

Questions which are not completed, are marked accordingly. Candidates may never be given 0 straight away for incomplete questions. Marks should be allocated pro rate (¼, ½,) of the possible marks.

EXAMPLE
Total mark = 40 Accuracy = 32 Display = 8

8	0	8	8 = Real mark
16	4	20	40 = Possible mark
2e	3e		Number of errors
(2x4)	(3x2)		Always put accuracy first
RED	BLUE		

If (¼, ½, ¾) of the question is completed, follow the abovementioned method.
Use (¼, ½, ¾) of the possible marks.

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PROCESSING OF MARKS

Next to question numbers 1 – 6:	Marks for all questions (Section A)
Next to question numbers 7 – 10:	Marks for all questions

Front page, top:

Raw mark	=	Mark out of 300 in circle/block
	% =	Raw mark processed to % in Second circle/block
	=	Raw mark/3
	Rounded =	.5, .6, .7, .8, .9 Becomes full mark e.g. 66,5 = 67

Write initials and surname below circle/block

TOTAL MARKS FOR QUESTIONS		MARKS
QUESTION 1	Timed Accuracy Test	20
QUESTION 2	Tabular Statement	40
QUESTION 3	Business Letter	50
QUESTION 4	Form	40
QUESTION 5	Columns	30
QUESTION 6	African Language	20
TOTAL		**200**

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The highest speed passed is indicated.

Indicate the speed obtained with Pass 45 w.p.m./Pass 50 w.p.m./Fail, where applicable, in the following way:

INDICATE AT THE END OF THE TIMED ACCURACY TEST:

Pass 45 w.p.m./Pass 50 w.p.m./Fail
Errors
Mark

INDICATE ON THE INSIDE BACK/OUTSIDE FRONT OF THE FOLDER COVER, DIRECTLY NEXT TO THE MARK OBTAINED FOR QUESTION 1:

Pass 45 w.p.m./Pass 50 w.p.m./Fail

(If the candidate did not hand in Question 1, indicate by drawing a line through the block for the mark, next to Question 1, on the inside back/outside front of the folder cover and writing "Fail" at the appropriate positions).

INDICATE ON THE FRONT PAGE OF THE COVER, JUST BELOW THE CIRCLE FOR THE MARKS OBTAINED:

Pass 45 w.p.m./Pass 50 w.p.m./Fail

Should a candidate fail the examination (less than 40 %) and pass the accuracy test, the word "Fail" will replace the "Pass 45 w.p.m./50 w.p.m." as a candidate cannot fail the examination paper as a whole and get recognition for the w.p.m.

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QUESTION 1

TIMED ACCURACY TEST **MARKS: 20**

BE SURE TO MARK THE SPEED WITH CARE, AS IT MAKES A DIFFERENCE TO THE RESULTS. REMEMBER THAT ONLY ACCURACY IS MARKED.

MARK ACCORDING TO ENCLOSED DEPARTMENTAL SCHEDULE.

MARK ACCURACY ERRORS ONLY.

Indicate accuracy errors with a red slash /.

One or more incorrect characters in a word = 1 error.

Do not penalise incorrect margins.

Do not penalise incorrect line spacing.

Do not penalise incorrect hyphenation.

Do not penalise incorrect upper case/lower case.

Do not penalise incorrect letter spaces.

Do not penalise incorrect justification.

Do not penalise incorrect display errors.

Do not penalise if a whole line or paragraph is left out and keyed in at another position.

When the same word is repeatedly keyed in incorrectly, it is penalised once only per question. Thereafter it is encircled as a repetitive error.

Omission of words: Count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last few strokes at the end are 5 or more, count as another error. If the last few strokes at the end are less than 5, ignore.

If 45 w.p.m. is not completed, count back as indicated in the memorandum.

The highest mark obtained will be indicated.

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MARKING SCHEDULE FOR TIMED ACCURACY TEST

NUMBER OF ERRORS	45 W.P.M.	50 W.P.M.
0	20	20
1	19	19
2	19	19
3	18	19
4	18	18
5	17	18
6	17	17
7	16	17
8	16	16
9	15	16
10	15	15
11	14	15
12	14	14
13	14	14
14	13	13
15	13	13
16	12	12
17	11	12
18	10	11
19	10	11
20	9	10
21	9	10
22	**8**	9
23	**8 Pass**	9
24	7	**8**
25	7	**8**
26	6	**8 Pass**
27	6	7
28	5	7
29	5	6
30	4	6
31	4	5
32	3	5
33	3	4
34	2	4
35	1	3
36	1	3
37	0	2
38	0	2
39	0	1
40	0	1
41	0	0

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QUESTION 1

Ernie Els has long been a favourite with golf fans but today he has to drive the ball carefully to avoid hitting someone in the crowd. The fans faithfully follow him from hole to hole until a helicopter picks him up for a charity event in Toronto, Canada. And this is just the practice rounds of the Canadian Open at Hamilton in Ontario.

Over the past two years, Ernie Els' game has deteriorated greatly and critics began speculating his career might finally have landed in the rough. It became noticeable that Ernie, whose easy-going nature earned him his nickname, was increasingly frustrated as he failed to make the grade in one tournament after another.

But all that changed spectacularly last month when he won the British Open against all expectations. "It was one of the greatest days and one of the best rounds of my career," Ernie said, after his winning putt at Lytham St Annes in Lancashire, England.

And he wasn't exaggerating. With that shot he won not only his second British Open and fourth title in one of the four Majors, he also put his career back on track at the ripe age of 42.

It's been decades since his previous victory in a Major - the British Open at Muirfield, Scotland. Now Ernie has shown there's still plenty of golf left in him.

The last time he won a significant tournament was about two years ago. Last year for the first time since 1993 he dropped out of the top 50 of international golf and in April this year, for the first time in his international career, he failed to qualify for the Masters Tournament. At a news conference a few months ago he admitted his lack of success had been gnawing at

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QUESTION 1 **(CONTINUE)**

him. "I've been through the mill, believe me. The past 18 months were very difficult."

Then came his big win. "This was my time," he said afterwards. "Many people didn't think I'd win but I started believing this year, getting a lot of help from my family and the professionals around me."

His words offered a clue as to how, almost two decades since winning his first Major - the US Open - he managed to turn his game around so dramatically.

There was also a controversial putter. And the woman he mentioned in his winner's **45 wpm** speech - Dr Sherylle Calder, who has honed the skills of Springbok rugby players such as Bryan Habana and Percy Montgomery with her "eye gymnastics".

Last month there was just one putt between Ernie and glory. The shot that won him hi**50 wpm**

MARK SCHEDULE FOR ACCURACY – TYPING TECHNIQUE N5

(-4 MARKS PER ERROR) -

ERRORS	QUESTION 2/3	QUESTION 4/5	QUESTION 6
0	40	24	20
1	36	20	16
2	32	16	12
3	28	12	8
4	24	8	4
5	20	4	0
6	16	0	
7	12		
8	8		
9	4		
10	0		

MARK SCHEDULE FOR DISPLAY – TYPING TECHNIQUE N5

(-2 MARKS PER ERROR)

ERRORS	QUESTION 2/3	QUESTION4/5
0	10	6
1	8	4
2	6	2
3	4	0
4	2	
5	0	
6		
7		
8		
9		
10		

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QUESTION 2

20 MARKS - ACCURACY - 4 marks per error
- every keying in error
20 MARKS - DISPLAY - 2 marks per error

1. margins (equal) incorrect and/or
   justification (left, centre, right, full) incorrect and/or
   line spacing (as indicated) incorrect
   type of instructions

2. paper size (as indicated) incorrect and/or
   tabular stops/indentation and/or
   hyphenation incorrect

3. font/font size (CN12/14) incorrect and/or
   capital letters/small letters incorrect and/or
   letter spaces incorrect

4. / - not changed to [the] and/or incorrect and/or
   del - not deleted and/or incorrect and/or
   insert - incorrect

5. trs - not transposed and/or incorrect and/or
   stet - not retained and/or incorrect and/or
   sp - spelling incorrect

6. bold - not changed and/or incorrect and/or
   italics - not changed and/or incorrect and/or

7. move - not moved and/or incorrect and/or
   Insert paragraph numbers
   Examination number and question nr not as footer

8. [& NP - new line and new paragraph incorrect and/or
   runs on - incorrect and/or
   In full - not in full and/or incorrect

9. main headings incorrect and/or
   column headings incorrect and/or
   columns incorrect

10. horizontal lines incorrect

11. vertical lines incorrect.
    Merge of cells

¼	5	5	10
½	10	10	20
¾	15	15	30

20	20	40

Papersize A4 Landscape 2, Marg left, right, top, bottom2.54 cm (1"or10°) - 1 / -4 u/c -3 bold -6 centre-1 CN 16 -3 Font -3

HAZARDS IN THE WORKPLACE

ins 4

‡-1 in full -8

Department of Occupational and Environmental Health

Colum headings - 9 u/c -3 bold -6 centre-1 CN 14 -3 ital 6 centre-1 CN 12-3 hyp - 2

HAZARD	ROUTE OF ENTRY	EXPOSURE	HEALTH EFFECTS	PROTECTION
Physical -1 bold -6 ital 6 CN 14 -3	The **whole** body bold -6	Noise, working in *extreme temperatures*, radiation, vibration ital 6	Hearing loss, burns, frostbite, hypothermia	Elimination or SUBSTITUTION of machinery u/c -3 u/c -3 ¼
Chemical -1 bold -6 ital 6 CN 14 -3	Inhalation *breathing*, oral *mouth* and dermal *skin* ital 6 stet - 5	Liquid substances, fumes and smoke, cleaning agents, factories, garages, tie & dye fabric workuse symbol - 8	Skin irritation, respiratory problems, problems associated with the liver, eyes, kidneys and in full-8 intestinal tract. Personality bold -6 changes and **possible cancers**	Elimination or SUBSTITUTION of toxic substances, good housekeeping u/c -3 spelling 5 ½
Metals -1 bold -6 ital 6 CN 14 -3	Normally in vapour form from melting down a metal, during welding, smelting, panning, etc. Move -7	In construction, garages, paints, electronics and automotives. trs 5	Kidney damage by heavy metals, damage to the nervous system, respiratory **diseases** such as bold -6 asthma, lung cancer and lung fibrosis del -4	Good housekeeping ¾

‡-1 #or - -3

hor lines - 10
Vert lines - 11

1. Nelson R Mandela School of Medicine, University of KwaZulu-Natal

Exam no left footer 7
EXAMINATION NUMBER

Question no right footer 7
QUESTION 2

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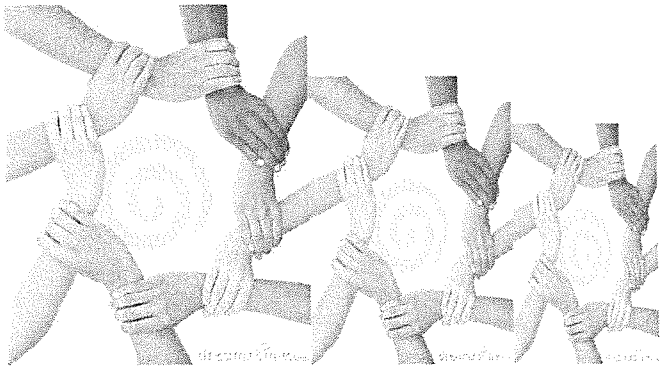
QUESTION 3: BUSINESS LETTER	**MARKS: 50**
Memorandum	
40 MARKS - ACCURACY - 4 MARKS PER ERROR	
- every keying in error	
10 MARKS – DISPLAY – 2 MARKS PER ERROR	
1 margins (equal) incorrect and/or justification (left, centre, right, full) incorrect line spacing (as indicated) incorrect instructions 2 paper size (as indicated) incorrect and/or tabular stops/indentation incorrect and/or hyphenation incorrect Indent after par numbers 3 font/font size incorrect and/or capital letters/small letters incorrect letter spaces incorrect 4 / - not changed to [the] and/or incorrect del – not deleted and/or incorrect and/or insert; /| , left out or incorrect date incorrect/date ro insert a page break 5 trs – not transposed and/or incorrect and/or stet – not retained and/or incorrect and/or sp – spelling incorrect 6 bold – not changed and/or incorrect and/or italics – not changed and/or incorrect underline – not changed and/or incorrect 7 move – not moved and/or incorrect and/or join together – not joined together letterhead not included and/or incorrect and/or Examination number and question nr not as footer Par numbers 8 [& NP – new line and new paragraph incorrect and/or runs on – incorrect and/or in full – not in full and/or incorrect 9 conclusion – not 4 or 6 l/s, not in bold, not in u/c page numbering top left second page left out and/or incorrect 10. subject heading incorrect and/or salutation incorrect	

QUESTION 3

Letter head -7 font size -3

Secure Life



‡-1 marg 1

4 June 2013 date in full - 4

‡-1

Mr S. Masinga
6 Umngeni Drive sal - 10
SELCOURT u/c
1559

‡-10

Dear Mr Masinga

‡-10 u/c centre – bold - subj head - 9

YOUR SECURE LIFE PORTFOLIO

‡-1

The purpose of the letter is to keep you informed and to provide you with a summary of your portfolio, as sent to you on an annual basis approximately the time of your birthday. Please pay attention to the following:

Replace bullets with par num -7 / -4 hyp - 2

1. *CURRENT RISK ASSURANCE ENVIRONMENT* u/c 3 ital 6 ¼

   ‡-1 spelling 5 in full - 8

   In a constantly changing environment, and one in which we ourselves change as we journey through life, it is hard to know what type of risk assurance we need as we are going into the future.

   ‡-1 / -4 stet - 5

2. *LEGISLATIVE REQUIREMENTS* u/c 3 ital 6

   ‡-1

   Legislation has been passed in South Africa to combat money laundering, which is the abuse of the financial system to **disguise** proceeds of crime. This law is known as the **Financial Intelligence Centre** ½ **Act** (FICA). FICA requires Secure Life to ensure that we have the correct details for all our clients.

par indent -2 Exam no left footer 7 Create a page break – 4 Question no right footer 7

EXAMINATION NUMBER QUESTION 3

2 Create a page break – 4

‡-1

3. *ACTION REQUIRED* u/c 3 ital 6

Please check that our records, reflecting your Personal Information in your Portfolio and Client Portfolio Summary is correct. trs 5

move 7 bold 6

Birthdays are also **an ideal opportunity** to review individual financial needs including:

#or - 3

* **Retirement provisions.**
* **Death and disability cover for you or your family.** bold 6
* **Local and offshore investment opportunities.**

¾

‡-1

4. *QUERIES* u/c 3 ital 6

in full - 8

It is critical to assess long-term financial plans and obtain professional advice regularly. We therefore recommend that you contact our Call Centre on **0860 123 789**.

‡-1 bold 6

Yours sincerely

‡-9

‡-9

PETER LEDWABA u/c conclusion - 9

FINANCIAL ADVISOR: SECURE LIFE u/c

¼	10	2	12
½	20	5	25
¾	30	8	38
	40	10	50

1 margins (equal) incorrect and/or
justification (left, centre, right, full) incorrect
line spacing (as indicated) incorrect
instructions

2 paper size (as indicated) incorrect and/or
tabular stops/indentation incorrect and/or
hyphenation incorrect
Indent after par numbers

3 font/font size incorrect and/or
capital letters/small letters incorrect
letter spaces incorrect

4 / - not changed to [the] and/or incorrect
del – not deleted and/or incorrect and/or
insert; /| , left out or incorrect
date incorrect/date ro
insert a page break

5 trs – not transposed and/or incorrect and/or
stet – not retained and/or incorrect and/or
sp – spelling incorrect

6 bold – not changed and/or incorrect and/or
italics – not changed and/or incorrect
underline – not changed and/or incorrect

7 move – not moved and/or incorrect and/or
join together – not joined together
letterhead not included and/or incorrect and/or
Examination number and question nr not as footer
Par numbers

8 [& NP – new line and new paragraph incorrect and/or
runs on – incorrect and/or
in full – not in full and/or incorrect

9 conclusion – not 4 or 6 l/s, not in bold, not in u/c
page numbering top left second page left out and/or incorrect

10. subject heading incorrect and/or
salutation incorrect

Exam no left footer 7 Question no right footer 7

EXAMINATION NUMBER QUESTION 3

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EXAMINATION NUMBER:

QUESTION 4 Form	**MARKS: 40**
32 MARKS – ACCURACY – 4 MARKS PER ERROR	
- every keying in error	
8 MARKS – DISPLAY – 2 marks per error	

1. margins (equal) incorrect and/or
   justification (left, centre, right, full) incorrect and/or
   line spacing (as indicated) incorrect
   type of instruction

2. paper size (as indicated) incorrect and/or
   tabular stops/indentation incorrect and/or
   Block
   hyphenation incorrect

3. font/font size incorrect and/or
   capital letters/small letters incorrect and/or
   letter spaces incorrect

4. /- not changed to [the] and/or incorrect and/or
   del – not deleted and/or incorrect and/or
   insert; /| , left out or incorrect
   Insert Frame

5. trs – not transposed and/or incorrect and/or
   stet – not deleted and/or incorrect
   spelling incorrect

6. bold – not changed and/or incorrect and/or
   italics – not changed and/or incorrect
   underline – not changed and/or incorrect

7. move – not moved and/or incorrect and/or
   join together – not joined together and/or
   paragraph numbers incorrect and/or omitted
   Examination number and question nr not as footer

8. [& NP – new line and new paragraph incorrect and/or
   runs on – incorrect and/or
   in full – not in full and/or incorrect

¼	8	2	10
½	16	4	20
¾	24	6	30
	32	8	40

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QUESTION 4:

Marg left, right, top, bottom 2.54 cm (.1"10°) 1 Papersize A4 Portret – 2 Font size -3

DIRECT DEBIT MANDATE

Arial 16 -3 bold 6 u/c 3

‡-1

CURRENT/SAVINGS/TRANSMISSION u/c 3 bold 6 ital 6 CN 12 -3

‡-1 -3 block 2

BANK NAME#_____

‡-1

ACCOUNT NUMBER _____

‡-1

BRANCH _____ u/c 3

‡-1

BRANCH CODE _____

‡-1

ACCOUNT NAME _____

‡-1 bold 6

I authorize **ABC Service Provider (Pty) Ltd** to debit my ac hyp – 2 count, as specified above, with the total amount payable on my

‡-1 / -4 -3 ¼

monthly cellular account, with effect from#_____

‡-1 stet - 5

I, the undersigned, accept the following conditions of this authorization:

‡-1# or ‡-3 par num -7 bold 6 bold 6 und 6 / -4

1. **ABC Service Provider (Pty) Ltd** may **cancel** the debit order, should my bank disallow a debit against my account on two½ consecutive occasions, because of *insufficient* funds, or for any other reason.

   ‡-1 del "for" -4

2. The charge, if any, levied by my bank for debit order transactions will be for my account.

   ‡-1 trs 5 u/c 3

3. Should my payment be "REFERRED TO DRAWER" appropriate transaction costs will be levied.

‡-1

‡-1 bold 6 u/c 3 -3 bold 6 u/c 3 -3

SIGNATURE#_____ **DATE#**_____

‡-1 Frame -4 ¾

NB: ‡ ***TO PAY YOUR ACCOUNT:*** bold 6 und 6 ital 6 u/c 3

‡-1 bold 6

block 2 Complete the Direct Debit Mandate as above

OR bold 6

cheques should be made payable to **ABC Service Provider (Pty) Ltd** and sent with the remittance advice to the address shown on the remittance. / -4

/ -4

Exam no left footer 7 Question no right footer 7

EXAMINATION NUMBER QUESTION 4

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QUESTION 5: Columns	**MARKS: 30**
24 MARKS - ACCURACY - 4 MARKS PER ERROR	
- every keying in error	
6 MARKS - DISPLAY - 2 marks per error	

1. margins (equal) incorrect and/or
   justification (left, centre, right, full) incorrect and/or
   line spacing (as indicated) incorrect
   type of instructions

2. paper size (as indicated) incorrect and/or
   tabular stops/indentation incorrect and/or
   hyphenation incorrect

3. font/font size incorrect and/or
   capital letters/small letters incorrect and/or
   letter spaces incorrect

4. / not changed to (the) and/or incorrect
   lines not omitted

5. stet – not retained and/or incorrect and/or
   sp – spelling incorrect

6. bold – not changed and/or incorrect and/or
   underline – not changed and/or incorrect

7. spaced capital letters incorrect
   Examination number and question nr not as footer
   Bullets

8. in full – not in full and/or incorrect
   columns

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Papersize A4 Landscape 2, Marg left, right, top, bottom2.54 cm (1"or10°) 1 Font -3

WHY SHOULD
‡-1
W O R K E R S
‡-1 sp caps – 7 bold -6
BE AWARE OF **HAZARDS?**
bold -6 und -6 u/c -3 / -4 u/c -3

u/c -3 centre -1 CN 14 -3

- In some working industries, one in every three workers is seriously **injured** every year. In full -8 bold -6

‡-1

- Most employers do not inform their workers of the dangers at work. stet -5

‡-1 / -4

- In South Africa, thousands of workers have died in mines, smelters, petro-chemical companies and factories, to name a few industries. sp -5

lines not omitted -4
columns -8

- Aside from the "BIG" accidents that get ¼ all the media attention, there are many silent killers such as asbestosis, TB, lung cancer, etc.

‡-1

- Employers are often reluctant to spend ½ money to make machines and processes safe, or on buying protective equipment if there is no pressure on them to do so. Some employers are keen health and safety enthu siasts. Others, unfortunately, are not so concerned. In full -8 ¾

‡-1 bold -6 centre -1
No one should have to give up his or her health,
‡-1 bold -6 centre -1
welfare or dignity in order to earn a decent living!

1. margins (equal) incorrect and/or
   justification (left, centre, right, full) incorrect
   line spacing (as indicated) incorrect
   type of instructions
2. paper size (as indicated) incorrect and/or
   tabular stops/indentation incorrect and/or
3. font/font size incorrect and/or
   capital letters/small letters incorrect
   letter spaces incorrect
4. / - not changed to [the] and/or incorrect
   lines not omitted
5. stet – not retained and/or incorrect and/or
   sp – spelling incorrect
6. bold – not changed and/or incorrect and/or
   underline – not changed and/or incorrect
7. spaced capital letters incorrect
   Examination nr and question nr not as footer
   Bullets
8. in full – not in full and/or incorrect
   columns

¼	6	1	7
½	12	3	15
¾	18	4	22
24	24	6	30

Question no right footer 7

Exam no left footer 7

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QUESTION 6: AFRICAN LANGUAGE	MARKS: 20
20 MARKS – ACCURACY – 4 marks per error	
- keying in errors only	
DISPLAY – 0 MARKS **NO MARKS WILL BE DEDUCTED FOR DISPLAY ERRORS**	

1. Do not penalise incorrect margins.
2. Do not penalise incorrect line spacing.
3. Do not penalise incorrect hyphenation.
4. Do not penalise incorrect upper case/lower case.
5. Do not penalise incorrect letter spaces.
6. Do not penalise incorrect justification.
7. Do not penalise incorrect display.
8. Do not penalise if a whole line or paragraph is left out and keyed in at another position.
9. When the same word is repeatedly keyed in incorrectly, it is penalised once only per question. Thereafter it is encircled as a repetitive error.
10. Omission of words: count the first 5 strokes and thereafter every 10 strokes as 1 error each. If the last few strokes at the end are 5 or more, count as another error. If the last few strokes at the end are less than 5, ignore.

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QUESTION 6

PERIODONTITIS:

Ha gingivitis e sa tsotellwe, ho ruruha ho ka fetela ho tissue tse botebong. Tjhefu e etswang ke baktheria ka hara plaque e sulafaletsa marenene.

Tjhefu ena e etsa ho ruruha e be mmele o itwantshe ka bo ona, mme di-tissue le masapo a tsheheditseng meno di robehe di senyehe. Marenene a arohana le meno, e be qetellong ho hlaha dipokotho, tse atisang baktheria mme di qetellle din a le booladu.

Masapo a mangata le tissue ya marenene a ya pele. Ho ruruha ho ...

¼	5	
½	10	
¾	15	20

20

AFDELING B

TOTAL MARKS FOR QUESTIONS		MARKS
QUESTION 7	Business Letter	35
QUESTION 8	Notice	30
QUESTION 9	Advertisement	25
QUESTION 10	Paragraphs	10
TOTAL		100

ONE HOUR FOR THE COMPLETION OF SECTION B

The mark out of 100 must be added to the total of Typing Technique (200)

ACCURACY – 1 MARK PER ERROR

Red slash (/) through word

DISPLAY – 1 MARK PER ERROR

Blue cross (X) at/over error

REPETITIVE ERRORS

Must be circled. Circling implies that marks were already deducted for that error and should not be penalised again. Red circle for accuracy error and blue circle for display error.

METHOD OF MARKING

23	**3**	**26**	Marks calculated according to schedule
24	**6**	**30**	Possible mark for question
1 e	**3 e**		Number of errors
(1X1)	**(3X1)**		Always put accuracy first
RED	**BLUE**		

INCOMPLETE QUESTIONS

Questions which are not completed, are marked accordingly.

Candidates may not get 0 for incomplete questions. Marks should be allocated on a pro rata basis (¼, ½, ¾) of possible marks.

If a (¼, ½, ¾) of the question is completed, the mark will be allocated as a (¼, ½, ¾) of the original mark.

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EXAMPLE

Total mark = 24 Accuracy = 19 = Display = 5

½ of total mark = 12
½ of acuracy = 9
½ of display = 3

7	**1**	**8**	Actual marks
9	**3**	**12**	Possible mark
2 e	**2 e**		Number of errors
(2X1)	**(2x1**		Always put accuracy first
RED	**BLUE**		

DIVISION OF WORDS, ACCURACY ERRORS, DISPLAY ERRORS AND CALCULATION OF MARKS

Penalise and mark as for Typing Technique – only marks per error differ.

MARK SCHEDULE FOR ACCURACY – AUDIO TRANSCRIPTION N5

(-1 MARK PER ERROR)

MARK SCHEDULE FOR DISPLAY – AUDIO TRANSCRIPTION N5

(-1 MARK PER ERROR)

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QUESTION 7: BUSINESS LETTER	MARKS: 35
28 MARKS - ACCURACY - 1 MARK PER ERROR	
- every keying in error	
7 MARKS - DISPLAY - 1 MARK PER ERROR	

1. margins (equal) incorrect and/or
   justification (left, centre, right, full) incorrect and/or
   line spacing (as indicated) incorrect
   type of instructions

2. paper size (as indicated) incorrect and/or
   hyphenation incorrect
   Indent after bullets

3. font/font size incorrect and/or
   capital letters/small letters incorrect and/or
   letter spaces incorrect

4. insert date - (in full) incorrect and/or
   Insert page break

5. I spell/incorrect – Marshalltown, delighted, seamless, convenience, existing, microchip, brochure, subscription, protection, service

6. bold - not changed and/or incorrect and/or
   italics - not changed and/or incorrect
   underline - not changed and/or incorrect

7. letterhead - not included and/or incorrect and/or
   examination number as a footer at the bottom of the question incorrect incorrect
   Bullets not used or incorrect

8. [& NP - new line and new paragraph incorrect and/or
   not using figures or using it incorrect

9. conclusion incorrect
   Subject heading incorrect
   page number

10. Salutation incorrect

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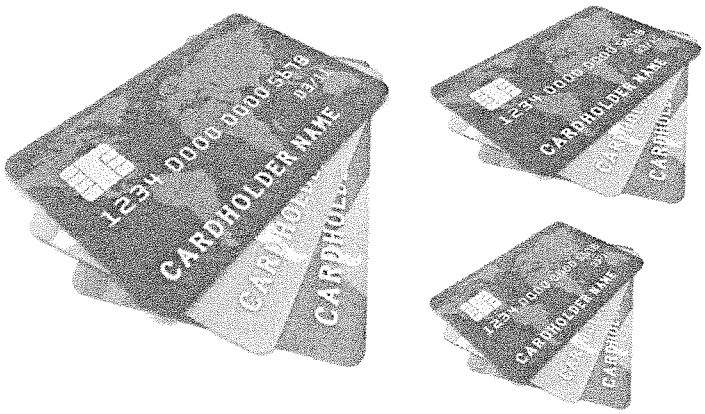

BLACKBEAN
Chip Credit Card

****

Paper size A4 portret – 2 **Letter Head - 7** **Margins 2.54 cm (1", 0°) - 1**

4 June 2013 **In full- -4**
≠ 1
P.O. Box 61123
MARSHALLTOWN **spel - 5** **u/c– salutation - 10**
2107
≠ 10
Dear Cardholder
≠ 10

uc, bold, center ((subject heading 9) **5 - spel**

YOUR BLACKBEAN CHIP CREDIT CARD

≠ 1 **5 – spel** **uc -3**
We are delighted to have you as a BLACKBEAN cardholder for the past two years and trust that your BLACKBEAN Credit Card has ¼ been a valuable addition to your wallet during this time. **uc -3**
≠ 1 **und 6** **5 – spel** **5 – spel** **uc -3** **uc -3**
To ensure seamless purchasing convenience, your BLACKBEAN Chip Credit Card is enclosed. It **replaces** your existing card, which is about to expire. **Bold -6** **5 – spel**
≠ 1 **italic -6** **italic -6** **uc -3** **uc -3** **uc -3**
You'll notice that your new BLACKBEAN Credit Card now has a *magnetic strip* and a *microchip* on it. This is an additional ½ security feature to keep your card details safe. The enclosed brochure contains everything you need to know about your new card. **5 – spel**
≠ 1 **uc -3**
Your new card gives you the following GREAT benefits:
≠ 1 **Bold -6** **und 6** **uc -3** **uc -3** **uc -3**
- A **free** secondary card linked to your BLACKBEAN Credit Card
- Up to 55 days' interest-free credit settled in full
- Free subscription to our self-service banking channels
- A balance transfer facility
- Free electronic statements
- Free travel insurance

iInsert pagebreak - 4

footer -7

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2 page numbering - 9

≠ 1 5 – spel

- Free lost card protection ¾
- Loads of special offers every month

≠ 1 5 – spel

We look forward to be of service to you.

≠ 1

Kind regards

closure - 9

Martie Van Dyk 5 – spel

HEAD: BLACKBEAN uc -9

1. margins (equal) incorrect and/or justification (left, centre, right, full) incorrect and/or line spacing (as indicated) incorrect type of instructions 2. paper size (as indicated) incorrect and/or hyphenation incorrect Indent after bullets 3. font/font size incorrect and/or capital letters/small letters incorrect and/or letter spaces incorrect 4. insert date - (in full) incorrect and/or Insert page break 5. I spell/incorrect – Marshalltown, delighted, seamless, convenience, existing, microchip, brochure, subscription, protection, service 6. bold - not changed and/or incorrect and/or italics - not changed and/or incorrect underline - not changed and/or incorrect 7. letterhead - not included and/or incorrect and/or examination number as a footer at the bottom of the question incorrect incorrect Bullets not used or incorrect	8. [& NP - new line and new paragraph incorrect and/or not using figures or using it incorrect 9. conclusion incorrect Subject heading incorrect page number 10. Salutation incorrect

¼	7	2	9
½	14	3	17
¾	21	6	27

28	7	35

EXAMINATION NUMBER QUESTION 7

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QUESTION 8: Notice	**MARKS: 30**
Memorandum	
24 MARKS - ACCURACY - 1 MARK PER ERROR	
- every keying in error	
6 MARKS - DISPLAY - 1 MARK PER ERROR	

1. margins (equal) incorrect and/or
   justification (left, centre, right, full) incorrect and/or
   line spacing (as indicated) incorrect
   type instructions

2. paper size (as indicated) incorrect and/or
   Hyphenation on

3. font/font size incorrect and/or left out
   capital letters/small letters incorrect
   letter spaces incorrect and/or left out

4. insert – incorrect and/or left out

5. I spell/incorrect – convenience, merchants, locally, logo, internationally, swipe

6. bold - not changed and/or incorrect
   underline – not changed and/or incorrect
   italics – not changed and/or incorrect

7. sp caps - not changed and/or incorrect
   Examination number and question nr as footer incorrect and/or

8. Use figures

Copyright reserved

Papersize A4 portret – 2 Font –3 Margins 2.54 cm (1", 0°) - 1

W E L C O M E

lettersize 30 – 3 spaced caps - 7 bold - 6

≠1 lettersizez 15 – 3 bold 6 uc-3 centre-1

≠1 lettersize 25 – 3 spaced caps - 7 bold - 6

B L A C K B E A N

Just Left -1 lettersize 12– 3 caps-3 ital -6 ≠1

You now have your new *BLACKBEAN Gold Credit Card* in your hand, along with all the credit convenience and security you deserve!

spel – 5 ¼

≠1 und – 6

Our aim is to deliver on our promise of convenience and helping you SAVE!

≠1 italic-6 uc-3 und – 6 uc-3 lettersize 18 – 3

Your *BLACKBEAN Gold Credit Card* is ready to take you places. In fact, with this Credit Card, you can use it any-where you see the Mister Card logo at more than 23 million merchants locally and internationally, at ATM's ½ locally and internationally and online. spel – 5 uc-3

≠1 numbers– 8 voluit – 4 spel – 5 numbers– 8 uc-3

You also get to enjoy up to 55 days interest-FREE. Better still, whenever you swipe your *BLACKBEAN Gold Credit Card*, you **pay NO transaction fees** – that means you SAVE with BLACKBEAN in every way. uc-3 bold - 6 uc-3 uc-3

≠1 uc-3 ¾

All that you need to do is make sure that you have your new BLACKBEAN Gold Credit Card as well as your PIN with you every step of the way.

1. margins (equal) incorrect and/or justification (left, centre, right, full) incorrect and/or line spacing (as indicated) incorrect type instructions
2. paper size (as indicated) incorrect and/or Hyphenation on
3. font/font size incorrect and/or left out capital letters/small letters incorrect letter spaces incorrect and/or left out
4. insert – incorrect and/or left out
5. I spell/incorrect – convenience, merchants, locally, logo, internationally, swipe
6. bold - not changed and/or incorrect underline – not changed and/or incorrect italics – not changed and/or incorrect
7. sp caps - not changed and/or incorrect Examination number and question nr as footer
8. Use figures

¼	6	2	8
½	12	3	15
¾	18	5	23

24	6	30

EXAMINATION NUMBER QUESTION 8

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QUESTION 9: ADVERTISMENT	MARKS: 25

20 MARKS - ACCURACY - 1 MARK PER ERROR

- every keying in error

5 MARKS - DISPLAY - 1 MARK PER ERROR

1. margins (equal) incorrect
   justification (left, centre, right, full) incorrect
   line spacing (as indicated) incorrect
   type instructions

2. paper size (as indicated) incorrect and/or A5 Landscape
   hyphenation no/off incorrect

3. font/font size incorrect and/or
   capital letters/small letters incorrect and/or
   letter spaces incorrect
   Tabs

4.

5. I spell incorrect – services, centre, mentioned

6. Bold – not changed and/or incorrect
   italics - not changed and/or incorrect
   und – not changed and/or incorrect

7. Examination nr and Question nr as a footer

8. not using numbers

20	5	25

¼	5	1	6
½	10	2	12
¾	15	3	18

CONTACT Papersize A5 landscape – 2 Font –3 Margins 1.27 cm (0.5",5°) – 1 Arial 20 - 3 bold 6
uc-3

Tab 3 x -3 US Arial 40 -3 uc-3

≡
CN 12 -3 uc-3 und – 6 center -1
To make life easier, we only have
Fig -8 bold 6 ≠1
¼
1 number to call
≠1 uc-3 spel – 5
should you want to apply or register for ANY of our great
services.
≡
uc-3 uc-3 uc-3 spel – 5 -3 Fig -8 -3 bold 6
½
BLACKBEAN Call Centre 0860#123#456
≡
Just Left -1 CN 12 -3 uc-3
If you need any more information about ANY of the fantastic
benefits ¾ mentioned in the booklet, visit www.blackbean.com or
e-mail us at help@blackbean.com. spel – 5 bold 6
EXAMINATION NUMBER footer -7 footer -7
QUESTION 9

QUESTION 10: PARAGRAPHS **MARKS: 10**
Memorandum

8 MARKS - ACCURACY - 1 MARK PER ERROR

- every keying in error

2 MARKS - DISPLAY - 1 mark per error

1. margins (equal) incorrect
   justification (left, centre, right, full) incorrect
   line spacing (as indicated) incorrect
   type of instruction

2. paper size (as indicated) incorrect (A5 Portrait)
   hyphenation incorrect

3. font/font size incorrect (CN 14) (CN 12)
   capital letters/small letters incorrect
   letter spaces incorrect

4. frame/border incorrect and/or odmitted

5. I spell incorrect – automatic, subscription, gym

6. bold - not changed and/or incorrect
   italics - not changed and/or incorrect
   underline - not changed and/or incorrect

7. Examination nr and Question nr as a FOOTER

8	2	10

¼	2	1	3
½	4	1	5
¾	6	2	8

Papersize A5 Portrait – 2 Frame –4

-1

spel – 5 CN 14 -3 uc-3 center -1 bold 6 ital -6

AUTOMATIC BILL PAYMENTS

≠1 uc-3

Not only is your BLACKBEAN account easy to pay, but it can also be used to pay other accounts such as your ¼ telephone account, gym subscription, security subscription and more. spel –5

These accounts can be paid ½ automatically every month, and it's as **simple as 1,2,3...saving you even more time!** und –6 bold 6

≠1 ¾

We'll make sure that your accounts
are paid on time, every time.

≠1

It could not be easier!

bold 6

center -1

footer -7
EXAMINATION NUMBER

footer -7
QUESTION

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