

This information sheet **MUST NOT** be completed during the examination session!

<b>200</b>

**COMPUTER APPLICATIONS TECHNOLOGY P1 – NOVEMBER 2010**  
**INFORMATION SHEET** (to be completed by the candidate AFTER the three-hour session)

CENTRE NUMBER \_\_\_\_\_

EXAMINATION NUMBER \_\_\_\_\_

WORK STATION NUMBER \_\_\_\_\_

SUITE USED  
 (Mark appropriate  
 box with a cross (X))

OpenOffice 3.0/3.1/3.2	Microsoft Office 2000/XP	Microsoft Office 2003	Microsoft Office 2007	Microsoft Office 2010
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FOLDER NAME \_\_\_\_\_

*Candidate to enter the file name(s) used for each answer. Tick if saved.*

Question number	File name	Saved (tick✓)	Maximum mark	Mark achieved	Marker initial/ code
1			12		
2			40		
3			22		
4			31		
5			24		
6			48		
7			23		
<b>TOTAL</b>			<b>200</b>		

Comment (for office/marker use only)

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# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**COMPUTER APPLICATIONS TECHNOLOGY P1**

**NOVEMBER 2010 (1)**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 18 pages and a separate information sheet.**

**INSTRUCTIONS AND INFORMATION**

1. Owing to the nature of this three-hour examination, it is important to note that you will NOT be permitted to leave the examination room before the end of the examination period.
2. Type your examination number in the header of EVERY document that you create or save.
3. The invigilator will give you a disk containing all the files needed for the examination OR you will be told where the files can be found on the network or computer. If a disk has been issued to you, you must write your centre number and examination number on the label. If you are working on the network, you must follow the instructions provided by the invigilator.
4. A copy of the master files will be available from the invigilator. Should there be any problems with a file or files, you may request another copy from the invigilator.
5. This question paper consists of SEVEN questions.
6. Answer ALL the questions.
7. Ensure that you save each document using the file name given in the question paper. Save your work at regular intervals as a precaution against possible power failures.
8. Read through each question before answering or solving the problem. Do NOT do more than is required by the question.
9. At the end of the examination you must hand in the disk given to you by the invigilator with ALL the files saved on the disk, OR you should make sure that ALL the files are saved on the network/computer as explained to you by the invigilator/teacher. Make absolutely sure that all files can be read.
10. The separate information sheet which has been provided with the question paper **MUST BE COMPLETED AFTER THE THREE-HOUR EXAMINATION SESSION**. Hand it to the invigilator at the end of the examination.
11. During the examination you may make use of the help functions of the programs which you are using. You may NOT use any other resource material.
12. If data is derived from a previous question that you could not answer, you should still proceed with the questions that follow.
13. Unless instructed otherwise, formulae and/or functions must be used for ALL calculations in spreadsheet questions. Absolute cell references must be used only where necessary to ensure that formulae are correct when they are copied to other cells in the spreadsheet.

14. In all word processing questions, the language should be set to English (South Africa). The paper size is assumed to be A4 Portrait, unless instructed otherwise.
15. The examination folder/data disk that you receive with this question paper, will contain the folder and all the files listed below. Ensure that you have the folder and all the files before you begin this examination.

A folder called **Question1\_Vraag1**

and files called:

- 1Answer\_Antwoord                      Word processing file
- 2Games\_Speletjies                      Word processing file
- 2Motivation\_Motivering                Word processing file
- 2Picture\_Prentjie                        Picture/Image file
- 2Poster\_Plakkaat                        Word processing file
- 3News\_Nuus                                Word processing file
- 3Stats\_Statistiek                        Spreadsheet file
- 4Fun\_Pret                                 Spreadsheet file
- 6FunDay\_PretDag                        Database
- 6Help\_Hulp                                Spreadsheet file
- 7Calculate\_Bereken                      Spreadsheet file
- 7Cash\_Kontant                            Word processing file
- 7Thanks\_Dankie                         Word processing file

**SCENARIO**

Your school has decided to hold an annual fun day to raise funds to improve the computer centre. Each class will be responsible for different activities on the fun day.

Activities include:

- Jumping castle
- Horse rides
- Face painting
- LAN games
- Math Magic

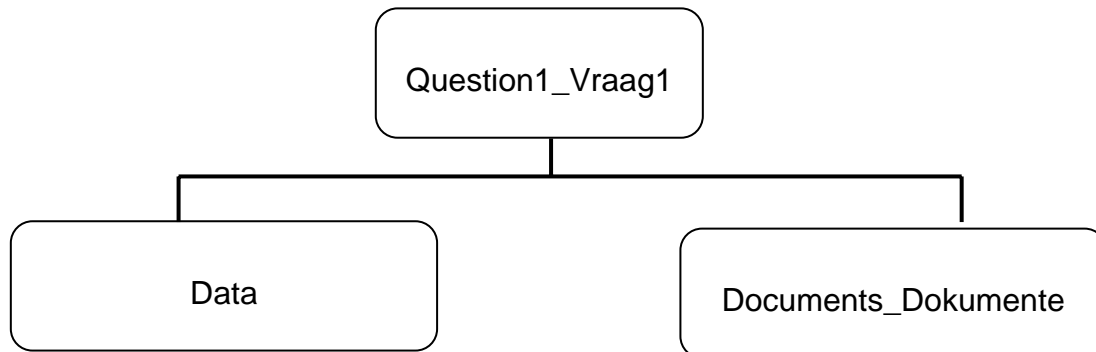
All data and information are computerised and the CAT learners will assist with various computer-related tasks, such as:

- Creating publications
- Making summaries of donations
- Reporting on the activities of the fun day
- Sending letters

The computers have been loaded with all the relevant software, namely an operating system and an office-suite application program.

**QUESTION 1**

The folder structure below has been created.



- 1.1 Rename the folder called **Data** as **2010**. (1)
- 1.2 Set the title or subject property of the **Day\_Dag** file to show as your examination number. (1)
- 1.3 Create a shortcut in the **Question1\_Vraag1** folder which links to the file called **Agenda** in the **Documents\_Dokumente** folder. (2)
- 1.4 Save the file **Logo** as a document template in the **Question1\_Vraag1** folder. (1)
- 1.5 The file **Indaba** has been protected with the password 123. Save the **Indaba** file without a password. (1)
- 1.6 Move all the presentation files from the **Documents\_Dokumente** folder to the **Question1\_Vraag1** folder. (2)
- 1.7 Open the file **1Answer\_Antwoord**.
- Type your examination number in the space provided in the document.
- Determine the number of words in the file **Day\_Dag**. Type your answer in the space provided in the **1Answer\_Antwoord** file. (1)
- 1.8 Sort the files in the **Question1\_Vraag1** folder by type. Paste a screen shot/screen dump showing only the folder/file name and type fields, in the space provided in the **1Answer\_Antwoord** file. (4)
- Save and close **1Answer\_Antwoord**. **[13]**

**QUESTION 2**


2.1 CAT learners were asked to design a poster to advertise the fun day.

Open the file **2Poster\_Plakkaat**.

Type your examination number in the header of the document.

The example below shows what the advertisement should look like when it is completed.



- 2.1.1 Format the WordArt/Text Art/Fontwork at the top of the page as follows:
- Change the outline to a 3 pt dotted line.
  - Rotate the text and position it roughly in the centre of the page, as shown in the example. (4)
- 2.1.2 Change all the bulleted text to a yellow font colour. (1)
- 2.1.3 Customise the bullets using the image **2Picture\_Prentjie**  (1)
- 2.1.4 Copy the image from the file **2Games\_Speletjies** and paste it in the poster.
- Format the image/picture so that it displays in colour and not in black and white.
  - Resize the image/picture so that it is a background to the text and fills the whole page. (4)
- 2.1.5 Space the text to resemble the example shown. Make sure that it fits on one page. (2)

Save **2Poster\_Plakkaat** and close the document.

2.2 CAT learners were asked to help with the formatting of a document for the parents.

Open the file **2Motivation\_Motivering**.

Type your examination number in the header of the document.

2.2.1 Apply the *Heading 1* style to the title, '*Why should we install more computer centres at our school?*', in line 1. (1)

2.2.2 Modify the style *Special Heading* by removing the border around the text. Apply the change to all the occurrences of this style. (2)

2.2.3 Create a new style called *NewHeading* based on the *Heading 2* style. The style properties must be set so that the text appears in italics. (3)

2.2.4 Change the font colour of every occurrence of the acronym '*ICT*' in the document to a blue font.

HINT: Use the find and replace function. (2)

2.2.5 Add a footnote linked to the text '*Read the following extract*' in line 18. The footnote should be referenced with a custom symbol of your choice. The footnote should read '*Published 2000*'. (3)

2.2.6 Apply any light shading (not yellow) to the text of the first extract starting with the words '*The true value*' (in line 21 of page 1) and ending with '*as a cognitive tool*'. (2)

2.2.7 Add a bookmark called '*Ref*' to the word (NCS) that appears on page 2. (2)

2.2.8 Hyperlink the word '*subject*' on page 2 to the bookmark called '*tools*'. (2)

2.2.9 Use a page break to add a new (blank) page at the beginning of the document. (2)

2.2.10 Add a page border so that it only appears on the first page of the document. (2)

2.2.11 Insert automatic page numbering (in any format) in the footer of each page. The page numbers must appear from page 2, starting with number 1. For example, the second page must be numbered page 1, et cetera. (4)

Save **2Motivation\_Motivering** and close the document. [37]



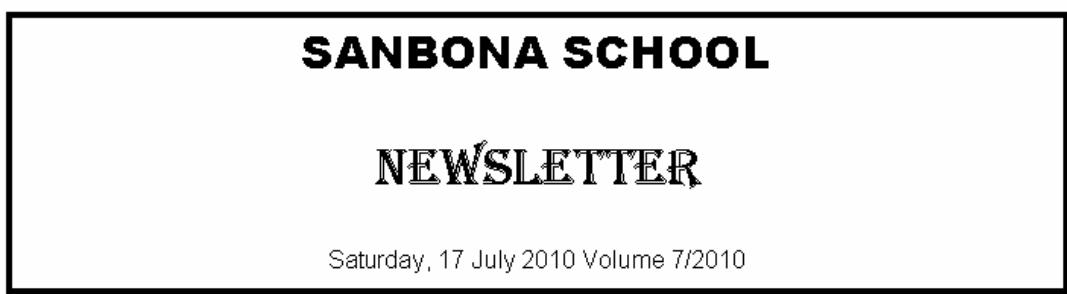
**QUESTION 3**

Sanbona School has decided to send a newsletter to the parents to inform them of events on the fun day. The newsletter has been created, but needs some formatting before it is distributed.

Open the file **3News\_Nuus**.

Type your examination number in the header of the document.

- 3.1 Create a letterhead for the newsletter. Study the example below before carrying out the instructions that follow.



- 3.1.1 Place a 3 pt shadowed paragraph border around the letterhead. (2)
- 3.1.2 Insert the current date that will update automatically to the left of '*Volume 7/2010*', using the same format as shown in the example above. (2)
- 3.1.3 Centre the text as shown in the example above. (1)
- 3.2 Change the paragraph spacing of the rest of the document, after the letterhead, so that there is a 6 pt paragraph spacing after each paragraph. (2)
- 3.3 Locate the text '*1st prize*' that appears in the paragraph under the heading '*RAFFLE LISTS AND LUCKY DRAWS*' in the second column on page 2.
- Use a font effect so that the text appears as '*1<sup>st</sup> prize*'. (1)
- 3.4 Locate the image of the hamper of food on page 2.
- 3.4.1 Resize the image to be exactly 4 cm/1.57" high and 5 cm/1.97" wide. (2)
- 3.4.2 Place the caption '*Figure 1 Hamper won by Mandy Dlamini*' below the image. (2)

3.5 A graph needs to be added to the document.

3.5.1 Copy the graph from the spreadsheet **3Stats\_Statistiek** and place this graph below the heading '*MEDICAL INFORMATION*' on page 3.

The graph must update automatically in the document when the graph in the spreadsheet is changed. (2)

3.5.2 Place only the page containing the graph in landscape format. (3)

3.6 Format the text under the heading '*IMPORTANT DATES*' on the last page, as shown in the example below:

### **IMPORTANT DATES**

17 October	Budget Meeting Presentation and Fun Day
24 October	Vocational training and transition planning meeting for parents
29 October	Swimming gala
9 November	Christmas play
12 November	School leavers function

3.6.1 Use an appropriate tab setting at 3.5 cm/1.38" to align all the events listed to the right of the five dates. (3)

3.6.2 Use indentation and paragraph formatting to indent and space the first two events, as shown in the example above.

Make sure that no other formatting or spacing is changed. (3)

Save **3News\_Nuus** and close the document. [23]

**QUESTION 4**

A spreadsheet was set up by the organisers of the fun day.

Open the spreadsheet **4Fun\_Pret**. Work in the **LAN** worksheet.

Type your examination number in cell H2 of the **LAN** worksheet.

4.1 Visitors and learners can pay to play computer games on the LAN. They may enter as individuals or as members of a team.

4.1.1 Merge cells A1 to G1. (1)

4.1.2 Fill the merged cells with a dotted pattern on a coloured background, like the example shown below.



(2)

4.1.3 Wrap the text in cell J1. (1)

4.1.4 Add a function in cell K3 to determine the total of the *Fees* in column G. (2)

4.1.5 Apply conditional formatting to column F so that the word '*Master*' displays in a red font colour. (3)

4.1.6 Add a function in cell D3 to determine the GameID of the participant. The code is a string (text) obtained by combining the following:

- The last two letters of the surname; followed by
- the initial (first letter of the name); followed by
- the number of the participant.

For example, participant number 19, Faith BUYS, would have a GameID of YSF19. (6)

4.1.7 A function has been added in cell J3 to choose a random number representing the *Player number* of a player from column A. This player will win a prize. No changes must be made to cell J3.

In cell K4, use a lookup function based on the *Player number*, displayed in cell J3, to display the surname of the winner. (4)

4.2 Work in the **Summary\_Opsomming** worksheet.

Competitors can take part in the competition either as individuals or as part of a team of 15 members.

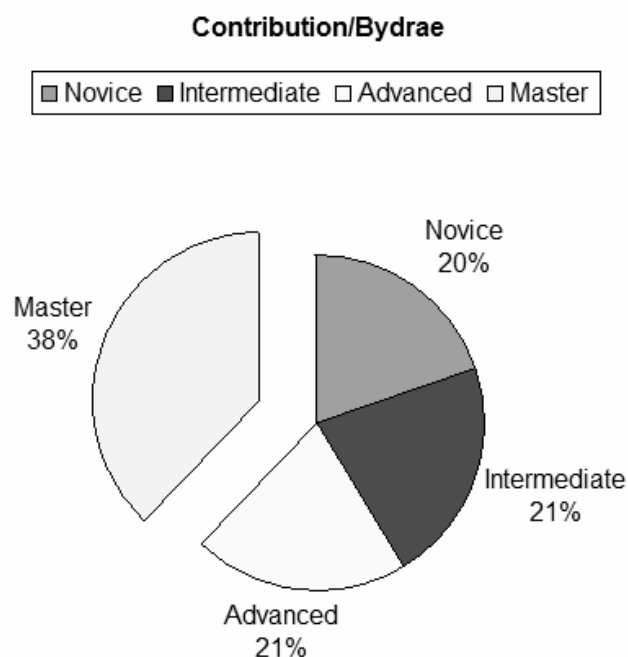
4.2.1 Add a function in cell B4 to count the number of participants who want to be part of a team in the competition. These participants are indicated with a "Y" in column E of the LAN worksheet. (3)

4.2.2 Add a formula in cell B5 to determine the number of complete teams (with 15 members) that can be entered in the competition. Your answer must be a whole number. (3)

4.2.3 Format cells C8 to C11 to display the amounts in South African rand, with two decimal places. (1)

4.2.4 Create a chart/graph to show the proportion of funds raised by each of the four groups (cells C8 to C11).

- Position the graph in row 15 below the data.
- Use the formatting and layout options shown in the example below.



(8)

Save **4Fun\_Pret**.**[34]**

**QUESTION 5**

As part of the fun day, a mathematics competition is held. Learners get 50 sums to complete in a maximum time of 1 hour. The winner will be the one to have the most sums correct in the shortest time.

Work in the **Maths Magic** worksheet in the **4Fun\_Pret** spreadsheet.

- 5.1 Change the alignment of the headings in row 2 to vertical. Adjust the row height so that the text is easy to read. (2)
- 5.2 Centre the headings in row 2 horizontally and align the contents to the bottom of each cell. (2)
- 5.3 Enter a formula in cell E3 to calculate the number of minutes taken for *Kim Adam* to do all the sums, using the start and end times in column C and column D respectively. (3)
- 5.4 Each learner gets 50 questions to answer.  
Enter a formula in cell G3 to calculate the percentage of questions that *Kim Adam* answered correctly. (3)
- 5.5 Enter a formula in cell J4 to calculate the average score obtained by all the learners (found in column G). Round your answer down to the nearest whole number. (4)
- 5.6 Enter a formula in cell J5 to calculate the score that the majority of learners obtained, that is the most common score. (2)
- 5.7 Enter a function in cell J6 to calculate the highest score (percentage) obtained in the competition. (2)
- 5.8 Enter a function in cell J7 to determine the second highest score (percentage) obtained in the competition. (3)
- 5.9 Enter a function in cell J8 to determine the time in which the fastest learner completed his or her 50 questions, not taking into account the number of sums he or she had correct. (2)
- 5.10 The winner is the learner who had the most answers correct. Should more than one learner have the *same* highest score, the winner is the learner (of those who tied for the highest score) who took the least amount of time to answer the questions.  
Use any method at your disposal to determine the winner. Type the name and surname of the winner in cell J9. (2)

Save **4Fun\_Pret** and close the document.

**[25]**

**QUESTION 6**

6.1 The organisers of the fun day need a database of all the stalls.

Open the database **6FunDay\_PretDag**, and open the table **Stalls\_Stalletjies** in design view.

6.1.1 Change the field properties of the **Convenor\_Sameroeper** field to limit the input to 25 characters. Make sure that the field cannot be left blank. (2)

6.1.2 Change the field type of the **Number\_Nommer** field to an appropriate data type so that it can store a cellphone number such as 0821231234. (1)

6.1.3 Use an input mask on the field **Number\_Nommer** to make sure that only 10 digits (numbers) will be entered. (2)

6.1.4 Set the field type of the **Funds\_Fondse** field to display as South African rand. (1)

6.1.5 The **Sponsorship\_Borgskap** field indicates whether the stall received a sponsorship or not.

Change the field type to an appropriate data type to accommodate this type of input. (1)

6.1.6 Set a validation rule on the field **Type\_Tipe**, so that the user can only enter the words *'Food'*, *'Games'* or *'Retail'*. (2)

6.1.7 Set a property of the **Type\_Tipe** field so that a suitable message will appear if the incorrect data is entered in the **Type\_Tipe** field. (2)

Save changes to the table **Stalls\_Stalletjies** in the database **6FunDay\_PretDag**.

6.2 The database **6FunDay\_PretDag** contains a table called **Sponsors\_Borge** with details of all the sponsors and donors for the fun day.

The table **Sponsors\_Borge** contains the following fields:

<b>Name_Naam</b>	Name of business/NGO or private person who gave donations or sponsorships
<b>Contact_Kontak</b>	Surname of the contact person
<b>Contact Name_Kontaknaam</b>	Name of the contact person
<b>Number_Nommer</b>	Cellphone number of the contact person
<b>Type_Tipe</b>	The type of concern, either a business, NGO or private person who made the donation
<b>Value_Waarde</b>	The monetary value of a donation
<b>Amount_Bedrag</b>	The amount of a sponsorship
<b>Item</b>	The item that was donated

6.2.1 Create a query called **List of Sponsors** that will show the names, surnames and cellphone numbers for all the contact persons of people/businesses that gave sponsorships to the school. Sort the records in the query, firstly according to surname and then according to name. (4)

6.2.2 Create a query called **Invite** that contains all the fields of the sponsors' details. Show the details of sponsorships of R500 or larger, or of donations of prizes for the fun day. (4)

6.2.3 Open the query called **Totals\_Totale**.  
Change the query so that the number of items that were donated is displayed. (2)

6.2.4 The school wishes to donate 10% of each amount received to charity.  
Open the query **Charity\_Liefdadigheid**. Create a new field called **Charity** that will calculate 10% of each amount donated to the school. (4)

6.3 Create a form called **Input\_Toevoer** based on the table **Stalls\_Stalletjies**, showing all the fields of the table. (2)

- 6.4 A form was created and must be changed. Open the **Manage\_Bestuur** form.
- 6.4.1 Add the text '*Stalls*' to the form header. (2)
- 6.4.2 Change the background colour of the whole form to yellow. (1)
- 6.4.3 Remove the horizontal line between the Header and Detail sections of the form. (1)
- 6.5 Open the report **Donations\_Skenkings** and change the formatting as follows:
- 6.5.1 Change the title of the report to '*Smaller Gifts*'. (1)
- 6.5.2 Change the properties of the picture control on the report so that the whole picture is displayed properly. (1)
- 6.5.3 Change the picture so that it appears only at the top of each new page of the report. (1)
- 6.5.4 Change the appearance of the text box containing the surname of the contact person so that it resembles the other text boxes in the report. (1)
- 6.6 The principal needs a report of the funds already raised from donations.
- 6.6.1 Create a report in landscape format called **FundsIn\_Vondseln** in the database **6FunDay\_PretDag** based on the table **Sponsors\_Borge**. (2)
- 6.6.2 Group the report according to the type of donor (use the **Type\_Tipe** field). (2)
- 6.6.3 Display the average amount of money donated by each group (use the **Amount\_Bedrag** field). (3)
- 6.6.4 Display the total funds raised from donations at the end of the report. (3)
- 6.7 The spreadsheet **6Help\_Hulp** has a list of the volunteers to help at the stalls.
- Use this data to create a database table saved as **Helpers** in the **6FunDay\_PretDag** database. (3)
- Save and close the database. [48]



**QUESTION 7**

7.1 Each stall will apply for petty cash from the organisers of the fun day.

The organisers wish to design a form to collect petty cash in such a way that it will prevent errors and will include an automatic calculator.

You need the following files to answer this question:

- **7Calculate\_Bereken**
- **7Cash\_Kontant**

Open the file **7Cash\_Kontant**.

Key in your examination number in the header of the document.

Study the example below before carrying out the instructions that follow.

<b>APPLICATION FOR PETTY CASH/AANSOEK VIR KLEINGELD</b>							
Name of stall/Naam van stalletjie	<input type="text"/>						
Petty cash required/Kleingeld benodig	<input checked="" type="checkbox"/>						
	R 20.00	R 10.00	R 5.00	R 2.00	R 1.00	R 0.50	<b>Total/Totaal</b>
	5	3	2	6	20	0	
<b>Total/Totaal</b>	R 100.00	R 30.00	R 10.00	R 12.00	R 20.00	R 0.00	R 172.00

- 7.1.1 Add a text field control in **7Cash\_Kontant** next to the '*Name of stall/Naam van stalletjie*' label. The field should be limited to 20 characters and display the text as uppercase. (3)
- 7.1.2 Add a check box field next to '*Petty cash required/Kleingeld benodig*'. Change the properties of the check box control so that the '*default value*' is set to checked. (2)
- 7.1.3 Open **7Calculate\_Bereken** and copy cells A1 to H3 and place it as a linked spreadsheet object into your form. (2)

DO NOT lock the form. DO NOT use a password.


Save and close both files.

- 7.2 The principal wishes to send thank-you letters to all the people and businesses who donated items to the fun day.

Open the **7Thanks\_Dankie** document. This document will be used for a mail merge.

Study the example below showing the completed letter.



- 7.2.1 Change the size of the paper to 10.5 cm wide x 14.8 cm high or 4.13" wide x 5.83" high. (1)
- 7.2.2 Place a diagonal watermark on the page as follows: (4)
- Use the text 'Thank you'.
  - Use a green colour.
  - Do not set the watermark to '*semi-transparent*'.
- 7.2.3 Change the line spacing of the body of the document (excluding the school name) to 1.5. (1)
- 7.2.4 Insert the 'Thumbs-up' symbol  (which can be found in the Wingdings character set) to the left of the school name, as shown in the example. (1)

7.2.5 Duplicate the image in the document as shown in the example above. Ensure that the images are grouped as one object. (2)

7.2.6 Use the mail merge feature to send merged letters only to the contact persons of the companies who donated items for the fun day.

The information about the donors is found in the **6FunDay\_PretDag** database in the **Sponsors\_Borge** table.

The letter must contain the name and surname of the donor/contact person and the item donated.

Merge the letter to a new document called **7Data**.

NOTE: You may use a query or the filtering function of the mail merge feature to select the recipients of the letter. (4)

Save and close all the documents. [20]

**TOTAL: 200**

This information sheet **MUST NOT** be completed during the examination session!

<b>200</b>

**COMPUTER APPLICATIONS TECHNOLOGY – NOVEMBER 2010 (1)**  
**INFORMATION SHEET** (to be completed by the candidate AFTER the three-hour session)

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EXAMINATION NUMBER \_\_\_\_\_

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FOLDER NAME \_\_\_\_\_

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Comment (for office/marker use only)

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Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**COMPUTER APPLICATIONS TECHNOLOGY P1**

**NOVEMBER 2010**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 16 pages and a separate information sheet.**

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and files called:

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- 3Form\_Vorm                        Word processing file
- 3Patient\_Pasiënt                Picture/Image file
- 4Jun                                 Spreadsheet file
- 5Sep                                Spreadsheet file
- 6Clinic\_Kliniek                 Database
- 7Cap                                Spreadsheet file
- 7Data                                Spreadsheet file
- 7Form\_Vorm                        Word processing file
- 7Import\_Invoer                 Database
- 7Records\_Rekords                Spreadsheet file

**SCENARIO**

A few CAT learners got involved in a community project and offered their computer skills to the local health clinic. The clinic assists people on a daily basis and also has a facility where patients can stay over.

All data and information have been computerised and the CAT learners will assist with the following:

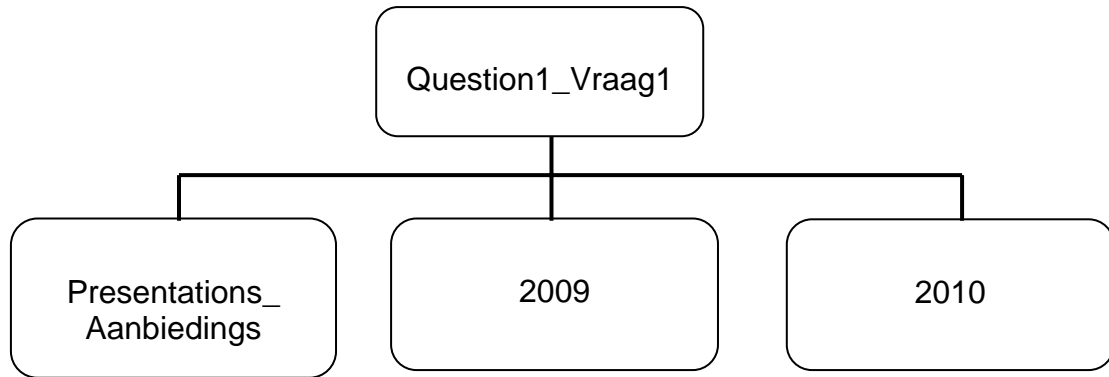
- Creating any documents needed
- Setting up spreadsheets
- Maintaining a database of the patients and medicines
- Communicating with the community

The computers have been loaded with all the relevant software, namely an operating system and an office application suite.



**QUESTION 1**

The folder structure below has been created.



Work in the folder **Question1\_Vraag1** to answer all the questions below, unless specified otherwise.

- 1.1 Delete the **2009** folder. (1)
  - 1.2 Move all the presentation files from the **Question1\_Vraag1** folder to the **Presentations\_Aanbiedings** folder. (2)
  - 1.3 Add the password R5 to the file **Payment\_Betaling**. (2)
  - 1.4 Change the format of the text file **Choices\_Keuses** to Rich Text Format. (2)
  - 1.5 Change the author property of the **Chair\_Stoel** file to your **examination number**. (1)
  - 1.6 Save the graphics file called **GroupTherapy\_Groeptherapie** as a jpeg file. (1)
  - 1.7 Create a shortcut (in the **Question1\_Vraag1** folder) to the PDF file in the **2010** folder. (2)
  - 1.8 Rename the word processing template file as **Data**. (1)
- [12]**

**QUESTION 2**

The clinic asked the team to format a fact sheet concerning the potential risks of using cellphones.

Open the file **2Facts\_Feite**.

Type your examination number in the header of the document.

- 2.1 Remove the hyperlink from the web address given in the first line of the document. (1)
- 2.2 Format the second line of text (*'Fact sheet No. 193'*) so that it appears as WordArt/Text Art/Fontwork with the following specifications: (4)
- Any style may be used.
  - It must have a shadow effect.
  - The font size must be set to 24 pt.
  - The width must be scaled by 200%.
- 2.3 Insert today's date after the text *Date/Datum* so that it updates automatically. (2)
- 2.4 Modify the existing style *FactHead* so that the font appears in red and all text formatted with this style is automatically updated. (2)
- 2.5 Insert an automatically generated table of contents on page 2 under the heading *'Table of Contents/Inhoudsopgawe'* according to the following specifications:
- Only the first two levels of entries must appear.
  - The first level of entries are those formatted with the *Heading 1* style.
  - The second level of entries are those formatted with the *FactHead* style.

The table of contents should have the following appearance (page numbers may differ):

<b>Table of Contents/Inhoudsopgawe</b>	
Key facts .....	3
Exposure levels .....	3
Exposure limit guidelines .....	5
References .....	5

(4)

- 2.6 Insert diamond-shaped bullets to the four points listed under the heading *'Key facts'* on page 3. (2)
- 2.7 Change the order of the two highlighted paragraphs (starting with *'Mobile or cellular phones ...'* and *'Given the large ...'*) on page 3. (1)

- 2.8 Correct any spelling errors in the document by performing a spell check on the document. (1)
- 2.9 Replace all occurrences of WHO (in capital letters) with the text 'World Health Organisation' to appear in italics. (3)
- 2.10 Place the text beginning with '*Short-term effects ...*' and ending with '*... adolescents are underway*' on page 4 into two even columns with the text fully justified.  
Make sure that the text '*Long-term effects*' will always start at the top of the second column. (3)
- 2.11 Insert automatic page numbering in the footer to appear in the format 'Page X of Y' so that it appears from the second page onwards. (4)
- 2.12 Insert a horizontal line across the page just *before* the heading '*References*' at the end of the document. (1)
- 2.13 Remove the superscript effect from the number 2 in the second item in the reference section at the end of the document so that it would appear in the same format as the previous number (the '1'). (1)
- 2.14 Locate the text '*For more information contact:*' at the end of the document. This heading and the text below it needs to be added to a text box as follows:
- Size of the text box is 3.05 cm/1.2" high and 9.5 cm/3.74" wide.
  - The border line of the text box must be a 2 pt dotted line.
  - The text box must be filled with a textured fill style.
- The text box will have the following type of appearance:
- For more information contact:

Media centre  
Telephone: +4122 791 2222  
E-mail: enquiries@worldhealthorganisation.int
- (5)
- 2.15 The first page of the document needs to be prepared as a cover page.
- 2.15.1 Select all the text on the front page and centre the text both vertically and horizontally on that page. The alignment for the rest of the document must remain unchanged. (3)
- 2.15.2 Insert any page border only on the first page of the document. (2)
- 2.16 Add a watermark with the text 'WHO' to the whole document. (1)
- Save **2Facts\_Feite** and close the document. **[40]**


**QUESTION 3**

Open the file **3Form\_Vorm**.

Type your examination number in the header of the document.

The clinic needs to create a form to assist in capturing patients' details. Look at the example below and follow the instructions to complete the form.

Patient Details ★ Pasiëntbesonderhede																					
<p><b>Title/Titel</b></p> <p><b>Surname/Van</b></p> <p><b>Married/Getroud</b></p> <p><b>Cell/Sel</b></p>	<p style="text-align: center;"><b>Mr/Mnr.</b></p> <p style="text-align: center;"> <input type="text"/> <b>First Name/Voornaam</b> <input type="text"/> </p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> <p style="text-align: center;"> <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> </p> <p style="text-align: center;"><b>Signature/Handtekening</b> .....</p>																				



- 3.1 Change the paper size of the document to A4 and the page orientation to portrait. (2)
- 3.2 Insert the 5-point star symbol (★) between the text 'Patient Details' and 'Pasiëntbesonderhede'. The symbol is in the Wingdings character set. (1)
- 3.3 Use paragraph borders to place a line above and below the heading on the first line of the form as shown. (2)
- 3.4 Change the line spacing throughout the document to 1½ line spacing with 12 pt spacing after every paragraph in the document. (2)
- 3.5 Locate the drop-down control opposite the *Title/Titel* label and add the options Mr/Mnr., Ms/Me., Dr/Dr. (1)
- 3.6 Add a check box control for the *Married/Getroud* option, using a tab setting to align the control at 6 cm as shown. (2)

- 3.7 Change the properties of the form field used to enter the surname so that a maximum of 30 characters can be entered. (1)
- 3.8 Add a table to allow the cell number of the patient to be added as shown:
- It must consist of 10 columns.
  - The width of the columns must be set to automatically fit the contents of the cells.
  - The row height must be set to 0.9 cm/0.35". (4)
- 3.9 Add a tab stop with a tab leader to provide space for the signature of the patient, as shown. (2)
- 3.10 The image needed for the form is the graphic character **3Patient\_Pasiënt.jpg**.
- 3.10.1 Insert the image **3Patient\_Pasiënt.jpg** in the document. (1)
- 3.10.2 Change the image to a black-and-white (not greyscale) image. (1)
- 3.10.3 Crop the image on either side so that only the figure of the person remains. (1)
- 3.10.4 Move the image to the top right-hand side of the document, as shown. Make sure that none of the controls or text are moved or hidden. (2)
- Do NOT lock the form before you save it.**
- Save **3Form\_Vorm** and close the document. **[22]**

**QUESTION 4**

The clinic keeps a record of patients admitted each month, as well as their medications and levies.

Open the spreadsheet **4Jun** which contains some patient records for the month of June.

Work on the **Data** worksheet.

Key in your examination number in cell C1 on the **Data** worksheet.

- 4.1 Merge cells A1:B2. (1)
- 4.2 Wrap the headings in row 3. (1)
- 4.3 Add borders around each cell in the range A3:L16. (1)
- 4.4 Add the name of the spreadsheet as a field in the footer. (2)
- 4.5 Format the dates in column F in the dd-MMM-yy format. A date in this format would display as follows: 01-Oct-10 or 01 Oct 10. (1)
- 4.6 The clinic needs to report their monthly VAT to SARS.
- 4.6.1 Add a formula or function in cell G17 to calculate the total medicine costs in column G. Adjust column width if necessary to correctly display the total. (2)
- 4.6.2 Add a formula in cell H18 to calculate the total VAT (charged at 14%) of the total levy (in cell H17). (2)
- 4.7 Add a function in cell F21 to determine the ID number of the second oldest person. Hint: The first two digits (numbers) of an ID number represent the year in which a person was born. (2)
- 4.8 Add a function in cell F22 to determine the average cost of all medicines (found in column G). Round your answer off to the nearest whole number. (4)
- 4.9 Add a function in cell F23 to calculate the total cost of medicines (found in column I) for Clinic 4 (as indicated in column J). (4)

- 4.10 A local NGO subsidises the patients visiting the clinics. The amount paid *per patient* differs from clinic to clinic.

For example, cell D8 in the **Clinics** worksheet contains the subsidy per patient for Clinic 7.

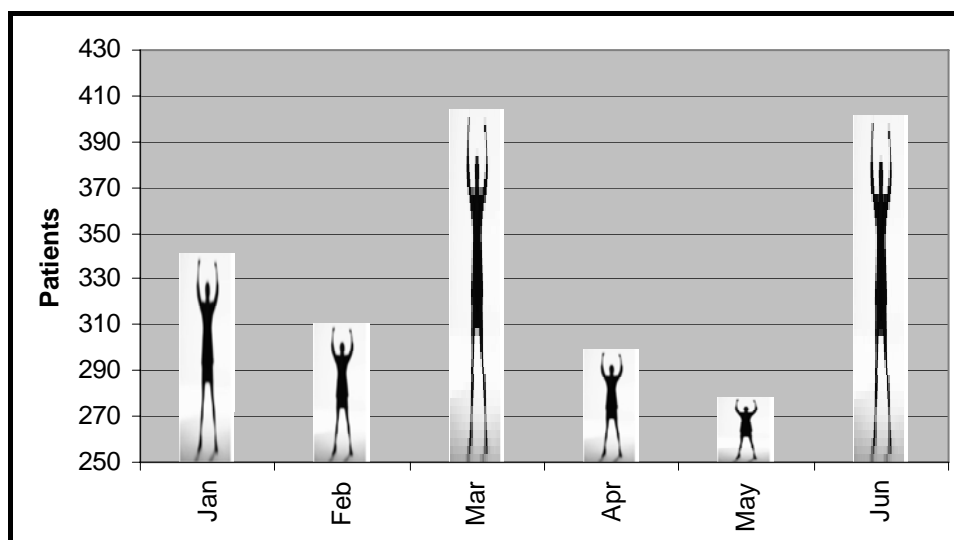
Add a suitable function in cell F24 of the **Data** worksheet to calculate the total subsidy that will be paid for patients visiting Clinic 7. (Hint: The total subsidy for Clinic 7 is calculated by multiplying the subsidy for Clinic 7 by the number of patients that visit Clinic 7.)

(4)

- 4.11 Draw a column chart in the **Graph\_Grafiek** worksheet. This graph will show patients visiting a clinic for the first 6 months of the year. Use the data given in the **Graph\_Grafiek** worksheet.

Note the following:

- The graph must be inserted below the data in the worksheet.
- Your graph must be formatted using the formatting and layout options shown in the diagram below.
- Add labels to the X- and Y-axes of the graph, as shown in the diagram below.
- Use intervals of 20 on the Y-axis with a minimum of 250.
- No title for the graph is required.
- The graphic used to create the fill effect is stored as **3Patient\_Pasiënt.jpg**.



(7)

Save and close **4Jun**.

**[31]**

**QUESTION 5**

The clinic keeps a record of patients admitted as well as their medications and levies.

Open the spreadsheet **5Sep** which contains some patient records for the month of September.

Work on the **Data** worksheet.

Key in your examination number in cell C1 on the **Data** worksheet.

- 5.1 Patients with a code of *4 000 or less* will stay at the clinic overnight and the others will be day patients.

Format the codes of the overnight patients in column A so that these codes automatically appear in a font colour different to that of the rest of the patient codes. (3)

- 5.2 Add IF-functions in column D to display a "Y" if the patients are staying overnight (with a code of *4 000 or less*). Column D should remain blank if they are 'day patients' (not staying overnight). (3)

- 5.3 Add IF-functions in column H to determine the levy which is calculated as 15% of the cost of the medicine in column G, for patients with a medical aid, which is indicated with a "Y" in column E.

Patients who do not belong to a medical aid do not pay a levy and a zero should therefore be displayed for these patients. (3)

- 5.4 Use IF-functions in column I to calculate the '*Total/Totaal*' by adding the cost of the medicine in column G to the levy in column H. Add the amount in cell F1 only if the patient stayed overnight. (4)

- 5.5 Use a lookup function in cell K4 to determine the name of the clinic. Use the code in column J and the table in the **Clinics** worksheet for the lookup function. (5)

- 5.6 Add formulas in column L to produce the NHS codes. These codes are created by taking the first 8 numbers of the ID number (column C) and the initial of the patient.

For example, the NHS code for the patient Silumesi, **A** (with ID number **4806027572074**) would be: 48060275A. (6)

Save and close **5Sep**.

**[24]**



**QUESTION 6**

- 6.1 Open the database called **6Clinic\_Kliniek** and go to the **Patients\_Pasiënte** table.

Make the following changes to the **Patients\_Pasiënte** table:

- 6.1.1 Change the data type of the **Photo\_Foto** field as it will be used to store a photo of the patient. (1)
- 6.1.2 Change the data type of the **Notes\_Notas** field as it is going to store a page of notes about the patient. (1)
- 6.1.3 Add a new text field called **Doctor\_Dokter** which stores a maximum of 26 characters. This field must appear immediately before the **Photo\_Foto** field. (3)
- 6.1.4 Set a default value of 1 for the **Visits\_Besoeke** field. (1)
- 6.1.5 Make sure that the user has to enter a value for the **Visits\_Besoeke** field when entering a new record in the table. (1)
- 6.1.6 Set a validation rule to prevent the user from entering any value greater than 100 for the **Visits\_Besoeke** field. Suitable validation text must be used. (3)
- 6.1.7 Create an input mask for the **Code\_Kode** field. This code consists of two capital letters (upper case) followed by a number and another optional number. Valid codes would therefore be AB18 or CD5. (4)
- 6.1.8 Ensure that the user cannot enter a duplicate value (one that has already been used) in the **Code\_Kode** field. (1)

Save the **Patients\_Pasiënte** table.

- 6.2 Open the form called **frmData** which is based on the **Stock\_Voorraad** table and make the following changes to the form:

- 6.2.1 Add the date as a field in the footer of the form. (2)
- 6.2.2 The **Schedule\_Skedule** field does not appear on the form currently. Add a list box control on the form to allow the user to choose from the values **S1, S2, S3, S4** and **S5** for the **Schedule\_Skedule** field. A suitable label must be added to the list box. (5)
- Format the label to match the other labels on the form.

- 6.3 Edit the query **Q1** so that the same fields are shown, but only for those records with a price of R5 000 or more. Sort the records in ascending order firstly according to the **Schedule\_Skedule** and then according to the **Code\_Kode** of the product. (3)
- 6.4 Edit the query **Q2** by making the following changes:
- 6.4.1 All the existing fields must remain in the query but the contents of the **Schedule\_Skedule** field should not be displayed when the query is run. (1)
- 6.4.2 The only records that should be displayed are those:
- from **Schedule\_Skedule** S3 or S4 and
  - that have a **Date\_Datum** in 2010 or later and
  - in which the **Ingredient\_Bestanddeel** ends in the word 'acid'.  
e.g. Alendronic acid. (3)
- 6.4.3 A calculated field called *Item Cost* must be added. It is calculated by dividing the **Price\_Prys** by the **Size\_Grootte** fields. No formatting is required. (4)
- 6.5 Create a report called **rep1** which must be as follows:
- Based on the existing query called **qRep**
  - Show only the **Ingredient\_Bestanddeel**, **Code\_Kode**, **Size\_Grootte** and **Schedule\_Skedule** fields (in that order)
  - Sorted according to the **Ingredient\_Bestanddeel** field
  - Landscape format (5)
- 6.6 Open the existing report called **repData**.
- 6.6.1 Replace the date field in the page footer with a label with your examination number. (2)
- 6.6.2 The formula used in the report footer is supposed to display the average price of all the products that appear in the report.
- Edit and format this formula so that it displays the correct answer formatted in currency format with *no decimals* shown, e.g. R1 345. (4)
- 6.6.3 Edit the report so that the total number of products for each category of product in the **Format\_Formaat** field e.g. 'TAB' or 'CAP', is automatically displayed with a suitable label. (4)
- Save **Clinic\_Kliniek** and close the database. [48]

**QUESTION 7**

7.1 Open the spreadsheet **7Records\_Rekords**.

Work on the **Graph\_Grafiek** worksheet.

Key in your examination number in cell A1. Locate the graph in the **Graph\_Grafiek** worksheet and answer the following questions.

- 7.1.1 Change the properties of the graph so that all 9 months of the year ('Jan' – 'Sep') are displayed. (1)
- 7.1.2 Format the column that represents the largest value in a colour different from the rest of the columns of the graph. (1)
- 7.1.3 Display the numerical value for each month. (1)
- 7.1.4 Remove the horizontal gridlines of the graph. (1)
- 7.1.5 Save the graph as a jpeg file called **7Graph\_Grafiek**. (2)

Save and close **7Records\_Rekords**.

7.2 Import the data from the **7Data** spreadsheet only for those patients born *after 1950* (that is from 1951 onwards) into a new table called **Data** in the database **7Import\_Invoer**.

- No primary key should be added.
- All data should display correctly. (5)

7.3 Open the document **7Form\_Vorm**.

This document will be used as part of a mail merge.

Key in your examination number in the header of the file.

7.3.1 Copy the graph from the **Graph\_Grafiek** worksheet in the **7Records\_Rekords** spreadsheet and paste it under the heading *Graph/Grafiek* in the document **7Form\_Vorm**.

The graph must automatically update in the current document if any changes are made to the original graph in the spreadsheet. (2)

7.3.2 Prepare the document as a form letter for a mail merge. Use the data from the **Data** worksheet in the spreadsheet **7Records\_Rekords**.

- Add the merge fields **Name\_Naam** and **Cost\_Koste** as indicated in the document.
- Select only those records where the **Cost\_Koste** value is R900 or more.
- Sort the records in descending order of the **Cost\_Koste** value.
- Save this document before running the mail merge. (5)

7.3.3 Perform the mail merge and save all the merged letters as **7Memo**. (1)

Save and close any open files.

7.4 Open spreadsheet **7Cap** and key in your examination number in cell A1.

Edit this spreadsheet so that the only items that remain meet the 'criteria' listed below. All other items must be deleted from the spreadsheet (the headings in row 3 may be kept).

- The items must be schedule 1 ('S1').
- The items must be in capsule format ('CAP').
- The date for the items must be any date in 2010. (4)

Save and close any open files. [23]

**TOTAL: 200**



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## NATIONAL SENIOR CERTIFICATE

### GRADE 12

#### COMPUTER APPLICATION TECHNOLOGY P1

NOVEMBER 2010

#### MEMORANDUM

MARKS: 200

FINAL MARK		
SPEED ENDORSEMENT		WPM

CENTRE NUMBER											
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EXAMINATION NUMBER														
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QUESTION	1	2	3	4	5	6	7	TOTAL
POSSIBLE MARK	12	40	22	31	24	48	23	200
CANDIDATE MARK								
MARKER CODE/ SIGNATURE								
MODERATED MARK								

This memorandum consists of 14 pages.

EXAMINATION NUMBER																			
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**QUESTION 1: Folder: Question1\_Vraag1****TOTAL Q1: 12**

- Check all answers against candidates' actual work

No	Criteria	Max Mark		Candidate Mark
1.1	<b>2009</b> subfolder has been deleted ✓	1	1	
1.2	All 3 presentation files: ✓ Shop_Winkel.ppt BestClinic_BesteKliniek.ppt List_Lys.ppt  <u>moved</u> from <b>Question1_Vraag1</b> folder to the <b>Presentations_Aanbiedings</b> folder ✓ (Do not allocate the mark if files were copied instead of moved) (Check that the files are not in the original folder as well)	1	2	
1.3	Password has been added ✓ to the file <b>Payment_Betaling</b> Password is correct: R5 ✓ (Accept any type of password on any <b>Payment_Betaling</b> file)	1 1	2	
1.4	The text file <b>Choices_Keuses</b> ✓ has been converted to a Rich Text Format file ✓ (Do not penalise if original text file is also present) (Accept in any sub-folder)	1 1	2	
1.5	Author property of the file <b>Chair_Stoel</b> is set to the candidate's examination number ✓ (Accept in any sub-folder)	1	1	
1.6	<b>GroupTherapy_Groeptherapie</b> saved as a jpeg file ✓ (Bonus mark - allocate this mark to all candidates)	1	1	
1.7	Shortcut created (in the <b>Question1_Vraag1</b> folder) ✓ Shortcut links to file <b>Agenda.pdf</b> ✓ (Check properties of shortcut by either right-clicking on it and selecting properties or resting mouse pointer on the hyperlink and noting the 'information' that pops up)	1 1	2	
1.8	<b>Letterhead_briefhoof.dot</b> renamed as <i>Data</i> ✓ (Open Office: <b>Letterhead_briefhoof.ott</b> renamed as <i>Data</i> ) (Accept in any sub-folder)	1	1	
	<b>Total for QUESTION 1</b>		<b>[12]</b>	

EXAMINATION NUMBER																				
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**QUESTION 2: File names: 2Facts\_Feite**

**TOTAL Q2: 40**

No	Criteria	Max Mark		Candidate Mark
2.1	Hyperlink removed from web address in the first line ✓  <i>(Do not give mark if text has been deleted)</i>	1	1	
2.2	<ul style="list-style-type: none"> <li>The text ('Factsheet No. 193') appears in WordArt/TextArt/Fontwork ✓</li> <li>Shadow effect applied ✓</li> <li>Font size set to 24 pt ✓</li> <li>Width has been scaled by 200% ✓ <i>(Bonus mark - allocate this mark to all candidates)</i></li> </ul>	1 1 1 1	4	
2.3	Current date inserted ✓ as a field ✓ after the text Date/Datum  <i>(Do not give mark if date has been typed/not a field) (Automatically update checkbox is ticked )</i>	2	2	
2.4	<ul style="list-style-type: none"> <li>Property of <i>FactHead</i> style changed so font colour is any 'reddish' colour ✓</li> <li>Both headings using <i>FactHead</i> style (<i>Exposure levels</i> and <i>Exposure limit guidelines</i>) appear in red ✓</li> </ul>	1 1	2	
2.5	<ul style="list-style-type: none"> <li>Automatically generated table of contents added ✓ <i>(Do not penalise if added in the incorrect place.)</i></li> <li>Only two levels of entries appear ✓</li> <li>First level entries are formatted with <i>Heading 1</i> style ✓</li> <li>Second level entries are formatted with <i>FactHead</i> style ✓</li> </ul> <i>(Do not penalise if the page numbering differs from the example.)</i>  <p style="text-align: center;">Table of Contents/Inhoudsopgawe</p> <p>Key facts ..... 3                      Exposure levels ..... 3                      Exposure limit guidelines ..... 5                      References ..... 5</p>	1 1 1 1	4	
2.6	Bullets applied to four points on page 3 of the document ✓ Any diamond-shaped bullets used ✓	1 1	2	
2.7	Paragraphs swapped ✓  <i>(Paragraph starting with: 'Given the large ...' appears first)</i>	1	1	
2.8	The word 'countreis' (under the heading 'Long-term effects') has been replaced by 'countries' ✓	1	1	

EXAMINATION NUMBER																			

2.9	<ul style="list-style-type: none"> <li>All 6 occurrences (excepting who in the URL) of WHO replaced by 'World Health Organisation' ✓</li> <li>'Matching Case' option has been used – no occurrences of 'who' (lower case) replaced ✓</li> <li>All (any) replacements appear in italics ✓</li> </ul>	1 1 1	3	
2.10	<ul style="list-style-type: none"> <li>Text placed in 2 columns ✓</li> <li>Text has been fully justified ✓</li> <li>A column break has been used to ensure that the heading '<i>Long term effects</i>' appears at the top of the second column ✓</li> </ul>	1 1 1	3	
2.11	<ul style="list-style-type: none"> <li>Automatic page numbering added ✓</li> <li><u>Anywhere</u> in the footer (not the header) ✓</li> <li>Appears in the format 'Page X of Y' ✓</li> <li>From the second page onwards ✓</li> </ul>	1 1 1 1	4	
2.12	<p>Horizontal line added before the heading '<i>References</i>' at the end of the document ✓</p> <p><i>(Do not penalise if line is positioned incorrectly)</i></p>	1	1	
2.13	Superscript removed from the number 2 in the second item in the referencing section at the end of the document ✓	1	1	
2.14	<ul style="list-style-type: none"> <li>Height of text box set to 3.05 cm/1.2" high ✓ (Accept 3.15 cm or equivalent inches)</li> <li>Width of text box set to 9.5 cm/3.74" wide ✓ (Accept 9.2 cm or equivalent inches) investigate the resizing of the text box</li> <li>Border width is 2 pt ✓</li> <li>Border line appears as (any) dotted line ✓ <i>(also accept a dashed line)</i></li> <li>Text box filled with a textured fill style ✓</li> </ul> <p><i>(Do not accept a normal 'colour' fill)</i> <i>(Ignore font size)</i></p>	1 1 1 1 1	5	
2.15	Cover/first page			
2.15.1	<ul style="list-style-type: none"> <li>Text on first page is centred horizontally ✓</li> <li>Text on first page is centred vertically ✓</li> <li>Alignment of rest of the document is unchanged ✓</li> </ul> <p><i>(View page set-up and layout to check vertical alignment of text.)</i></p>	1 1 1	3	
2.15.2	<ul style="list-style-type: none"> <li>(Any) page border added to first page ✓</li> <li>Page border must only appear on page 1 ✓</li> </ul>	1 1	2	
2.16	<p>Text watermark of 'WHO' added ✓</p> <p><i>(Do not penalise if the watermark only appears on page 1)</i></p>	1	1	



EXAMINATION NUMBER																			
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<b>Total for QUESTION 2</b>		<b>[40]</b>	
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**QUESTION 3: File names: 3Form\_Vorm****TOTAL Q3: 22**

No	Criteria	Max Mark		Candidate Mark
3.1	<ul style="list-style-type: none"> <li>Paper size set to A4 ✓</li> <li>Page orientation to portrait ✓</li> </ul>	1 1	2	
3.2	Any 5-point star symbol (★) added ✓ (Do not penalise if not in correct position)	1	1	
3.3	<ul style="list-style-type: none"> <li>Paragraph borders added ✓</li> <li>Only top and bottom borders appear ✓</li> </ul> (Do not accept text boxes, tables or any drawing shapes)	1 1	2	
3.4	<ul style="list-style-type: none"> <li>Line spacing changed throughout to 1½ spacing ✓</li> <li>12 pt spacing after every paragraph ✓</li> </ul>	1 1	2	
3.5	Drop-down control for <i>Title</i> has the options Mr/Mnr., Ms/Me., Dr/Dr. ✓  (Do not penalise if not in correct order) (Accept titles with/without full stops) (Accept if only English or only Afrikaans – ignore spelling)	1	1	
3.6	<ul style="list-style-type: none"> <li>Check box control added for the <i>Married/Getroud</i> option ✓</li> <li>Aligned with a tab stop at 6 cm ✓</li> </ul> (Do not accept the use of default tab stops)	1 1	2	
3.7	Properties of Surname/Van field set to allow 30 characters ✓	1	1	
3.8	<ul style="list-style-type: none"> <li>Table added for cell number ✓</li> <li>Table consists of 1 row and 10 columns ✓</li> <li>Table/columns set to 'AutoFit to contents' ✓</li> <li>Row height must be set to 0.9 cm/0.35" ✓</li> </ul> (Do not penalise incorrect positioning)	1 1 1 1	4	
3.9	Signature line added using a tab stop ✓ with a any tab leader ✓	2	2	
3.10	<b>3Patient_Patiënt.jpg</b>			
3.10.1	Image <b>3Patient_Patiënt.jpg</b> inserted in document ✓	1	1	
3.10.2	Colour of image changed to black & white (not greyscale) ✓	1	1	
3.10.3	Image cropped on both sides so only figure of person remains ✓	1	1	
3.10.4	<ul style="list-style-type: none"> <li>Image appears on top, right of document ✓</li> <li>Appropriate wrapping/alignment applied so none of the</li> </ul>	1 1	2	

EXAMINATION NUMBER																				
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	controls and text are moved or obscured ✓			
	<b>Total for QUESTION 3</b>			<b>[22]</b>

**QUESTION 4: Filename: 4Jun**

**TOTAL Q4: 31**

- Mark the questions from the formulae and not the values/answers in the cell.
- Check against candidates' actual work (Cell references may differ, depending on the candidates' actions).
- Candidates may use multiple formulae or cells as 'building blocks' to answers.

No	Criteria	Max Mark		Candidate Mark
4.1	Cells A1:B2 merged ✓	1	1	
4.2	Headings in row 3 wrapped ✓	1	1	
4.3	Cell borders added around each cell in the range A3:L16. ✓	1	1	
4.4	Name of the spreadsheet added as a field ✓ (&[File]) anywhere in the footer ✓	1 1	2	
4.5	Dates in column F formatted in dd-MMM-yy format ✓ (e.g. 01 Oct 10 or 01-Oct-10 i.e. accept any delimiters such as '-' or '/')	1	1	
4.6.1	<b>G17</b> =SUM(G4:G16)  • SUM function <u>or</u> + operator is used ✓ • Correct range used (G4:G16) ✓	1 1	2	
4.6.2	<b>H18</b> =H17*0.14                   OR =H17*14/100            OR =H17*14%  • H17* ✓ • 14% ✓	1 1	2	
4.7	<b>F21</b> =SMALL(C4:C16,2)  • SMALL function used ✓ • Correct parameters used ✓ (C4:C16,2)	1 1	2	
4.8	<b>F22</b> =ROUND(AVERAGE(G4:G16),0)  • AVERAGE function used ✓ • Correct range used for average (G4:G16) ✓ • ROUND function used ✓ • Average is rounded to zero decimal places ✓	1 1 1 1	4	

<b>EXAMINATION NUMBER</b>																				
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4.9	<p><b>F23</b> =SUMIF(J4:J16,4,I4: I16)</p> <ul style="list-style-type: none"> <li>• SUMIF function used ✓</li> <li>• Correct criteria range used (J4:J16) ✓</li> <li>• Correct criteria specified (4) (or =4) ✓ <i>(Allocate the mark if the candidates have correctly identified '4', as i.e. cell J7 or J8)</i></li> <li>• Correct sum range used (I4: I16) ✓</li> </ul>	1 1 1 1	4	
4.10	<p><b>F24</b> =COUNTIF(J4:J16,"7")*Clinics!D8</p> <ul style="list-style-type: none"> <li>• COUNTIF function used ✓</li> <li>• Correct criteria range used (J4:J16) ✓</li> <li>• Correct criteria specified ("7") ✓</li> <li>• Multiplied by correct cell: Clinics!D8 ✓</li> </ul> <p><i>(Accept with/without quotation marks)</i> <i>(Also accept the use of a correct Vlookup function as part of a formula)</i></p>	1 1 1 1	4	
4.11	<p><b>Graph_Grafiek worksheet</b></p> <ul style="list-style-type: none"> <li>• Correct data range used (A2:B7) ✓</li> <li>• Column chart created ✓</li> <li>• Fill effect created with graphic <b>3Patient_Pasiënt.jpg</b> ✓</li> <li>• Intervals of 20 used on the y-axis ✓</li> <li>• Minimum of y-axis changed to 250 ✓</li> <li>• Labels on x-axis rotated through 90 degrees ✓</li> <li>• Label added to y-axis ✓</li> </ul> <p><i>(Check all worksheets to locate the graph)</i> <i>(No mark is allocated for the positioning of the graph)</i> <i>(Do not penalise if a stacked effect has been used to fill the graph)</i></p>	1 1 1 1 1 1 1	7	
	<b>Total for QUESTION 4</b>		<b>[31]</b>	

<b>EXAMINATION NUMBER</b>																				
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**QUESTION 5: Filename: 5Sep**

**TOTAL Q5: 24**

- Mark the questions from the formulae and not the values/answers in the cell.
- Check against candidates' actual work (Cell references may differ, depending on the candidates' actions).
- Candidates may use multiple formulae or cells as 'building blocks' to answers.

No	Criteria	Max Mark		Candidate Mark
5.1	Conditional formatting applied ✓ to numbers of 4000 or less ✓ in a different colour ✓ (from the rest) <i>(Accept change of font colour, or shading, etc)</i>	1 1 1	3	
5.2	<b>Column D</b> =IF(A4<=4000,"Y","") OR =IF(A4>4000,"","Y") <ul style="list-style-type: none"> <li>• Correct condition specified ✓</li> <li>• Correct True value given ✓</li> <li>• Correct False value given ✓</li> </ul> <b>Mark formulas in the range D4:D8</b> <i>(Accept a cell range)</i>	1 1 1	3	
5.3	<b>Column H</b> =IF(E4="Y",15%*G4,0) OR =IF(E4="N",0,15%*G4) <ul style="list-style-type: none"> <li>• Correct condition specified ✓</li> <li>• Correct True value given ✓</li> <li>• Correct False value given ✓</li> </ul> <i>(Accept text 'zero' instead of '0')</i>	1 1 1	3	
5.4	<b>Column I</b> =IF(D4="Y",G4+H4+\$F\$1,G4+H4) OR =IF(D4="",G4+H4,G4+H4+\$F\$1)  =H4+IF(D4="Y",G4+\$F\$1,0) OR =H4+IF(D4="",0,G4+\$F\$1)  =G4+H4+IF(D4="Y",\$F\$1,0) OR =G4+H4+IF(D4="",0,\$F\$1)  =G4+H4+IF(A4<=4000,\$F\$1,0) OR =G4+H4+IF(A4>4000,0,\$F\$1)  =IF(A4<=4000,\$F\$1+H4+G4,G4+H4) OR =IF(A4>4000,G4+H4,G4+H4+\$F\$1)  =G4+H4+IF(A4>4000,0,\$F\$1) OR =G4+H4+IF(A4<=4000,\$F\$1,0)  <ul style="list-style-type: none"> <li>• Correct condition for overnight patients specified ✓</li> <li>• Correct addition of medicine cost (H4) for all patients ✓</li> <li>• Correct addition for overnight stay (F1) ✓</li> <li>• Absolute addressing applied (\$F\$1) ✓</li> </ul>	1 1 1 1 1 1 1 1 1 1	4	

<b>EXAMINATION NUMBER</b>														
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5.5	<p><b>K4</b>     =VLOOKUP(J4,Clinics!\$A\$2:\$C\$11,3)</p> <ul style="list-style-type: none"><li>• Correct function used (VLOOKUP) ✓</li><li>• Correct lookup value nominated (J4 etc.) ✓</li><li>• Correct lookup range nominated ✓ (Clinics!A2:C11)</li><li>• Absolute addressing applied to lookup range rows and columns (\$A\$2:\$C\$11) ✓</li><li>• Correct lookup column nominated (3) ✓</li></ul> <p><i>(Accept any other correct lookup functions and correct range, i.e. A2:D11)</i> <i>(Accept fourth parameter 'true' – would not affect anything)</i> <i>(Accept LOOKUP instead of VLOOKUP)</i></p>	1 1 1 1 1	5	
5.6	<p><b>Column L</b></p> <p>=LEFT(C4,8)&amp;RIGHT(B4,1)    OR =CONCATENATE(LEFT(C4,8),RIGHT(B4,1))</p> <ul style="list-style-type: none"><li>• LEFT function used ✓</li><li>• Correct parameters used for LEFT function (C4,8) ✓</li><li>• RIGHT function used ✓</li><li>• Correct parameters used for RIGHT function (B4,1) ✓</li><li>• &amp; operator or Concatenate function used ✓</li><li>• Strings added in correct order ✓</li></ul> <p><i>(Accept other variations that will produce a correct answer)</i></p>	1 1 1 1 1 1	6	
<b>Total for QUESTION 5</b>			<b>[24]</b>	

EXAMINATION NUMBER																		
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**QUESTION 6: Filename: 6Clinic\_Kliniek****TOTAL Q6: 48**

No.	Criteria	Max Mark		Candidate Mark
6.1	<b>Patients_Pasiënte</b> table			
6.1.1	<b>Photo_Foto</b> field: OLE Object or Hyperlink ✓	1	1	
6.1.2	<b>Notes_Notas</b> field: Memo or OLE Object ✓	1	1	
6.1.3	<ul style="list-style-type: none"> <li>Text field ✓ called <b>Doctor_Dokter</b> added</li> <li>Field appears immediately before the <b>Photo_Foto</b> field ✓</li> <li>Field size set to 26 characters ✓</li> </ul> <i>(Do not award mark if any of the fields are deleted)</i>	1 1 1	3	
6.1.4	Default value set for the <b>Visits_Besoeke</b> field of 1 ✓	1	1	
6.1.5	Required property of <b>Visits_Besoeke</b> set to Yes ✓ <i>(Accept if candidates have set a primary key)</i>	1	1	
6.1.6	<ul style="list-style-type: none"> <li>Validation rule set for <b>Visits_Besoeke</b> field of: <math>\leq 100</math> ✓</li> <li>Any validation text added ✓</li> <li>Validation text refers to limit of 100 ✓</li> </ul> <i>(Also accept <math>\geq 0</math> and <math>\leq 100</math> as well as <math>&lt; 101</math>)</i>	1 1 1	3	
6.1.7	Input mask set for <b>Code_Kode</b> field of >LL09 <ul style="list-style-type: none"> <li>&gt; ✓</li> <li>LL ✓</li> <li>0 ✓</li> <li>9 ✓</li> </ul>	1 1 1 1	4	
6.1.8	Primary key set on <b>Code_Kode</b> field ✓ <i>(Also accept an index set on the field with no duplicates allowed)</i>	1	1	
6.2	<b>frmData</b> form			
6.2.1	<ul style="list-style-type: none"> <li>Date added as a field ✓ (Accept if the <b>Date_Datum</b> field has been inserted)</li> <li>In the footer of the form ✓</li> </ul> <i>(Do not penalise if both date and time are added)</i>	1 1	2	

EXAMINATION NUMBER																				
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6.2.2	<ul style="list-style-type: none"> <li>List box control added to the form ✓</li> <li>Values (S1, S2, S3, S4 and S5) (two or more values) added to the control box ✓</li> <li>List box control links to <b>Schedule_Skedule</b> field ✓</li> <li>Suitable label linked to <b>Name/Description</b> of the field ✓</li> <li>Label formatted to resemble existing labels ✓</li> </ul> (If candidates used a combo box instead of a list box they will lose 1 mark)	1 1 1 1 1	5	
6.3	<b>Q1 Query</b> <ul style="list-style-type: none"> <li>Records sorted in ascending order of both fields ✓</li> <li>Records sorted in correct order ✓ (firstly by the <i>Schedule_Skedule</i>, then by the <i>Code_Kode</i>)</li> <li>Correct criteria added to the <i>Price_Pryse</i> (<math>\geq 5000</math>) ✓ (64 records expected)</li> </ul>	1 1 1	3	
6.4	<b>Q2 Query</b>			
6.4.1	<b>Schedule_Skedule</b> field not displayed but still exists in the query ✓	1	1	
6.4.2	<ul style="list-style-type: none"> <li><i>Schedule_Skedule</i> criteria changed to S3 OR S4 (If S3 or S4 are added on separate lines all other criteria must be specified on separate lines as well)</li> <li><i>Date_Datum</i> criteria given as: <math>\geq \#2010/01/01\#</math> ✓ (Accept <math>\geq \#2009/12/31\#</math>)</li> <li><i>Ingredient_Bestanddeel</i> criteria given as: Like <i>"*acid"</i> ✓ (4 records expected)</li> </ul>	1 1 1	3	
6.4.3	<ul style="list-style-type: none"> <li>Calculated field added ✓ (Do not penalise for incorrect name)</li> <li>Correct two fields used ✓</li> <li>Calculation correct ✓</li> <li>Square brackets used ✓ <b>[Price_Pryse] / [Size_Grootte]</b></li> </ul>	1 1 1 1	4	
6.5	<b>rep1 Report</b> <ul style="list-style-type: none"> <li>Report is based on the query called <b>qRep</b> ✓</li> <li>Correct fields shown ✓</li> <li>Fields in correct order ✓ (<i>Ingredient_Bestanddeel</i>, <i>Code_Kode</i>, <i>Size_Grootte</i>, <i>Schedule_Skedule</i>)</li> <li>Records sorted according to the <i>Ingredient_Bestanddeel</i> (Accept either ascending or descending order)</li> <li>Report is in landscape format ✓</li> </ul>	1 1 1 1 1	5	

EXAMINATION NUMBER																			
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6.6	<b>repData Report</b>			
6.6.1	<ul style="list-style-type: none"> <li>• Date field removed from page footer ✓ <i>(Do not penalise if page numbering also removed)</i></li> <li>• Label containing examination number or the word 'examination number' is added ✓ anywhere</li> </ul>	1	2	
6.6.2	<i>(Refer to the report footer)</i> <ul style="list-style-type: none"> <li>• Function changed from MAX to AVG ✓</li> <li>• Correct field is still used (TOTAL_TOTAAL) ✓ <i>(Allocate this mark if the candidate did not do anything)</i></li> <li>• Output in currency format ✓</li> <li>• with no decimals ✓</li> </ul>	1 1 1 1	4	
6.6.3	<ul style="list-style-type: none"> <li>• Report grouped according to FORMAT_FORMAAT field ✓</li> <li>• Correct function added: =COUNT (*) ✓ <i>(Also accept the Count function being used with any of the fields listed in the report)</i></li> <li>• In group header or group footer ✓</li> <li>• Appropriate label inferring number of records given ✓</li> </ul>	1 1 1 1	4	
<b>Total for QUESTION 6</b>			<b>[48]</b>	



EXAMINATION NUMBER																				
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**QUESTION 7**

**Total Q7: 23**

**Filename: 7Records\_Rekords, 7Import\_Invoer, 7Form\_Vorm, 7Memo, 7Cap**

No	Criteria	Max Mark		Candidate Mark
7.1	<b>7Records_Rekords</b> spreadsheet <b>Graph_Grafiek</b> worksheet			
7.1.1	All 9 months of year ('Jan' – 'Sep') are displayed ✓	1	1	
7.1.2	'Longest column' (March) appears in different colour ✓	1	1	
7.1.3	Numerical values used as data labels ✓ <i>(Also accept X-axis labels being changed to numbers)</i>	1	1	
7.1.4	Horizontal gridlines removed from the graph ✓	1	1	
7.1.5	Only the graph has been saved ✓ As a jpeg file called <b>7Graph_Grafiek</b> ✓ <i>(Accept /look for jpeg file in <b>Question1_Vraag1</b> folder)</i>	1 1	2	
7.2	<b>7Import_Invoer</b>  <ul style="list-style-type: none"> <li>• New table called <b>Data</b> created in database <b>7Import_Invoer</b> ✓ <i>(Accept table by any other name)</i></li> <li>• Contains records from <b>7Data</b> spreadsheet ✓</li> <li>• Only the (40) records of patients after 1950 have been imported ✓</li> <li>• No primary key has been added ✓</li> <li>• ID number displays correctly ✓</li> </ul> <i>(Accept different variations that produce the correct answer)</i>	1 1 1 1 1	5	
7.3	<b>7Form_Vorm</b>			
7.3.1	<ul style="list-style-type: none"> <li>• Graph from <b>7Records_Rekords</b> spreadsheet appears (irrespective of position on the document) ✓</li> <li>• Graph pasted as a linked object ✓</li> </ul> <i>(Check under Edit   Links)</i>	1 1	2	

<b>EXAMINATION NUMBER</b>																				
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7.3.2	<ul style="list-style-type: none"> <li>Merge fields <b>Name_Naam</b> and <b>Cost_Koste</b> added <i>(irrespective of position on the document)</i> ✓</li> <li>Only records where the <b>Cost_Koste</b> value is R900 or more are selected ✓✓ <i>(Award one of the two marks if only records greater than R 900 are selected = Domino, C excluded)</i></li> <li>Records sorted in descending order ✓ of <b>Cost_Koste</b> ✓</li> </ul> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Name_Naam</th> <th style="text-align: left;">Cost_Koste</th> </tr> </thead> <tbody> <tr> <td>Kleynhans,N</td> <td>R 987.88</td> </tr> <tr> <td>Human,N</td> <td>R 987.88</td> </tr> <tr> <td>Badenhorts,L</td> <td>R 909.23</td> </tr> <tr> <td>Domino,C</td> <td>R 900.00</td> </tr> </tbody> </table> <p><i>(Look at every possible version of the answer and mark question 7.3.2 and 7.3.3 together)</i></p>	Name_Naam	Cost_Koste	Kleynhans,N	R 987.88	Human,N	R 987.88	Badenhorts,L	R 909.23	Domino,C	R 900.00	1  2  2	5			
Name_Naam	Cost_Koste															
Kleynhans,N	R 987.88															
Human,N	R 987.88															
Badenhorts,L	R 909.23															
Domino,C	R 900.00															
7.3.3	Mail merge performed ✓ Saved as <b>7Memo</b>	1	1													
7.4	<p><b>7Cap</b></p> <p>Only items remaining have:</p> <ul style="list-style-type: none"> <li>a schedule of S1 ✓</li> <li>a capsule format ('CAP') ✓</li> <li>a date in 2010 ✓</li> <li>All other data deleted ✓</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Code_Kode</th> <th>Schedule_Skedule</th> <th>Format_Formaat</th> <th>Date_Datum</th> </tr> </thead> <tbody> <tr> <td>821055003</td> <td>S1</td> <td>CAP</td> <td>2010/03/08</td> </tr> <tr> <td>822434008</td> <td>S1</td> <td>CAP</td> <td>2010/02/07</td> </tr> </tbody> </table>	Code_Kode	Schedule_Skedule	Format_Formaat	Date_Datum	821055003	S1	CAP	2010/03/08	822434008	S1	CAP	2010/02/07	1 1 1 1	4	
Code_Kode	Schedule_Skedule	Format_Formaat	Date_Datum													
821055003	S1	CAP	2010/03/08													
822434008	S1	CAP	2010/02/07													
<b>Total for QUESTION 7</b>			<b>[23]</b>													

**TOTAL: 200**



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**COMPUTER APPLICATIONS TECHNOLOGY P2**

**(THEORY)**

**NOVEMBER 2010**

**MARKS: 150**

**TIME: 3 hours**

**This question paper consists of 15 pages.**

## **INSTRUCTIONS AND INFORMATION**

1. This question paper consists of SECTION A and SECTION B.
2. Answer ALL the questions.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Start EACH question on a NEW page.

**SECTION A****QUESTION 1: MATCHING ITEMS**

Choose a term/concept from COLUMN B that matches a description in COLUMN A. Write only the letter (A – R) next to the question number (1.1 – 1.10) in the ANSWER BOOK, for example 1.11 S.

COLUMN A		COLUMN B	
1.1	A device that adds more ports to a computer for devices such as a mouse, printer, keyboard and flash disk	A	UPS
		B	tweet
1.2	The component responsible for the processing of all data and instructions on a computer	C	stylus
		D	touch pad
1.3	A way of sending messages and attachments via a computer network	E	application software
		F	4 GB
1.4	A program that allows one to have conversations via a network, such as the Internet	G	RAM
		H	CPU
1.5	A device that can be used as a temporary source of power for computers if there is a power failure	I	driver program
		J	Skype
1.6	A text file containing information about the user's preferences and choices regarding a specific website	K	USB hub
		L	surge protector
1.7	Software that manages and controls all the activities and resources on a computer	M	e-mail
		N	operating system
1.8	A short message sent via Twitter	O	MMS
1.9	A small touch-sensitive device often used on laptop computers as an alternative to a mouse	P	cookie
		Q	300 KB
1.10	The size of a typical mp3 file	R	network

(10 x 1)

**[10]**

**QUESTION 2: MULTIPLE-CHOICE QUESTIONS**

Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A – D) next to the question number (2.1 – 2.10) in the ANSWER BOOK, for example 2.11 E.

- 2.1 Which ONE of the following would typically be the best device or medium to use to backup an entire hard drive?
- A Flash disk
  - B DVD
  - C SD card
  - D External hard drive
- 2.2 The reason for using a modem is that it ...
- A acts as a firewall.
  - B allows the computer to send and receive data via a telephone line.
  - C acts as a power source to the computer.
  - D allows multiple devices to be connected to a personal computer.
- 2.3 The URL of a website refers to ...
- A the relative ranking of the website by a search engine.
  - B the password needed to access the website.
  - C an address that identifies a website on the Internet.
  - D the e-mail address of the webmaster of the website.
- 2.4 Which ONE of the following files does NOT have a file format that has been compressed?
- A mpeg
  - B zip
  - C jpeg
  - D rtf
- 2.5 Which ONE of the following components will probably improve the performance of a PC the most?
- A Increasing the refresh rate of the monitor
  - B Adding a DVD drive
  - C Installing antivirus software
  - D Adding more memory (RAM)

2.6 Which ONE of the following may NOT be used as a data source in a mail merge?

- A A worksheet in a spreadsheet
- B A report in a database
- C A table in a word processing document
- D A query in a database

2.7 Which ONE of the following would be the most suitable example of a good, secure password?

- A AD12
- B Mary
- C Q4%61y9!
- D 0825545612

2.8 Which ONE of the following fields in a table in a database containing records of clients would be the best example of a field where an input mask could be used?

- A The surname of a client
- B The address of a client
- C The web address of a client's company
- D The cellphone number of a client

2.9 For which ONE of the following websites would the screen display be improved, should the user use a good graphics card?

- A Yahoo!
- B YouTube
- C Twitter
- D Wikipedia

2.10 Which TWO of the following spreadsheet functions will always give the same answer, irrespective of the values in the cells in the range A1:D8?

- (i) =MAX(A1:D8)
- (ii) =COUNTA(A1:D8)
- (iii) =LARGE(A1:D8,1)
- (iv) =MODE(A1:D8)

- A (ii) and (iii)
- B (i) and (iv)
- C (ii) and (iv)
- D (i) and (iii)

(10 x 1) [10]

**TOTAL SECTION A: 20**

**SECTION B**

Read the scenario below carefully as the questions that follow are based on it.

**SCENARIO**

You are part of a team of Computer Applications Technology (CAT) learners that have set up a helpdesk in the local community centre to solve any computer-related problems. Your team (Lindi, Pete, Tiffany, Shannon, Mpho and Zinhle) has five computers available to administer the helpdesk. Some of the computers will need to be upgraded.

**QUESTION 3**

- 3.1 Give THREE reasons why one would want to or need to upgrade the hardware on a computer. Assume that the current hardware is still working. (3)
- 3.2 Consideration is being given to purchasing two laptop computers.  
Name THREE possible disadvantages of a laptop computer compared to a desktop PC, other than the price. (3)
- 3.3 Small netbook computers are also being considered as an alternative to laptop computers.  
Name ONE possible disadvantage of netbook computers compared to laptop computers. (1)
- 3.4 Lindi, one of the team members, was given a memory card with photographs on it, but none of the computers have a built-in slot to read the card.  
Name TWO ways in which she can save the photographs on her computer. (2)
- 3.5 Some of the older PCs are running very slowly. Someone suggested that the PCs must be defragmented to free up disk space.
- 3.5.1 Briefly explain what is meant by the term *disk fragmentation* and why a fragmented disk can slow down a computer. (2)
- 3.5.2 Do you agree that defragmentation of the hard disk will free up hard disk space?  
Motive your answer by explaining what happens when a disk is defragmented. (2)



- 3.5.3 Fragmentation is not the only reason why a PC may become slower and slower.  
Give TWO examples where software may cause a PC to become slower. (2)
- 3.6 Some members of the community have difficulties in terms of their sight and hearing.  
Name TWO accessibility features that usually come as part of an operating system which can assist these particular members of the community in using a computer. (2)
- 3.7 Lindi mentioned that when a volcano erupted in Iceland, causing many overseas flights to be cancelled, her father's company made use of video conferences.
- 3.7.1 Briefly explain what is meant by the term *video conference*. (2)
- 3.7.2 Name TWO hardware peripheral devices that one will need to take part in a video conference (other than a computer). (2)
- 3.8 Some learners downloaded photographs of the volcano in Iceland from the Internet for a Geography project.
- 3.8.1 Are learners allowed to use these photographs as is, if they 'came from Google'? Briefly motivate your answer. (2)
- 3.8.2 Zinhle noticed that the resolution of the downloaded photographs was much lower than those taken by digital cameras.  
Give TWO reasons why this may be the case. (2)
- 3.8.3 One of the learners wants to crop and alter some of the photographs that she downloaded.  
Name the class or type of software that she can use to do this.  
(NOTE: Specific brand names or product names will NOT be accepted as an answer.) (1)
- [26]**

**QUESTION 4**

- 4.1 Microsoft Office 2000 was installed on all the computers at the helpdesk. Shannon has a copy of Microsoft Office 2010 and suggests that they install it on all the computers.
- 4.1.1 Microsoft Office is a popular form of software known as an office suite.  
Name ONE advantage of using an office suite, besides the actual programs available in the suite. (1)
- 4.1.2 Give TWO reasons, from a hardware point of view, why it may not be possible to install and run Microsoft Office 2010 on all the computers. (2)
- 4.1.3 Give TWO further reasons (other than any of your answers to QUESTION 4.1.2) why the users may not want to switch to a newer version of Microsoft Office. (2)
- 4.1.4 May the team install Shannon's copy of the newer version of Microsoft Office on all the computers, seeing that they are not using them to make a profit?  
Briefly motivate your answer. (2)
- 4.2 The team wants to set up either a website or a blog where they can answer users' questions and discuss users' computer-related problems.  
Name TWO ways in which a blog may be more suitable than a website for this particular task. (2)
- 4.3 Probably the most common request to the helpdesk is to assist in identifying and removing malware such as viruses, spyware and adware.
- 4.3.1 Viruses try to negatively impact on a computer's performance and to bypass security measures.  
Name THREE possible signs that you may have a virus on your computer. (3)
- 4.3.2 Explain what *spyware* is and what its general aim is. (2)
- 4.3.3 How does *adware* differ from *spyware*? (1)
- 4.3.4 Name TWO possible signs that you have spyware on your computer. (2)

- 4.3.5 One of the users was very angry when he was told to update his antivirus software as he felt that he had already bought it and was not prepared to spend more money on it!
- Explain in detail why he should update his antivirus software by briefly referring to how antivirus software works. (3)
- 4.4 While doing some research on the Internet on the impact of ICT on rural communities, Mpho came across an article in which the following was stated:
- 'Africa is a continent with a large gap between communities who have access to and can make effective use of ICT technologies, such as smart phones, and those that do not.'
- 4.4.1 What phrase is often used to describe this ever-widening gap between communities that have access to technology and those that do not? (1)
- 4.4.2 Name TWO practical ways, other than providing additional funding, to make this gap smaller. (2)
- 4.4.3 What is the main or essential difference between a *smart phone* and a *normal cellphone*? (1)
- 4.5 Mpho suggested to his uncle, who is a manager on a local game farm looking after wild animals, that they use Google Earth to determine the GPS coordinates of the game farm and to publish them on the website of the game farm.
- 4.5.1 What type of communication technology or medium do GPS systems use? (1)
- 4.5.2 Why would it be a good idea to place the GPS coordinates of the game farm on the website? (1)
- 4.5.3 Give ONE more application of GPS technology that the game farm can make use of (other than your answer to QUESTION 4.5.2). (1)
- [27]**

**QUESTION 5**

- 5.1 The team feels that it is important to connect their computers and computer equipment in a LAN or local area network. A new computer has been bought to act as a file server for the network.
- 5.1.1 Name THREE broad advantages of using a LAN, other than computer games. (3)
- 5.1.2 Name TWO possible disadvantages of using a LAN. NOTE: This excludes any problems related to Internet connectivity. (2)
- 5.1.3 Name TWO possible advantages of connecting the computers using wireless technology. (2)
- 5.1.4 Name ONE possible disadvantage of connecting the computers using wireless technology. (1)
- 5.1.5 Name ONE possible hardware specification where a file server may differ from a normal computer by briefly referring to the role of a file server in a network. (2)
- 5.1.6 Backing up the entire file server takes a long time.  
Name TWO practical ways in which the number and size of files that have to be backed up each time can possibly be reduced. (2)
- 5.2 Shannon has been asked to find out what the best, most affordable broadband Internet connection may be for the helpdesk. She contacts several ISPs in this regard.
- 5.2.1 Briefly explain what an *ISP* is. (NOTE: The meaning of the abbreviation is NOT required.) (2)
- 5.2.2 Name the TWO main features or characteristics of a broadband connection compared to those of a dial-up connection. (NOTE: Cost factors should NOT form part of your answer.) (2)
- 5.2.3 One of the broadband packages Shannon investigates is advertised as 'uncapped'.  
Briefly explain what *uncapped* means by referring to the concept of a cap in broadband connections. (2)
- 5.2.4 Why do some ADSL packages give two different speed specifications? (1)

- 5.3 Tiffany loves reading and has decided to order some digital or e-books online. However, she is worried about identity theft because she has heard many stories about it.
- 5.3.1 Name the generic device specifically designed and dedicated to allowing one to read an e-book. (NOTE: Brand names are NOT required.) (1)
- 5.3.2 Explain TWO advantages of e-books compared to printed versions of books. (NOTE: Cost factors should NOT form part of your answer.) (2)
- 5.3.3 Briefly explain what the term *identity theft* refers to in the context of Internet usage. (1)
- 5.3.4 Besides making use of updated antivirus and security software, name TWO ways in which one can reduce the risk of becoming a victim of identity theft. (2)
- [25]**

**QUESTION 6**

6.1 Study the e-mail below that you have received.

To ...	<a href="mailto:Tomcat@telkomsa.net">Tomcat@telkomsa.net</a>
Cc ...	<a href="mailto:ZinhleSapuka@mweb.co.za">ZinhleSapuka@mweb.co.za</a> ; <a href="mailto:ShannonB@polka.co.za">ShannonB@polka.co.za</a>
Bcc ...	<a href="mailto:Mpho007@gmail.co.za">Mpho007@gmail.co.za</a>
Subject:	Yo!
Attach:	Logo.bmp (2.7 MB); Plan.docx (212 KB); Budget.xls (1 MB)
<p>HI GUYS</p> <p>PLEASE FIND ATTACHED THE LAETEST LOGO. LET ME KNOW WHAT YOU THINKS. PLZ JUST SCAN FOR A VIRUS BEFORE OPENINING IT AS MY ANTI-VIRUS PROGRAM IS OUT OF DATE.</p> <p>SOL</p>	

- 6.1.1 Briefly describe what an *attachment* is in the context of an e-mail message. (1)
- 6.1.2 Name the largest attachment in the e-mail shown above. (1)
- 6.1.3 Name TWO ways in which the size of the attachment *Logo.bmp* could have been reduced. (2)
- 6.1.4 Give TWO examples of poor netiquette in the e-mail above, other than the size of some of the attachments. (2)
- 6.1.5 Name the free Internet-based e-mail service used by one of the recipients in the e-mail above. (1)
- 6.1.6 Explain the difference between adding the name of a recipient in the Cc field as opposed to the Bcc field of an e-mail message. (2)
- 6.1.7 Explain why a large-sized attachment may make the recipient of the e-mail angry if he/she uses a dial-up connection. (1)
- 6.1.8 Explain why a large-sized attachment may make the recipient of the e-mail angry if he/she uses a broadband connection. (1)

- 6.2 Pete wants to send a newsletter to all the people who have made use of the helpdesk and who have e-mail facilities.
- Briefly explain how he can quickly add all the recipients' e-mail addresses to the e-mail without having to manually add them each time. (1)
- 6.3 The team has discovered that many people do not have e-mail addresses and make use of websites such as Facebook and MySpace instead.
- 6.3.1 What is the general or generic name used to describe sites such as Facebook and MySpace? (1)
- 6.3.2 Name ONE possible advantage of sending out messages to the same group of people using a website like Facebook, instead of using e-mail. (1)
- 6.3.3 Name TWO possible disadvantages of sending out messages to the same group of people using a website like Facebook, instead of using e-mail. (2)
- 6.3.4 Name TWO potential dangers or disadvantages of belonging to and using a website such as Facebook. (NOTE: This excludes any answers you gave to QUESTION 6.3.3.) (2)
- 6.3.5 Name TWO features, other than posting text messages, which a website like Facebook has. (2)
- 6.4 Pete was trying to make a copy of his projects by writing it to CD, when an error message appeared and the process stopped.
- Give Pete TWO suggestions on how he can try and solve this problem so that he can write the CD. You may assume that the CD drive is not faulty. (2)
- 6.5 Many people have different opinions about whether there are any benefits in allowing children to play computer games.
- 6.5.1 Name TWO possible benefits or advantages that playing computer games has for children. (2)
- 6.5.2 Name TWO possible disadvantages that playing computer games has for children. (2)

**[26]**

**QUESTION 7**

- 7.1 The team at the helpdesk has prepared a 10-page document in portrait format that deals with FAQs concerning word processing, spreadsheets and databases.
- 7.1.1 Briefly explain what an *FAQ* is. (NOTE: Do NOT just give the meaning of the abbreviation as your answer.) (2)
- 7.1.2 When they used the feature to automatically generate a table of contents, the team found that some of the headings did not appear in the document.
- Briefly explain why this occurred and how to solve the problem. (2)
- 7.1.3 Briefly explain the difference between *landscape* and *portrait format/orientation* of a document. (2)
- 7.1.4 Describe the process one will need to follow to change only the second page of the document to landscape format, and not the whole document. (2)
- 7.1.5 The electronic version of the document has become corrupted and there is no backup copy; only a printed version of the document is available.
- Describe how the team can get this document back in an electronic format so that they can make changes to it, without having to retype the whole document. (2)
- 7.2 Lindi has used a word processing table, with simple formulas, to keep track of the budget for the helpdesk.
- Give TWO reasons why it will be better to use a spreadsheet to do this. (2)
- 7.3 The following formula is used in a spreadsheet by one of the team members:
- =14%\*\$E\$5**
- 7.3.1 What term is used to describe the cell addressing where a part of or the whole cell address includes dollar signs, for example \$E\$5? (1)
- 7.3.2 Why is the type of addressing referred to in QUESTION 7.3.1 needed or used in a spreadsheet? (2)
- 7.3.3 Predict how the formula in this cell will change if it is copied to the cell immediately below it. (1)



- 7.4 Shannon created a database with the contact details of people who made use of the helpdesk, as well as the type of help they needed. She created a report in the database showing some of these details:

Surname	Name	Gender	Request
Anadulkar	Shani	f	Training
Plaatjies	Ursulaf	f	Troubleshooting
Mavula	Nkosi	f	Internet research
Smith	Johann	m	Internet research
Truman	Mary	f	TRAINING
<b>TOTAL</b>			

- 7.4.1 Which of the four fields shown (Surname, Name, Gender, Request) would be suitable to apply a default value to?  
Briefly motivate your answer. (2)
- 7.4.2 Shannon wants to add a function to total the number of entries in the report so that it is displayed automatically at the end of the report.  
Name the function she will use to do this and explain exactly where in the report she needs to place this function. (2)
- 7.4.3 Describe clearly how she will need to change this report to show an alphabetical (sorted) list of the details of the males and females separately in the same report. (2)
- 7.4.4 Pete suggests that they use numerical codes to represent the different types of requests, for example *Training* can have a code of 10 and *Internet research* can be represented by a code of 11.  
Give TWO reasons why it may be a good idea to have each of the types of requests represented by a code instead of the actual 'name' of the request type or service. (2)
- 7.5 Explain what a *primary key* is in terms of a table in a database. (2)

**[26]**

**TOTAL SECTION B: 130**  
**GRAND TOTAL: 150**