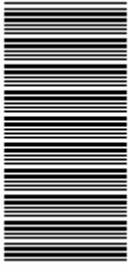


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**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**LIFE ORIENTATION (ICT COMPONENT)
(Second Paper)
NQF LEVEL 2**

NOVEMBER 2010

(7601012)

**18 - 21 October (X-Paper)
09:00 – 11:00**

This question paper consists of 10 pages.

<p>TIME: 2 HOURS MARKS: 100</p>

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions. Use appropriate application programs and place your printouts in your folder.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. The time indicated at the beginning of each section is a guideline to help you finish the question paper in time.
5. The time allocated for this question paper includes printing time.
6. It is your responsibility to save your work at regular intervals to prevent loss of keyed-in data during a power failure. No additional time will be allowed to complete lost work.
7. 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.
8. Spell check may be used.
9. Examination and centre numbers must be written correctly on the cover pages and the software version must be indicated at the top of the cover page (E.g. MS Office 2003).
10. Ensure that every printout displays the question number and examination number as instructed.
11. Written examination numbers are NOT acceptable.
12. Marks will NOT be awarded for any printouts without an examination number.
13. Printouts to be marked must be arranged in the same order as the questions in the question paper. Only ONE printout per question may be handed in.
14. Each answer must be printed on a separate sheet of paper. Use ONE side of the paper only.
15. You are NOT allowed to take any learning materials (notes, textbooks or handouts) into the examination venue.

SECTION A: WORD-PROCESSING (Approximately 50 minutes)**BACKGROUND**

As part of the NCV programme your college organised work for you during the holidays at the Department of Health. This week you were asked to help as an administrative assistant and your duties included typing a memorandum, creating a spreadsheet and creating a slideshow presentation.

QUESTION 1

You are requested to send a memorandum to inform the staff of a stress management workshop organised by the Department of Health.

- 1.1 Use MS Word to key in the document as it appears below.
- 1.2 Set the font type to **Courier New** size **12**.
- 1.3 Insert your EXAMINATION NUMBER (left) and QUESTION 1 (right) as a header.
- 1.4 Set the left and right margins at 1"/2.54 cm.
- 1.5 Justification must be full.
- 1.6 Proofread and save the document as **MEMO** according to your College Examination Regulations.
- 1.7 Print the document and place the printout in your examination folder. **[15]**

To: The HOD
From: Human Resource Department
Date: 15 October 2010
Subject: Stress Management Workshop

Due to pressure and a large workload many employees are facing stress and taking leave because they do not know how to deal with the stress in the workplace. The Department of Health has decided to invite a Service Provider to conduct a workshop on Stress Management that will be held at Pretoria Regent Hotel from 19 to 20 November 2010. Outcomes to be discussed will include:

Causes of stress;
Symptoms of stress;
Consequences of stress;
Prevention of stress; and

How to deal with stress in the workplace. All employees are expected to attend the workshop and apologies with valid reasons can be forwarded to hrd@doh.za within 10 days.

QUESTION 2

The chairperson of the organising committee has requested you to make some changes to the document. Edit the document according to the instructions below and the text on the next page.

- 2.1 Open the file saved as MEMO.
- 2.2 Change QUESTION 1 in the header to QUESTION 2.
- 2.3 Change the left margin to 1.5"/3.8 cm.
- 2.4 Insert the main heading, MEMORANDUM, in spaced caps, centre and bold.
- 2.5 Leave THREE lines after the main heading.
- 2.6 Change the appearance of the text To, From, Subject and Date to uppercase and bold.
- 2.7 Change the line spacing of the subheadings to double line spacing.
- 2.8 Set the tab stop position to block the colons at 1"/2.54 cm and indent the information.
- 2.9 Find the word *HOD* and replace it with *Head of Department*.
- 2.10 Change the subject heading from 'Stress Management Workshop' to 'Stress Management Session'.
- 2.11 Create a new paragraph with the sentence 'Outcomes to ...' as indicated.
- 2.12 Change the appearance of the word *Outcomes* to bold.
- 2.13 Create a new paragraph with the sentence 'All employees are ...'.
- 2.14 Insert bullets next to the list of outcomes.
- 2.15 Change the line spacing of the bulleted list to 1.5 line spacing.
- 2.16 Delete the outcome 'Consequences ...' from the bulleted list.
- 2.17 Change the justification of the whole document to left.
- 2.18 Change the appearance of the paragraph 'All employees are ...' to italics and underline the words '10 days'.
- 2.19 Proofread and save the document as **MEMO2** according to your College Examination Regulations.
- 2.20 Print the document on ONE page and place the printout in your examination folder.

[25]

Change left margin to 1.5"/3.8cm

Insert in Spaced caps Centre and Bold

MEMORANDUM

3 lines open

Tab stops 1"/2.54 cm

To : The HOD *In full*
 From : Human Resource Department
 Date : 15 October 2010
 Subject : Stress Management Workshop *Change Workshop to Session*

Double Lsp

Due to pressure and a large workload many employees are facing stress and taking leave because they do not know how to deal with the stress in the workplace. The Department of Health has decided to invite a Service Provider to conduct a workshop on Stress Management that will be held at Pretoria Regent Hotel from 19 to 20 November 2010.

Outcomes to be discussed will include:

Bold

- Causes of stress;
- Symptoms of stress;
- ~~Consequences of stress;~~ *Del*
- Prevention of stress; and
- How to deal with stress in the workplace.

1.5 Lsp

All employees are expected to attend and apologies with valid reasons can be forwarded to hrd@doh.za within 10 days.

Und

Italics

TOTAL SECTION A: 40

SECTION B: SPREADSHEET (Approximately 40 minutes)**QUESTION 3**

The organising committee decided to buy golf T-shirts for the staff to wear during the workshop. You have been assigned to do a quotation.

- 3.1 Create the following spreadsheet using MS Excel.
- 3.2 Insert your EXAMINATION NUMBER (left-aligned) and QUESTION 3 (right-aligned) as a footer.
- 3.3 Use the font type ARIAL size 10.
- 3.4 Adjust the column widths to fit the content where necessary.
- 3.5 Display the figures in column B with TWO decimals. All other numbers must be displayed as integers as indicated on the spreadsheet.
- 3.6 Do NOT key in the row and column headings (borders). It was only inserted to indicate the correct cells that must be used. You will be penalised for using the incorrect cell addresses.
- 3.7 Save the spreadsheet as **SHIRTS** according to your College Examination Regulations.
- 3.8 Print the spreadsheet on ONE A4 portrait page without row and column headings (borders) and place the printout in your examination folder.

[17]

	A	B	C	D	E
1	HARRY'S HOUSE OF SPORTS				
2	GOLF T-SHIRTS				
3					
4	Size	Cost	Strategic	Health	HR
5		per	Health	Planning	Management
6		T-Shirt	Department	Department	Department
7					
8	Small	79.99	50	25	5
9	Medium	89.99	40	20	2
10	Large	99.99	3	15	13
11	Extra Large	120.00	2	10	8

QUESTION 4

Before presenting the quotation to the organising committee your mentor asked you to make some changes to the quotation. Edit the spreadsheet according to the following instructions and as indicated on the spreadsheet.

- 4.1 Open the spreadsheet SHIRTS.
- 4.2 Change QUESTION 3 in the footer to QUESTION 4.
- 4.3 Change the font type of the main heading to Calibri size 18.
- 4.4 Insert an open row below the main heading.
- 4.5 Change the appearance of GOLF T-SHIRTS to bold.
- 4.6 Change the column A heading to T-SHIRT SIZES.
- 4.7 Change the appearance of all column headings to italics and centre.
- 4.8 Insert the new column 'Number to be Ordered' as indicated.
- 4.9 The HR Management Department increased their order for medium T-shirts. Delete '2' and replace with '4'.
- 4.10 Display all the figures in column B as currency with two decimals.
- 4.11 Insert the text 'COLOUR' *and* 'Navy Blue' in bold as indicated.
- 4.12 Copy 'Navy Blue' to the other columns as indicated by the arrow.
- 4.13 Insert horizontal and vertical lines with the method that you are familiar with.
- 4.14 Change the column width to display all the information. The page orientation may be changed to landscape to fit the spreadsheet on ONE A4 page. Do NOT use the 'fit-to-page' function.
- 4.15 Save the spreadsheet as **SHIRTS2** according to your College Examination Regulations.
- 4.16 Print the spreadsheet and place the printout in your examination folder. **[23]**

	A	B	C	D	E	F
1	HARRY'S HOUSE OF SPORTS					
2	<i>Change font to Calibri, size 18</i>					
3	GOLF T-SHIRTS	<i>Bold</i>		<i>Column headings</i>		<i>Insert column</i>
4	<i>Change column A heading</i>			<i>Centred and italics</i>		
5	T-SHIRT	Cost	Strategic	Health	HR	Number
6	SIZES	per	Health	Planning	Management	to be
7		T-Shirt	Department	Department	Department	Ordered
8						
9	Small	R 79.99	50	25	5	80
10	Medium	R 89.99	40	20	4	64
11	Large	R 99.99	3	15	13	31
12	Extra Large	R 120.00	2	10	8	20
13						
14	COLOUR		Navy Blue			

Insert text *Copy text* *Bold*

TOTAL SECTION B: 40

SECTION C: POWERPOINT (Approximately 30 minutes)**QUESTION 5**

You have been asked to create a slideshow presentation that will display the information about the workshop while the staff members arrive.

- 5.1 Use MS PowerPoint and the information given below to create your slides.
- 5.2 Create a footer with your examination number and QUESTION 5 and apply it to all the slides.

SLIDE 1: TITLE AND TEXTTITLE HEADING:

WELCOME *Uppercase, font Comic Sans MS size 40*

TEXT:

Stress Management Training Pretoria Regent Hotel 19 - 20 November 2010 Presenter: Dr. IM Peace	}	<i>Centre, bold and italics</i>
---	---	---

SLIDE 2: TITLE AND 2-COLUMN TEXTTITLE HEADING:

Topics to be discussed:

TEXT LEFT COLUMN:

19 November *Centre the date*
 Causes of Workplace Stress
 Signs and Symptoms of Workplace Stress

Insert bullets of your choice next to the text

TEXT RIGHT COLUMN:

20 November *Centre the date*
 How to Manage Stress in the Workplace
 Prevention of Stress

Insert bullets of your choice next to the text

Change the font of all the text in slide 2 to Century Gothic size 36

SLIDE 3: TITLE ONLY

TITLE HEADING:

Thank you for attending our workshop.

Right align text

- 5.3 Spell-check the slides.
- 5.4 Save the presentation as **INFO** according to your College Examination Regulations.
- 5.5 Print the slides as handouts on ONE page and place your printout in your examination folder.

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TOTAL SECTION C: 20
GRAND TOTAL: 100