



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

COMPUTER APPLICATIONS TECHNOLOGY P1

NOVEMBER 2013

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. Insert 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 examination number and centre 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, 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 your answer files saved onto the disk, OR you should make sure that ALL your answer files are saved on the network/computer as explained to you by the invigilator/educator. Make absolutely sure that all files can be read. Do NOT save unnecessary files/folders and do not hand in duplicate answer files/folders.
10. The separate information sheet that has been provided with the question paper **MUST BE COMPLETED AFTER THE THREE-HOUR EXAMINATION SESSION** and then handed to the invigilator.
11. During the examination you may use 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 questions involving spreadsheets. Absolute cell references must be used only where necessary to ensure that formulae are correct when they are copied to other cells in a spreadsheet.

14. In all questions involving word processing, the language should be set to English (South Africa). The paper size is assumed to be A4 Portrait, unless instructed otherwise.
15. Use centimetres as the unit of measurement when answering this question paper.
16. **Alternative instructions for LibreOffice users are given in a dashed line border where the instructions differ from those for Microsoft Office users.**
17. The examination folder/data disk that you receive with this question paper will contain a folder and the files listed below. Ensure that you have the folder and all the files before you begin this examination.

• MyFolder_MyLeergids	Folder
• 1Aware_Bewus	Word processing file
• 2Bully_Boelie	Word processing file
• 2Logo_Logo	Image file
• 3Schools_Skole	Spreadsheet file
• 4Report_Aanmeld	Spreadsheet file
• 5Cyber_Kuber	Database file
• 6Data_Data	Word processing file
• 6Spreadsheet_Sigblad	Spreadsheet file
• 6Statistics_Statistiek	Word processing file
• 7Age_Ouderdom	Image file
• 7Count_Telling	Word processing file
• Doc1_Dok1	Word processing file
• Doc2_Dok2	Adobe Acrobat document

SCENARIO

Your school governing body decides to run a campaign to educate parents, teachers and learners about cyberbullying. The committee asks you to assist with the following:

- Creating a newsletter
- Creating a flyer
- Collecting and processing data

QUESTION 1

The school governing body decides to distribute flyers to make learners more aware of cyberbullying and the help that is available to them.

Open the document **1Aware_Bewus**.

- 1.1 Change the paper size to A5. (1)
- 1.2 Change the page orientation to landscape. (1)
- 1.3 Insert a 3 pt shadowed page border. (3)
- 1.4 Format the wrapping style of the starburst/explosion shape so that the hidden word 'NOW' is still displayed within the starburst/explosion shape. (1)
- 1.5 Format the four circles so that they appear as one object. (1)
- 1.6 At the top right-hand side of the document and just below the starburst/explosion shape, insert a text box with a 2 pt dashed/fine dashed border.

Move the given text 'Don't be part of the problem! Be part of the solution!' into this text box. (4)
- 1.7 Change the font style of the text 'Treat others as ... when socialising online' to italics. (1)
- 1.8 Correct the spelling error found in the first column of the table that starts/appears on the first page. (1)
- 1.9 Decrease the indentation level of the bulleted list found in the second column of the table that starts/appears on the first page. (1)

- 1.10 Change the table as follows:
- Add a third column to the table (on the right-hand side).
 - Locate the text 'What do you do if your friend is being bullied online?' and move it to appear as a heading in the first row of the third column.
 - Move the remaining text below the table to the second row of the third column. (3)
- 1.11 Resize the table to fit across the whole page of the document. (1)
- 1.12 Centre the headings in row 1 of the table vertically and horizontally. (1)
- 1.13 Locate the web address in the footer.

Insert a hyperlink that links to the website together with a screen tip that reads 'Internet search'.

LibreOffice users: Insert a hyperlink that links to the website, displaying the text 'Internet Search'.
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(2)

Save and close the document **1Aware_Bewus**. [21]

QUESTION 2

A newsletter giving hints and tips to parents, teachers and learners has been prepared but needs to be modified.

Open the document **2Bully_Boelie**.

2.1 Change the bottom page margin to 2 cm. (1)

2.2 Locate the main heading 'Cyberbullying' at the beginning of the document.
Change this text to WordArt/Fontwork with a textured fill. (2)

2.3 Find all occurrences of the words 'cyber bullying' and ensure that these two words appear as ONE word, in other words 'cyberbullying'.
Include all occurrences in both lower and upper case. (1)


2.4 Insert an automatically generated table of contents on page 1 below the main heading 'Cyberbullying'.
The table of contents must show the following:
• Only headings formatted with Heading 1 and Heading 2 styles
• Page numbers instead of hyperlinks and no tab leaders (5)

2.5 Locate the sentence 'She keeps on ...' to '... must I do?' at the bottom of page 1.
Apply a 1½ pt shadowed border and green shading (highlight) to this paragraph. (3)

2.6 Locate the text '**STAND UP AND SPEAK OUT**' on page 2.
Place this text in a rounded rectangular callout shape similar to the one below:

**NOTE:**

- The shape must be exactly 2 cm high and 10 cm wide.
- The text must appear in Arial Black 16 pt. (6)

- 2.7 Insert a watermark using the image **2Logo_Logo** so that it appears from page 2 to the end of the document. (3)
- 2.8 Locate and select all the text starting with 'Interpretation: Cyberbullying is ...' at the top of page 3 to '... to consider suicide' at the end of the document.
- 2.8.1 Align the selected text to both the left and right margins. (1)
- 2.8.2 The selected text must appear in two equal columns with a space of 0.5 cm/14 pt between the columns. (3)
- 2.9 Apply a dropped cap effect to the first letter of the word 'Interpretation' (found at the top of page 3), so that it appears over four lines and 0.5 cm/14 pt from the text. (3)
- 2.10 Insert automatic page numbering in the footer to start on the second page of the document.
- The first page of the document is not numbered. In other words, page numbering starts on the second page and is numbered from 1 onwards. (4)
- 2.11 Locate the paragraph 'It can be ...' to '... pain of cyberbullying'.
- Change the paragraph spacing of the paragraph to 0.35 cm/10 pt before and the line spacing to exactly 0.92 cm/26 pt. (3)
- 2.12 Locate the heading 'How do I deal with it?' and add a bookmark called **Stats** to this text. (1)
- 2.13 Locate the heading 'Cyberbullying Statistics' towards the end of the document.
- Insert an endnote attached to this heading using the web address at the end of the document as the reference.
- NOTE:** The web address must only appear in the endnote. (4)
- 2.14 Locate the bulleted text starting with 'Over half of ...' to '... cyberbullying occurs.' towards the end of the document.
- Modify the existing bullets to the Webdings symbol  with character code number 151 (Microsoft Office)/Webdings character code number U+F097(LibreOffice). (1)
- Save and close **2Bully_Boelie**. [41]

QUESTION 3

The details of the schools and their bullying policies are stored in a spreadsheet called **3Schools_Skole**.

Open the **3Schools_Skole** spreadsheet.

3.1 Delete **Sheet1** as it is no longer required. (1)

Work in the **Policy_Beleid** worksheet.

3.2 Format the worksheet as follows:

3.2.1 Apply a red-coloured fill to the merged **cells A1:H1**. (1)

3.2.2 **Cells A2:G2** have been merged. Change this merged cell so that **cell H2** is also included in the merged cell. (1)

3.2.3 Change the font colour of the text in the merged **cells A2:H2** to white and left align the text. (2)

3.2.4 Place a double line outside border around **cells A1:H2**. (3)

3.2.5 Change the width of **column F** to 8 characters/61 pixels (Excel)/ 1.6 cm (Calc). (1)

3.3 Insert a formula in **cell G4** to determine how long a policy has been in existence at Bona Secondary School. (2)

3.4 As cyberbullying is a newer type of behaviour, it is not included in some policies.

Add an IF-statement in **cell H4** to display an asterisk (*) if the policy includes cyberbullying (**column F**), otherwise the cell must remain blank or empty. (3)

3.5 Hide **column I** and **column J** as the values displayed have been summarised in the table (**L1:M2**). (1)

3.6 Insert a function in **cell M4** to determine the average number of years (**column G**) that schools have been implementing the policies.

Round off the number to ONE decimal place. (4)

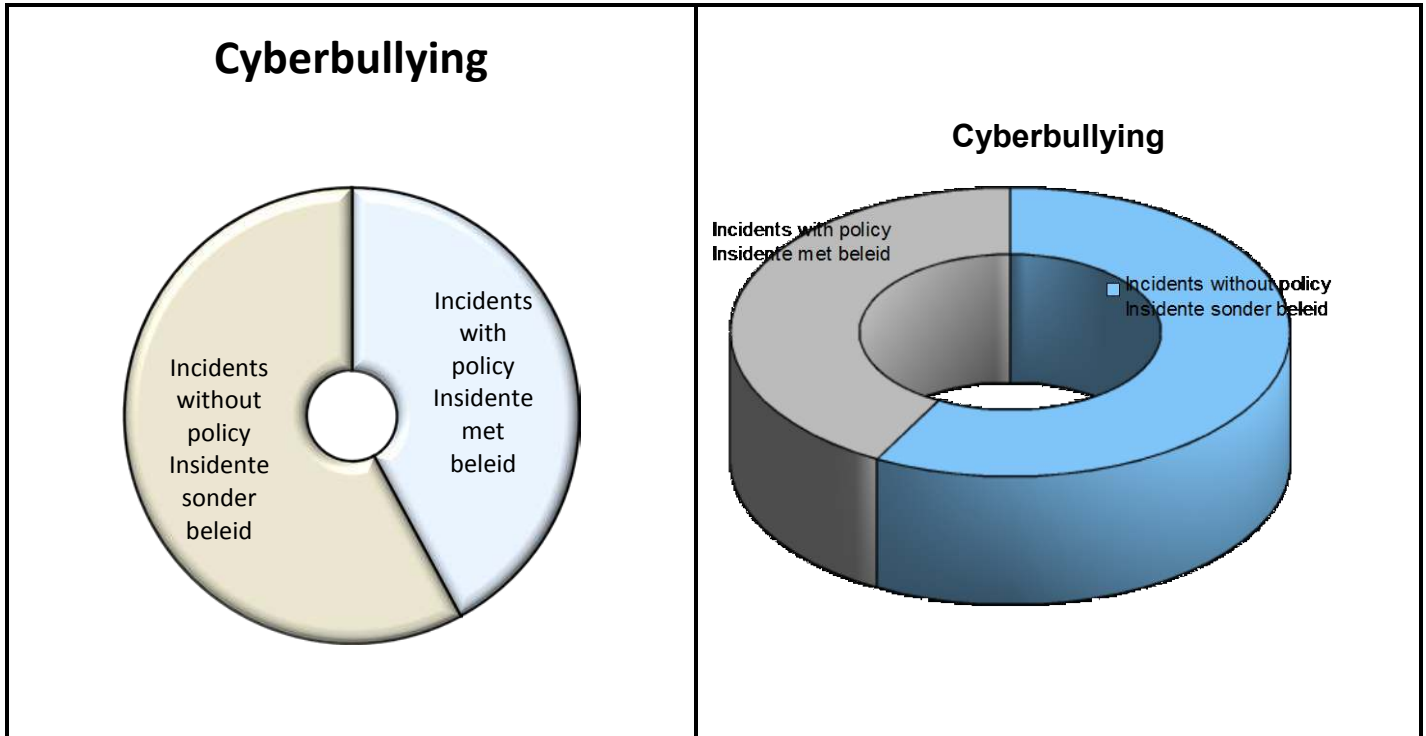
3.7 Insert a function in **cell M6** to determine the number of schools that are listed in the spreadsheet. (2)

3.8 Insert a function in **cell M8** to determine the number of schools that have policies against cyberbullying. (3)

3.9 Create a doughnut chart/graph across **cells K15:N30** based on the data in **cells L1:M2** to resemble the example below.

Microsoft Office screenshot

LibreOffice screenshot



NOTE:

- The doughnut chart/graph has a 3-D bevel effect.
- The size of the doughnut's hole is approximately 20%.
- The heading 'Cyberbullying' appears above the chart/graph.
- All labels (legend) must appear in the segments of the chart/graph.

LibreOffice users:

- The doughnut chart/graph has a 3-D realistic format.
- The 3-D view appears with object borders.
- The heading 'Cyberbullying' appears above the chart/graph.
- All labels (legend) must appear in the segments of the chart/graph.

(6)

3.10 Work in the **Newest_Nuutste** worksheet.

In **cell K1**, enter the name of the school which has the newest policy that includes cyberbullying.

HINT: Consider **columns F** and **G** before entering the name.

NOTE: No formulas or functions are required in your answer. (1)

Work in the **Codes_Kodes** worksheet.

Each school needs a code for the administration of the campaign.

3.11 Insert a function in **cell C4** to extract the first two letters of the school's name in **cell A4**. (2)

3.12 Insert a function in **cell D4** to extract the third (3rd) and fourth (4th) letters of the province in **cell B4**. (4)

3.13 The code for Bay Secondary School is displayed in **cell F5**.

Insert a formula in **cell G5** to combine the values in **cell C5 and D5** and the symbol in **cell E5**.

NOTE: The newly created code must appear in upper case. (3)

Save **3Schools_Skole**. [40]

QUESTION 4

The campaign organisers asked some schools for statistics.

Work in the **Learners_Leerdere** worksheet of the **4Report_Aanmeld** spreadsheet.

4.1 Change the tab colour of the **Learners_Leerdere** worksheet to a colour of your choice, other than the default colour. (1)

4.2 Some learners have reported bullying.

Apply conditional formatting to **column G** so that all the cells showing learners that have reported bullying:

- Appear in a light grey fill
- Have a green border (4)

4.3 The learners have been divided into three groups according to their age.

Insert a nested IF statement in **cell E2** to determine the correct group for the learner whose surname appears in **cell A2**.

NOTE:

- Learners younger than 15 are in Group A.
- Learners older than 17 are in Group C.
- All other learners are in Group B. (4)

4.4 Codes have been developed for each school and are stored in the **Data_Data** worksheet.

Use a VLOOKUP function in **cell J2** in the **Learners_Leerdere** worksheet to find the code matching the school displayed in **cell H2**. The lookup data appears in the **Data_Data** worksheet. (3)

Continue working in the **Learners_Leerdere** worksheet of the **4Report_Aanmeld** spreadsheet.

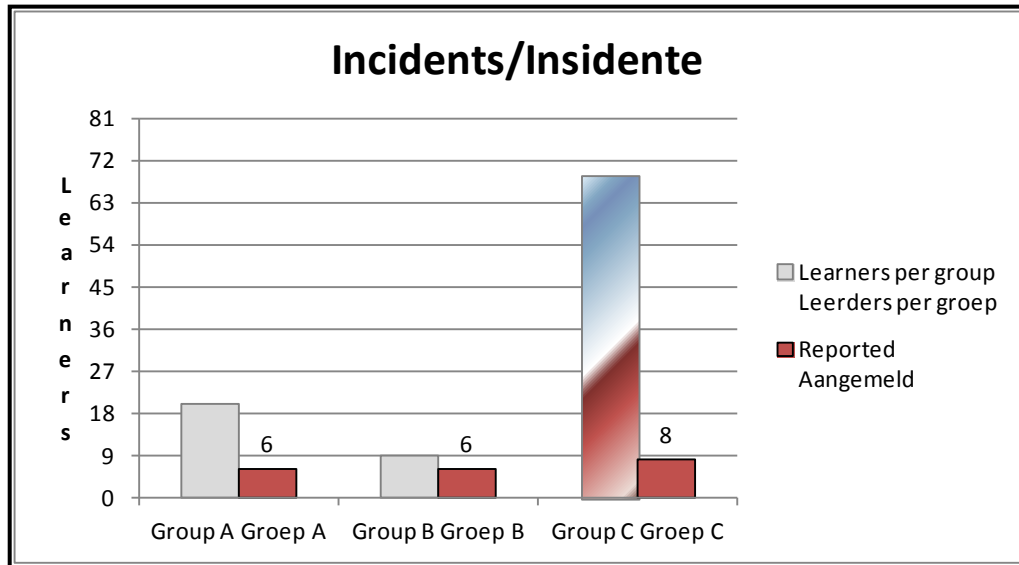
4.5 **Cell M2** shows the number of learners who were bullied while **cell M3** shows the number of those learners who reported being bullied.

- Add a formula in **cell M4** to calculate the percentage of learners who were bullied and who reported that they were being bullied.
- Format **cell M4** to show only ONE decimal place in the answer.

NOTE: Do NOT use the ROUND function. (4)

4.6 A line chart/graph has been created to show the comparison between the actual number of incidents of bullying and the number of reported incidents of bullying.

Change the chart/graph appearing in the **Learners_Leerders** worksheet to resemble the example below.



NOTE:

- Change the chart/graph type to a column chart.
- Only show the data labels above the 'Reported/Aangemeld' columns.
- Change the scale on the Y-axis to 9 units.
- Align the title of the Y-axis to read from top to bottom.
- Apply a gradient fill effect to the longest column.

(6)

Save and close the **4Report_Aanmeld** spreadsheet.

[22]

QUESTION 5

The details of learners who reported bullying have been saved in a database.

Open the **5Cyber_Kuber** database.

5.1 Work in the **51School_Skool** table and change the design of the table as follows:

5.1.1 Change the properties of the *Schoolnum_Skoolnom* field of the table to ensure that a value has to be entered in this field for every new record added to the table. (1)

5.1.2 Insert a field called *Visit_Besoek* as follows:

- Place the field directly after the *Province_Provinsie* field.
- Set the data type to appear in a long date format, for example 25 November 2013.

LibreOffice users:

Show only ONE table, called **51School_Skool**, with all the correct fields. (4)

5.1.3 Set a validation rule on the *NumLearners_GetalLeerdere* field so that the minimum number of learners that can be entered is 250 and the maximum number is 2 500.

Add suitable validation text.

LibreOffice users:

- Work in the form called 51frmSchool_Skool.
- Apply a data filter to the *NumLearners_GetalLeerdere* field so that the minimum number of learners that can be entered is 250 and the maximum number is 2 500.
- Add suitable help text. (4)

5.1.4 Change the field size/field type of the *Ratio_Verhouding* field to 'Double', allowing only ONE decimal place. (2)

Save and close the **51School_Skool** table.

The committee requires statistics on the nature of bullying with cellphones, SMSs or social media.

Open the **52Type_Tipe** table.

- 5.2 The *Reported_Aangemeld* field in the **52Type_Tipe** table is left empty (blank) when a learner reported bullying to someone other than his/her parents or teachers.

Create a query called **Qry52** based on this table to display all the details of learners who reported being bullied to someone other than their parents or teachers.

Save and close **Qry52**. (2)

- 5.3 Open **Qry53**.

Modify the query to display only the names, surnames and grades of female learners in Grades 11 and 12 who have been the victims of rumours.

Save and close **Qry53**. (4)

- 5.4 The committee needs to determine the number of rumours spread per grade.

Open **Qry54**.

Modify the query by adding a calculated field as follows:

- Change the caption/alias of the calculated field to **Calc54**.
- Display the number of rumours spread per grade.
- Sort the query according to grade, from Grade 12 down to Grade 8.

Save and close **Qry54**. (5)

- 5.5 Open the form called **frmType_Tipe**.

Modify the form as follows:

- Change the background colour of the form to a red colour.
- Centre the heading 'Statistics_Statistiek' of the form.
- Change the border around the heading to a solid line.
- Change the edit box for the *Gender_Geslag* field to a drop-down list. The values in this list should be 'M' and 'F'.
- Move the image to the form footer.

Save and close **frmType_Tipe**. (6)

5.6 Create your own report called **MyReport** based on **Qry56** to display the data of the learners listed in the query.

- Display only the names and surnames of the learners according to grade.
- Show the heading 'Bullying' at the top of the report.

Save and close **MyReport**.

(5)

5.7 Open the report called **rptType_Tipe**.

Modify the report as follows:

- Remove the *StatsID_StatsID* field.
- Change the page orientation to landscape.
- Resize the heading 'Name_Naam' in the page header so that all the text is visible.
- Resize the *Name_Naam* field in the detail section so that all the text is visible.
- Calculate and display the number of learners in each group who reported that rumours were spread about them.
- Calculate and display the total number of learners who did NOT report any form of cyberbullying.
- Display your examination number in a label at the bottom of each page.

Save and close **rptType_Tipe**.

(12)

Save and close all documents.

[45]

QUESTION 6

Open the **6Data_Data** document.

6.1 Apply automatic numbering to all four items below the question.

NOTE: Do NOT include the heading 'Biographical data'. (1)

6.2 Add a text form field control next to the *Age_Ouderdom* field that will only allow digits (numbers) to be entered with a minimum value of 13. (3)

6.3 Change the default option for the *Gender_Geslag* drop-down field control to read: 'Select one_Kies een'. (2)

6.4 Align all the form fields, drop-down items and check boxes against a left tab setting of exactly 8 cm. (2)

6.5 Change the vertical alignment so that the shape containing the text 'DATA COLLECTION SHEET' will always appear at the top of the page. (1)

6.6 Add a field to show the current date and time at the end of the document. (2)

Save the document **6Data_Data**.

6.7 Continue working in the **6Data_Data** document to prepare a mail merge for return slips.

- Use the **52Type_Tipe** table of the **5Cyber_Kuber** database as the data source.
- Select only Grade 10 male learners who reported cyberbullying to their parents.
- Add the merge fields *Name_Naam* and *Surname_Van* in the space provided in the table.
- Right align the merged fields *Name_Naam* and *Surname_Van* and ensure that there is a space between the two fields.
- Save the document as **6Ready_Gereed**.
- Complete the merge and save the new merged document as **6Merge_Saamvoeg**.

Save and close the document **6Data_Data**. (7)

6.8 Open the **6Statistics_Statistiek** document and the **6Spreadsheet_Sigblad** spreadsheet.

6.8.1 Split the table so that **Bullying Statistics** and **Cyberbullying Statistics** appear in two separate tables, one below the other, each with its own heading. (1)

6.8.2 Copy the **Bullying Statistics** table from the **6Statistics_Statistiek** word processing document.

Paste the table into the **6Spreadsheet_Sigblad** spreadsheet so that any future changes to the data in the word processing document will automatically update in the spreadsheet.

Save the **6Spreadsheet_Sigblad** spreadsheet and keep it open. (2)

Work in the **6Statistics_Statistiek** word processing document.

6.8.3 Change the font colour of all the data that is not given as a percentage (%) in the data column in the **6Statistics_Statistiek** document to a red colour. (1)

6.8.4 Use the **Bullying Statistics** table to create a new table at the end of the **6Statistics_Statistiek** document.

- Show only the primary schools' statistics in the new table. (You may use any method of your choice to arrive at the answer.)
- Ensure that this new table contains the heading 'Primary Schools'.
- Paste this new table into **Sheet2** of the **6Spreadsheet_Sigblad** document as an embedded object. (3)

Save and close all documents.

[25]

QUESTION 7

The committee needs some help to manage their documents.

7.1 Rename the folder called **MyFolder_MyLeergids** to **Exam_Eksamen**. (1)

7.2 Add your examination number to the author properties of the TIFF image file. (1)

Open the document called **7Count_Telling**.

7.3 Type in the name and size on disk of the PDF file in your examination folder, in the space provided in the **7Count_Telling** document. (2)

7.4 Use the **7Count_Telling** document to complete the next two questions.

7.4.1 Highlight the word 'bully' in all forms in the **7Count_Telling** document in a colour of your choice. (1)

7.4.2 Enter the number of times all word forms of the word 'bully' appear in the document called **7Count_Telling**, in the space provided. (1)

Save and close the **7Count_Telling** document. [6]

TOTAL: 200

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

COMPUTER APPLICATIONS TECHNOLOGY P1 – NOVEMBER 2013
INFORMATION SHEET (to be completed by the candidate AFTER the three-hour session)

200

CENTRE NUMBER _____

EXAMINATION NUMBER _____

WORK STATION NUMBER _____

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

Microsoft Office 2013	Microsoft Office 2010	Microsoft Office 2007	Microsoft Office 2003	LibreOffice 4.1
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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			21		
2			41		
3			40		
4			22		
5			45		
6			25		
7			6		
Total			200		

Comment (For office/marker use only)



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

COMPUTER APPLICATIONS TECHNOLOGY P1
NOVEMBER 2013
MEMORANDUM/MARK SHEET

MARKS: 200

CENTRE NUMBER										
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FINAL MARK		
SPEED ENDORSEMENT		WPM

EXAMINATION NUMBER																			
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QUESTION	1	2	3	4	5	6	7	TOTAL
POSSIBLE MARK	21	41	40	22	45	25	6	200
CANDIDATE MARK								
MARKER CODE/ SIGNATURE								
MODERATED MARK								

This memorandum/mark sheet consists of 20 pages.

EXAMINATION NUMBER																	
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QUESTION 1

File name: 1Aware_Bewus

Total Q1: 21

No	Criteria	Max Mark			Candidate Mark
1.1	Paper size <ul style="list-style-type: none"> Paper size is set to A5 ✓ or any other size 	1		1	
1.2	Page orientation <ul style="list-style-type: none"> Page orientation is landscape ✓ 	1		1	
1.3	Page border <ul style="list-style-type: none"> Page border appears ✓ 3 pt ✓ shadowed ✓ page border <p><i>(Note to marker:</i> <ul style="list-style-type: none"> <i>Accept if the page border obscures the table slightly.)</i> </p>	1 2		3	
1.4	Text wrapping <ul style="list-style-type: none"> Text wrapping of the layout (in the Format AutoShape dialog box) is set to 'behind text' ✓/'send behind' (MSOffice [MSO]) ('To background' – LibreOffice [LO]) <p><i>(Note to marker:</i> <ul style="list-style-type: none"> <i>Accept any other valid wrapping/formatting method that displays the hidden word 'NOW'/'now' still within the starburst/explosion shape.)</i> </p>	1		1	
1.5	Grouping <ul style="list-style-type: none"> Four circles are grouped as one object ✓ 	1		1	
1.6	Text box <ul style="list-style-type: none"> Text box is inserted ✓ 2 pt ✓ dashed border line ✓ The text 'Don't be part of the problem! Be part of the solution!' appears in the text box ✓ <p><i>(Note to marker:</i> <ul style="list-style-type: none"> <i>Accept any non-solid line.</i> <i>Do not allocate the 4th mark if the text was copied and not moved.)</i> </p>	1 2 1		4	
1.7	Font <ul style="list-style-type: none"> 'Treat others as ... when socialising online' appears in italics ✓ <p><i>(Note to marker:</i> <ul style="list-style-type: none"> <i>Accept these 6 words above or whole sentence.)</i> </p>	1		1	

EXAMINATION NUMBER																			
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1.8	<p>Spell Checker</p> <ul style="list-style-type: none"> Spelling error 'inappropriate' is corrected to 'inappropriate' ✓ <p>(Note to marker:</p> <ul style="list-style-type: none"> Ignore spelling of 'cyberbullied'.) 	1		1	
1.9	<p>Indentation</p> <ul style="list-style-type: none"> Indent level of the bulleted list is decreased ✓ <p>(Note to marker:</p> <ul style="list-style-type: none"> Check that bulleted list is aligned against the left border of the 2nd cell in the 2nd column. Check that indentation level is less than 0.63) 	1		1	
1.10	<p>Column</p> <ul style="list-style-type: none"> Table has a third column ✓ Heading 'What do you ... being bullied online?' appears in heading/first row of the third column ✓ Text 'Don't forward messages...' to '... report the bullying.' appears in the second row of the third column ✓ <p>(Note to marker:</p> <ul style="list-style-type: none"> Ignore if third column is not bulleted.) 	1		3	
1.11	<p>Table</p> <ul style="list-style-type: none"> Table is resized to fit across the page ✓ <p>(Note to marker:</p> <ul style="list-style-type: none"> Ignore second empty/blank page.) 	1		1	
1.12	<p>Cell alignment</p> <ul style="list-style-type: none"> Cell alignment of the first row of the table is set to Align Centre ✓ (vertically and horizontally centred) 	1		1	
1.13	<p>Hyperlink</p> <ul style="list-style-type: none"> Hyperlink inserted on text which links to the website ✓ Screen tip (MSO) 'Internet search' added to the hyperlink ✓/'Mouse over Object' (LO) <p>(Note to marker:</p> <ul style="list-style-type: none"> Ignore spelling errors in screen tip and URL. Open the footer to see the screen tip - mouse-over to see the screen tip LibreOffice: Hyperlink should appear as 'Internet Search' linking to the given web address.) 	1		2	
	Total for QUESTION 1			[21]	

EXAMINATION NUMBER																			
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QUESTION 2

File name: 2Bully_Boelie

Total Q2: 41

No	Criteria	Max Mark			Candidate Mark
2.1	<p>Margins</p> <ul style="list-style-type: none"> Bottom page margin set to 2 cm ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> <i>Ignore all other margins.)</i> 	1		1	
2.2	<p>WordArt/Fontwork</p> <ul style="list-style-type: none"> 'Cyberbullying' placed in WordArt/Fontwork ✓ textured fill ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> <i>MSO 2010 – Accept texture as a background fill.</i> <i>LibreOffice – 'n Bitmap texture is used.)</i> 	1 1		2	
2.3	<p>Find and Replace</p> <ul style="list-style-type: none"> All occurrences of 'cyber bullying' replaced with 'cyberbullying' ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> <i>Find 'cyber bullying' (as two words) to check a nil return.)</i> 	1		1	

EXAMINATION NUMBER																			
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2.4	<p>Table of Contents</p> <ul style="list-style-type: none"> • Automatic Table of Contents inserted ✓ • 2 levels of headings appear ✓ (Heading 1 and Heading 2) • Page numbers ✓ with no tab leader ✓ appear • No Hyperlinks ✓ appear 	1 1 2 1		5															
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">How is it different to face-to-face bullying?</td> <td style="width: 20%; text-align: right;">4</td> </tr> <tr> <td style="background-color: #90EE90;">How do I deal with it?</td> <td style="text-align: right;">4</td> </tr> <tr> <td>What do you do if your friend is being bullied online?</td> <td style="text-align: right;">4</td> </tr> <tr> <td style="padding-left: 20px;">Parents and teens can do come things that help reduce the cyberbullying statistics:</td> <td style="text-align: right;">5</td> </tr> <tr> <td style="background-color: #FFFF00;">Cyberbullying Statistics</td> <td style="text-align: right;">6</td> </tr> <tr> <td style="padding-left: 20px;">The Harford County Examiner reported similarly concerning cyberbullying statistics:</td> <td style="text-align: right;">6</td> </tr> <tr> <td style="padding-left: 20px;">The Cyberbullying Research Center also did a series of surveys that found these cyberbullying statistics:</td> <td style="text-align: right;">7</td> </tr> </table>						How is it different to face-to-face bullying?	4	How do I deal with it?	4	What do you do if your friend is being bullied online?	4	Parents and teens can do come things that help reduce the cyberbullying statistics:	5	Cyberbullying Statistics	6	The Harford County Examiner reported similarly concerning cyberbullying statistics:	6	The Cyberbullying Research Center also did a series of surveys that found these cyberbullying statistics:	7
How is it different to face-to-face bullying?	4																		
How do I deal with it?	4																		
What do you do if your friend is being bullied online?	4																		
Parents and teens can do come things that help reduce the cyberbullying statistics:	5																		
Cyberbullying Statistics	6																		
The Harford County Examiner reported similarly concerning cyberbullying statistics:	6																		
The Cyberbullying Research Center also did a series of surveys that found these cyberbullying statistics:	7																		
	<p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> • Check in the Available Styles in the TOC options that only Heading 1 and Heading 2 are selected. • Ignore if the text <Insert table of contents here> still appears. • Accept with or without the words 'Contents' or 'Table of Contents' and • Accept TOC anywhere in the document. • LibreOffice users need to apply a Table of Contents style such as Contents 1 or Index.) 																		
2.5	<p>Paragraph borders and shading</p> <ul style="list-style-type: none"> • 1½ pt ✓ shadowed border ✓ • Greenish shading ✓ (highlight) <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> • Mark in the formatting pane.) 	2 1		3															
2.6	<p>Shapes</p> <ul style="list-style-type: none"> • Rounded rectangular callout shape is inserted ✓ • The shape must be exactly 2 cm high ✓ and 10 cm wide ✓ • The text 'Stand up and speak out!' appears inside the shape ✓ • The text must be Arial Black ✓ 16 pt ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> • Ignore text alignment. • Ignore if the original text still appears. • Ignore spelling errors.) 	1 1 1 1 2		6															

EXAMINATION NUMBER																			
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2.7	<p>Watermark</p> <ul style="list-style-type: none"> Section break inserted/different first page ✓ The section break in the header is unlinked to the previous section/watermark appears from page 2 onwards ✓ 2Logo_Logo used as a watermark ✓ 	1		3	
		1			
		1			
2.8.1	<p>Justification</p> <ul style="list-style-type: none"> Body text is fully justified ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> <i>Allocate this mark if all or some of the body text 'Cyberbullying is ...' to '... consider suicide' is fully justified.)</i> 	1		1	
2.8.2	<p>Columns</p> <ul style="list-style-type: none"> All text 'Interpretation: Cyberbullying is ...' to '... consider suicide' ✓ appears in 2 equal columns ✓ Spacing between columns is set to 0.5 cm ✓/14 pt 	2		3	
		1			
2.9	<p>Drop Cap</p> <ul style="list-style-type: none"> Drop Cap effect is applied to 'I' ✓ of 'Interpretation' at top of page 3 Over 4 lines ✓ 0.5 cm/14 pt from text ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> <i>Accept position of Drop Cap as Dropped or In margin.)</i> 	1		3	
		1			
		1			
2.10	<p>Page numbering</p> <ul style="list-style-type: none"> Automatic page numbering has been inserted ✓ (in any format) In the footer of the document ✓ First page is not numbered ✓ Second page starts at number 1 ✓ 	1		4	
		1			
		1			
		1			
2.11	<p>Paragraph spacing of paragraph under the sub-heading 'Cyberbullying can take many forms:'</p> <ul style="list-style-type: none"> Paragraph spacing set to <u>10 pt/0.35 cm</u> before ✓ Line spacing is set to <u>exactly</u> ✓ <u>26 pt/0.92 cm</u> ✓ 	1		3	
		2			

EXAMINATION NUMBER																			
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2.12	<p>Bookmark</p> <ul style="list-style-type: none"> Bookmark Stats links to text 'How do I deal with it?' ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> <i>Click on bookmark and Go To to check that Stats bookmark link works.</i> <i>Accept: Bookmark inserted on all or part of the text.)</i> 	1		1	
2.13	<p>Endnote</p> <ul style="list-style-type: none"> Endnote ✓ set on main heading of 'CyberBullying Statistics' ✓ The web address is used as the text ✓ (<i>mouse-over</i>) Text of the website does not appear twice in the document ✓ 	1 1 1 1	1 1 1 1	4	
2.14	<p>Bullets</p> <ul style="list-style-type: none"> Bullets changed to Webdings #151 (MSO) or U+F097 (LO): ☹ symbol ✓ 	1	1	1	
Total for QUESTION 2				[41]	

EXAMINATION NUMBER																			
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QUESTION 3 File name: 3Schools_Skole**Total Q3: 40**

- Mark the questions from the formulae and not the values/answers in the cell.
- Check against candidate's actual work. (The cell reference may differ depending on the candidate's response).
- Candidate may use multiple formulae or cells as 'building blocks' to answer the questions.

No	Criteria	Max Mark			Candidate Mark
3.1	Sheet1 deleted • Sheet1 has been deleted/does not appear ✓	1		1	
Policy_ Beleid worksheet					
3.2.1	Cell colour • Merged cells A1:H1 filled with a reddish colour ✓	1		1	
3.2.2	Merge • Cells A2:H2 merged ✓ (Note to marker: • Accept if cells A1: H2 are merged.)	1		1	
3.2.3	Font colour (Row 2) • Font colour of the merged cells A2:H2 is white ✓ • Heading is left aligned ✓	1 1		2	
3.2.4	Cell border (Cells A1:H2) • Double line ✓ • Outside border only ✓ • <u>Around</u> cells A1:H2 ✓ (Note to marker: • Do not allocate the mark for the outside border if inside borders between cells are visible. • LO: check settings or enlarge the screen view.)	1 1 1		3	
3.2.5	Column width • Column F is 8 or 61 pixels wide ✓ /1.6 cm (Calc)	1		1	
3.3	Cell G4 =2013 – D4 • Correct cells ✓ • Subtraction sign ✓ (Note to marker: • Also accept: =2013 – D4 + 1) • Also accept =E4–D4 (Accept with/without absolute referencing)	1 1		2	

EXAMINATION NUMBER																			
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3.4	<p>Cell H4 = IF(F4="Yes", "*", "") or Cell H4 = IF(F4<>"Yes", "", "*") or Cell H4 = IF(F4>="Yes", "*", "") or Cell H4 = IF(F4>"Yes", "", "*") or Cell H4 = IF(F4="No", "", "*")</p> <ul style="list-style-type: none"> • Condition F4 = "Yes" ✓ • True value "*" ✓ • False value "" ✓ <p><i>(Note to marker:</i> • <i>Accept if a space was added for a blank cell.)</i></p>	1 1 1		3	
3.5	<p>Columns hidden</p> <ul style="list-style-type: none"> • Columns I and J hidden ✓ 	1		1	
3.6	<p>Cell M4 = ROUND(AVERAGE(G4:G51),1)</p> <ul style="list-style-type: none"> • Function ROUND ✓ • Function AVERAGE ✓ • Correct range (G4:G51) ✓ • Number of digits rounded to (1) ✓ 	1 1 1 1		4	
3.7	<p>Cell M6 = COUNTA(A4:A51) or Cell M6 = COUNTA(B4:B51) or Cell M6 = COUNTA(C4:C51) or Cell M6 = COUNT(I4:I51) or Cell M6 = COUNT(J4:J51)</p> <ul style="list-style-type: none"> • Function COUNTA ✓ or COUNT • Correct range ✓ 	1 1		2	

EXAMINATION NUMBER																			
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3.8	<p>Cell M8 = COUNTIF(F4:F51,"Yes") or = COUNTIF(C4:C51,"Yes") or = COUNTIF(H4:H51,"*") or = COUNTA(H4:H51) (Award 3 marks) or = COUNTIFS(C4:C51,"Yes", F4:F51, "Yes")</p> <ul style="list-style-type: none"> • Function ✓ • Correct range ✓ • Correct criteria ✓ <p>(Note to marker: • Award only 2 marks if candidates did not use a function but the formula =M6 – M7.)</p>	1 1 1		3	
3.9	<p>Chart/Graph (Source: Cells L1:M2)</p> <ul style="list-style-type: none"> • 3-D bevel/realistic format (on chart/chart area, top/bottom) ✓ Doughnut chart/graph created ✓ placed across cells K15:N30 ✓ • Heading appears above the chart/graph ✓ • Doughnut hole is approximately 20% (MSO) ✓ /Object borders are applied in 3-D view (LO) <p>(Note to marker: Check the Format Selection in MSO to mark the Doughnut Hole Size.)</p> <ul style="list-style-type: none"> • Category names appear as labels (legend) in segments of chart/graph ✓ 	2 1 1 1 1	6		
Newest_Nuutste worksheet					
3.10	<p>Cell K1 = Hoërskool Superior ✓</p> <p>(Note to marker: • Accept anywhere in column K.)</p>	1	1		
Codes_Kodes worksheet					
3.11	<p>Cell C4 = LEFT(A4,2) or Cell C4 = MID(A4,1,2)</p> <ul style="list-style-type: none"> • Function LEFT ✓ • Cell A4 and 2 characters ✓ 	1 1	2		

EXAMINATION NUMBER																			
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3.12	<p>Cell D4 = MID(B4,3,2)</p> <ul style="list-style-type: none"> • Function MID ✓ • Correct cell B4 ✓ • Start at character 3 ✓ and copy 2 characters ✓ 	1			4	
		1				
		2				
3.13	<p>Cell G5 = UPPER(CONCATENATE(C5,D5,E5))</p> <ul style="list-style-type: none"> • Function UPPER ✓ • Function CONCATENATE ✓ OR & between elements • Correct cells: C5,D5,E5 ✓ 	1			3	
		1				
		1				
	Total for QUESTION 3				[40]	

EXAMINATION NUMBER																			
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QUESTION 4

File name: 4Report_Aanmeld

Total Q4: 22

- Mark the questions from the formulae and not the values/answers in the cell.
- Check against candidate's actual work. (The cell reference may differ depending on the candidate's response).
- Candidate may use multiple formulae or cells as 'building blocks' to answer the questions.

No	Criteria	Max Mark			Candidate Mark
Learners_Leerders worksheet					
4.1	Tab colour Tab colour applied to Learners_Leerders worksheet ✓ (other than the default)	1		1	
4.2	Conditional formatting: Column G <ul style="list-style-type: none"> • Conditional formatting applied ✓ • To cells containing the text 'Y' ✓ • Light greyish fill colour ✓ • Greenish border ✓ 	1		4	
		1			
		1			
		1			
4.3	Nested IF in cell E2 = IF(D2>17,"C",IF(D2 < 15,"A","B")) or =IF(AND(D2>=15,D2<=17),"B",IF(D2<15,"A","C")) <ul style="list-style-type: none"> • Condition: D2<15 is in group A ✓ • Condition: D2>17 or >=17 is in group C ✓ • Condition: all others (15, 16 or 17) are in group B ✓ • Nested IF-construct is correctly used ✓ 	1		4	
		1			
		1			
		1			
4.4	VLOOKUP Cell J2 =VLOOKUP(H2,Data_Data!\$A\$4:\$F\$51,6) <ul style="list-style-type: none"> • LOOKUP Value: H2 ✓ • Table array: Data_Data!A4:F51 ✓ • Column index number: 6 ✓ (Note to marker: <ul style="list-style-type: none"> • Can ignore range lookup or ignore if False value has been added. • Do not penalise if absolute cell addressing has not been used. • Accept if heading was included in range, i.e. A3.) 	1		3	
		1			
		1			

EXAMINATION NUMBER																			
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4.5	<p>Cell M4 = $M3/M2*100$ or = $M3/M2\%$ or = $M3/M2$ and then format as %</p> <ul style="list-style-type: none"> • Correct cells (M3 and M2) ✓ • Division sign ✓ • Multiplied by 100 ✓/percentage symbol appears • Cell <u>only</u> formatted to show one decimal place ✓ <p><i>(Note to marker:</i> • Do not allocate mark if the ROUND function was used. • Accept if candidate calculated two percentages and added together to get an answer of 97%)</p>	1 1 1 1		4	
4.6	<p>Chart/Graph</p> <ul style="list-style-type: none"> • The chart/graph is a column chart ✓ • The value of the data labels appear at the top ✓ of the '<u>Reported Aangemeld</u>' column only ✓ • The major unit on the Y-axis is 9 units ✓ • The Y-axis title reads from top to bottom ✓ • The longest column has a gradient fill ✓ 	1 1 1 1 1 1		6	
Total for QUESTION 4				[22]	

EXAMINATION NUMBER																			
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QUESTION 5

File name: 5Cyber_Kuber

Total Q5: 45

No	Criteria	Max Mark			Candidate Mark
Table: 51School_Skool					
5.1.1	<p>Field: Schoolnum_Skoolnom</p> <ul style="list-style-type: none"> Required/Entry required property is set to "Yes" ✓ <p><i>(Note to marker: Do not accept Primary Key.)</i></p>	1		1	
5.1.2	<p>New field</p> <ul style="list-style-type: none"> Visit_Besoek field inserted ✓ After the Province_Provinsie field ✓ Data type changed to Date/Time ✓ Date/Time format changed to Long Date format ✓ 	1		4	
5.1.3	<p>Field: NumLearners_GetalLeerders</p> <ul style="list-style-type: none"> Validation Rule >249 ✓ and ✓ <2501 ✓ OR >=250 and <=2500 or Between 250 and 2500 (<i>one mark for 'between', one mark for 'and' and one mark for upper and lower boundaries</i>) Validation text Enter a number from 250 to 2500 ✓ <p><i>(Note to marker:</i></p> <ul style="list-style-type: none"> <i>Accept any suitable message that contains the bounds for the number to be entered.)</i> 	3		4	
	<p>LibreOffice: Mark allocation shown as <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> NumLearners → Form control → Data → Filter Filter <input checked="" type="checkbox"/> Condition 1 >=250 <input checked="" type="checkbox"/> Condition 2 <=2500 <input checked="" type="checkbox"/> NumLearners → Control Help text: Enter a number between 250 and 2500 <input checked="" type="checkbox"/> <p><i>(Note to marker: Accept any suitable message that contains the bounds for the number to be entered.)</i></p>	1			
5.1.4	<p>Field size/type: Ratio_Verhouding</p> <ul style="list-style-type: none"> Double ✓ Decimal places set to 1 ✓ 	1		2	

EXAMINATION NUMBER																			
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Query: Qry52					
5.2	<ul style="list-style-type: none"> Query exists and is based on 52Type_Tipe table ✓ Criterion: <i>Reported_Aangemeld</i> field: Is Null ✓ <p>(Expect 15 records)</p>	1		2	
		1			
Query: Qry53					
5.3	<ul style="list-style-type: none"> Displays only <i>Name_Naam</i>, <i>Surname_Van</i> and <i>Grade_Graad</i> fields ✓ Criteria: <i>Gender_Geslag</i> field : F ✓ <i>Grade_Graad</i> field : 11 or ✓12 <i>Rumours_Gerugte</i> field: Yes ✓ or True <p>(Note to marker: With reference to the 3rd bullet also accept >=11; >10; >=11 and <=12, etc.)</p> <p>(Expect 11 records)</p>	1		4	
		1			
		1			
		1			
		1			
Query: Qry54					
5.4	<ul style="list-style-type: none"> Calculated field caption/alias is <i>Calc54</i> ✓ <i>Grade_Graad</i> field sorted ✓ Descending ✓ Totals shown ✓ (results displayed) Per Grade ✓ 	1		5	
		1			
		1			
		1			
		1			
Form: frmType_Tipe					
5.5	<ul style="list-style-type: none"> Form background changed to a reddish colour ✓ Heading/text box is centred ✓ Border around the heading is a solid line ✓ Combo box/Drop down list added ✓ (Not a list box) M and F appear in the list ✓ Image moved to form footer ✓/bottom (LibreOffice) <p>(Note to marker: • Accept if only one section of the background has a reddish colour. • Do not accept if the edit box is appears together with the drop down list/combo box.)</p>	1		6	
		1			
		1			
		1			
		1			
		1			
		1			

EXAMINATION NUMBER																				
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Report: MyReport						
5.6	<ul style="list-style-type: none"> Report called MyReport is created ✓ Report is based on Qry56 ✓ Report shows only <i>Name_Naam</i> and <i>Surname_Van</i> fields ✓ (Accept with <i>Grade_Graad</i> field showing.) Report grouped/sorted according to the <i>Grade_Graad</i> field ✓ The heading 'Bullying' ✓ appears 	1		5		
		1				
		1				
		1				
		1				
Report: rptType_Tipe						
5.7	<ul style="list-style-type: none"> <i>StatsID_StatsID</i> field deleted ✓ Page orientation changed to landscape ✓ 'Name_Naam' heading resized to display all text ✓ <i>Name_Naam</i> field resized to display all text ✓ In group footer ✓ or group header = sum ✓ ([Rumours_Gerugte]) ✓ <p>(Note to marker: • Expected answer for the first group = 6. • Ignore a negative answer.)</p> <ul style="list-style-type: none"> In report footer ✓ Function: Count ✓ Field: [Reported_Aangemeld]✓ Examination number appears in a label ✓ in the page footer ✓ <p>(Note to marker: • Accept if the header <i>StatsID_StatsID</i> remains.)</p>	1		12		
		1				
		1				
		1				
		1				
		2				
		1				
		1				
		1				
		1				
		1				
Total for QUESTION 5				[45]		

EXAMINATION NUMBER																			
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6Ready_Gereed/6Merge_Saamvoeg																								
6.7	<p>Merge</p> <ul style="list-style-type: none"> • <i>Name_Naam</i> and <i>Surname_Van</i> fields appear ✓ • Name and surname fields right aligned ✓ with a letter space between ✓ • <i>Reported_Aangemeld</i> field filter is equal to <i>Parents_Ouers</i> ✓ • <i>Grade_Graad</i> field filter is equal to 10 ✓ • <i>Gender_Geslag</i> field filter is equal to M ✓ • Merge completed ✓ (6Merge_Saamvoeg) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Data Source</th> <th>StasID_StatsID</th> <th>Name_Naam</th> <th>Surname_Van</th> <th>Gender_Geslag</th> </tr> </thead> <tbody> <tr> <td>5Cyber_Kuber.acc...</td> <td>FBAR</td> <td>Masemola</td> <td>Barkhuizen</td> <td>M</td> </tr> <tr> <td>5Cyber_Kuber.acc...</td> <td>MFOX</td> <td>Chris</td> <td>Fox</td> <td>M</td> </tr> <tr> <td>5Cyber_Kuber.acc...</td> <td>MSAF2</td> <td>Babalwa</td> <td>Safiyah</td> <td>M</td> </tr> </tbody> </table>	Data Source	StasID_StatsID	Name_Naam	Surname_Van	Gender_Geslag	5Cyber_Kuber.acc...	FBAR	Masemola	Barkhuizen	M	5Cyber_Kuber.acc...	MFOX	Chris	Fox	M	5Cyber_Kuber.acc...	MSAF2	Babalwa	Safiyah	M	1 1 1 1 1 1 1		7
Data Source	StasID_StatsID	Name_Naam	Surname_Van	Gender_Geslag																				
5Cyber_Kuber.acc...	FBAR	Masemola	Barkhuizen	M																				
5Cyber_Kuber.acc...	MFOX	Chris	Fox	M																				
5Cyber_Kuber.acc...	MSAF2	Babalwa	Safiyah	M																				
6Statistics_Statistiek																								
6.8.1	<ul style="list-style-type: none"> • Bullying Statistics and Cyberbullying Statistics appears as two tables ✓ <p>(Note to marker: The second table could appear on the second page.)</p>	1		1																				
6Spreadsheet_Sigblad																								
6.8.2	<ul style="list-style-type: none"> • 6Spreadsheet_Sigblad contains the Bullying Statistics table ✓ • Pasted as a link ✓ (Red font changes from Q6.8.3 reflect/updated in 6Spreadsheet_Sigblad) <p>(Note to marker:</p> <ul style="list-style-type: none"> • <i>Allocate the mark only if any one complete table appears.</i> • <i>Click on File to check the Paste links.</i>) 	1 1		2																				
6Statistics_Statistiek and 6Spreadsheet_Sigblad																								
6.8.3	<ul style="list-style-type: none"> • The non-percentage data appears in a red font ✓ in the 6Statistics_Statistiek document. 	1		1																				

EXAMINATION NUMBER																			
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6.8.4	<ul style="list-style-type: none"> Table with primary school statistics appears ✓ in 6Statistics_Statistiek (<i>Accept 1 or 2 primary schools</i>) Table heading 'Primary Schools' ✓ appears in the table Table appears ✓ (embedded/linked) in Sheet2 in 6Spreadsheet_Sigblad <p>(Note to marker: <ul style="list-style-type: none"> Allocate the 3rd mark irrespective of the heading appearing or not.))</p>	1		3	
		1			
		1			
	Total for QUESTION 6			[25]	

EXAMINATION NUMBER																				
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QUESTION 7 File names: **7Age_Ouderdom**, **7Count_Telling**, and **Exam_Eksamen** folder

Total Q7: 6

No	Criteria	Max Mark			Candidate Mark
7.1	<ul style="list-style-type: none"> The folder called Exam_Eksamen ✓ appears <p>(Note to marker:</p> <ul style="list-style-type: none"> Do not allocate the mark if MyFolder_MyLeergids still appears. Accept if only Exam or Eksamen or their examination number was used to rename the folder.) 	1		1	
7.2	(Note to marker: Ignore this question.)				
7Count_Telling document					
7.3	<ul style="list-style-type: none"> Doc2_Dok2 ✓ Size on disk: 188 ✓ KB ✓/192 512 bytes <p>(Note to marker:</p> <ul style="list-style-type: none"> Check the size on disk on the candidate's actual file.) 	1		3	
		2			
7.4.1	<ul style="list-style-type: none"> Word 'bully' in all word forms is highlighted (in any colour) ✓ 	1		1	
7.4.2	<ul style="list-style-type: none"> 53 times ✓ 	1		1	
Total for QUESTION 7				[6]	
GRAND TOTAL					[200]



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

COMPUTER APPLICATIONS TECHNOLOGY P2

NOVEMBER 2013

MARKS: 150

TIME: 3 hours

This question paper consists of 16 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of SECTIONS A and 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.
5. Leave a line after EACH subquestion.
6. Do NOT write in the right-hand margin.
7. In general, a mark is allocated per fact. A 2-mark question would therefore require TWO facts, et cetera.
8. Write neatly and legibly.

SECTION A**QUESTION 1: MATCHING ITEMS**

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

COLUMN A		COLUMN B	
1.1	A wireless technology commonly used to transfer files from one cellphone to another	A	keylogger
		B	hacking
1.2	A printer used for <u>fast, high-volume</u> printing in a home office	C	firewall
		D	biographical
1.3	All computer input based on the physical characteristics of people	E	copyright
1.4	A term used to describe illegal activities carried out on the Internet	F	download
		G	biometric
1.5	A type of security software that prevents unauthorised access to a network	H	antivirus software
1.6	Images used to represent moods or feelings in electronic messages	I	inkjet printer
		J	Bluetooth
1.7	The term which refers to transferring data or information from the computer to the cloud	K	cyber crime
		L	emoticons
1.8	Software that attempts to capture usernames by tracking and recording keystrokes made by a user	M	laser printer
		N	macro
1.9	The category of applications that includes services such as YouTube and Facebook	O	infrared
		P	social networks
1.10	Laws that protect ownership and rights to intellectual property	Q	dot matrix printer
		R	plagiarism
		S	upload

(10 x 1)

[10]

QUESTION 2: MULTIPLE-CHOICE QUESTIONS

Various options are given 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 D.

- 2.1 Which ONE of the following options is a collection of separate programs used to perform maintenance tasks related to the management of the computer?
- A Operating system software
 - B GUI software
 - C Open-source software
 - D Utility software
- (1)
- 2.2 Which ONE of the following options is a network of networks that connects millions of users all over the world?
- A Intranet
 - B Extranet
 - C Virtualnet
 - D Internet
- (1)
- 2.3 Which ONE of the following options arranges the optical media, listed from the smallest to the largest capacity?
- A Blu-ray, CD, DVD
 - B CD, DVD, Blu-ray
 - C DVD, CD, Blu-ray
 - D CD, Blu-ray, DVD
- (1)
- 2.4 Which ONE of the following options is a technology designed specifically to locate a geographical location?
- A GPRS
 - B UPS
 - C GPS
 - D Wi-Fi
- (1)
- 2.5 Which ONE of the following options is a feature of a database application that will restrict and enforce the format in which data can be entered?
- A Validation rule
 - B Validation text
 - C Default setting
 - D Input mask
- (1)

- 2.6 Which ONE of the following activities would most likely significantly improve the overall performance of a computer?
- A Add a Blu-ray drive
 - B Add a second hard drive
 - C Update the antivirus software
 - D Add more RAM
- (1)
- 2.7 A recorded audio message stored on a website that can be downloaded to a digital device is a ...
- A blog.
 - B podcast.
 - C videoblog.
 - D vodcast.
- (1)
- 2.8 Which ONE of the following terms describes all the ways in which confidential information is obtained by abusing the trusting nature of people?
- A Social engineering
 - B Social networking
 - C Social collaboration
 - D Social management
- (1)
- 2.9 The term *Internet-enabled* mobile device generally refers to technology that allows ... Internet connection.
- A cabled
 - B ADSL
 - C wireless
 - D microwave
- (1)
- 2.10 Which ONE of the following options is NOT associated with green computing?
- A Recycle paper and computer parts.
 - B Replace ink cartridges frequently.
 - C Telecommute whenever possible.
 - D Purchase and use energy-efficient devices.
- (1)

TOTAL SECTION A: 20

SECTION B

The questions that follow are based on the scenario below.

The CAT teacher at Prestige High School, Ms Cloete, has decided to use a questionnaire to ensure that all the learners at the school have a working knowledge of ICT devices, programs and the impact that ICT has on their lives. As a CAT learner, you are required to assist Ms Cloete by providing answers that will be used as a guide to mark the responses to the questionnaire.

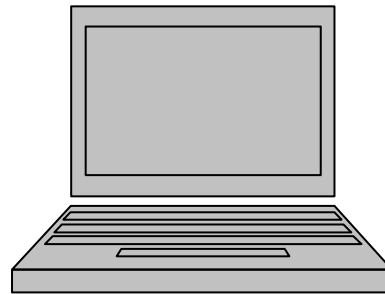
QUESTION 3

Some questions in the questionnaire are based on interpreting an advertisement.

Study the advertisement below before answering the questions that follow.

NOTEBOOK G74SX

- Core i5
- 17.3" full HD 1920 x 1080 LED display
- 8 GB DDR3 RAM
- 750 GB HDD + 160 GB SSD
- Integrated Intel HD3000 graphics
- Blu-ray writer
- Backlit keyboard
- Wireless LAN and Bluetooth
- MS Windows 7 Ultimate 64-bit
- Microsoft Security Essentials



- 3.1 Give the specification in the advertisement that refers to the processor. (1)
- 3.2 The display is specified as a 17.3" full HD 1920 x 1080 LED display.
- 3.2.1 Which specification does 17.3" refer to? (1)
- 3.2.2 Name the specification that the numbers 1920 x 1080 refer to. (1)
- 3.2.3 What does *HD* stand for? (1)
- 3.3 Explain the function of the RAM in a computer. (2)
- 3.4 An operating system is mentioned in the advertisement.
- 3.4.1 Name the operating system mentioned in the advertisement. (1)
- 3.4.2 Name ONE open-source operating system that could be used on this computer. (1)

- 3.5 The advertisement specifies an HDD and an SSD (solid state drive).
- 3.5.1 What is the main advantage of a solid state drive when compared to other drives? (1)
- 3.5.2 What is the main function of the HDD? (1)
- 3.6 The specification 'Integrated Intel HD3000 graphics' appears in the advertisement.
- What does the term *integrated* refer to? (1)
- 3.7 The notebook has a Blu-ray writer.
- Give TWO reasons why some users prefer a Blu-ray format rather than a DVD format. (2)
- 3.8 The advertisement specifies 'Wireless LAN and Bluetooth'.
- 3.8.1 Name the type of network a user can set up and access with the use of Bluetooth within his or her own home. (1)
- 3.8.2 Explain why it is an advantage to have wireless LAN capabilities on the notebook. (1)
- 3.8.3 As the notebook already has a wireless LAN capability, name ONE other device that would be needed to access the wireless LAN. (1)
- 3.9 State the TWO main advantages of using a barcode scanner to enter large amounts of data. (2)
- 3.10 The advertisement does not specifically mention input devices other than the built-in backlit keyboard on the notebook.
- Name TWO input devices (other than the keyboard) that you would expect to be built in in the notebook. (2)
- 3.11 Suggest a way in which a person who cannot use his or her hands, can create a document by themselves. In your answer, include the hardware and software needed. (2)
- 3.12 Losing data when working on a computer can cause much frustration.
- 3.12.1 Name the device that users can connect to their computers that will prevent the loss of data during a power failure. (1)
- 3.12.2 Discuss TWO other ways in which a user could ensure that data is not deleted or altered by mistake. (2)

[25]

QUESTION 4

The second part of the questionnaire requires knowledge of software.

- 4.1 Software is usually divided into two categories, namely application software and system software.
- Which type of system software must be loaded onto a computer to run the application software? (1)
- 4.2 A wide variety of application software is available on the Internet.
- 4.2.1 Name the type or class of software used to access and view web pages on the Internet.
- Do NOT use specific examples or brand names in your answer. (1)
- 4.2.2 State TWO ways in which people can communicate person-to-person using (web) applications on the computer. (2)
- 4.2.3 Name the general term used to describe the illegal use and illegal distribution of software. (1)
- 4.3 Various technologies and software have been developed to assist visually impaired and blind users.
- Name ONE type of program used to assist blind users to interact with the content on the monitor. (1)
- 4.4 Both freeware and open-source software are available free of charge.
- 4.4.1 State TWO restrictions of freeware. (2)
- 4.4.2 State TWO advantages of using open-source software. (2)
- 4.5 The maintenance of a computer includes certain housekeeping tasks.
- 4.5.1 What is the main reason why you would use the Disk Cleanup application? (1)
- 4.5.2 Give TWO reasons why it is NOT a good idea to simply delete unwanted programs from the folder in which they are stored. (2)
- 4.5.3 Name the system application you should use to remove unwanted programs, rather than simply delete them. (1)

- 4.6 Drivers are essential for computers to work properly.
- 4.6.1 What is a *driver*? (1)
- 4.6.2 What is the function of a driver? (1)
- 4.6.3 Why do many plug-and-play devices not ask the user to install a driver? (2)
- 4.7 Spyware and computer viruses are types of malicious software that users must learn to deal with.
- 4.7.1 State TWO ways in which you can prevent a computer from getting a virus other than having updated antivirus software installed and not using the Internet at all. (2)
- 4.7.2 State TWO ways in which spyware is commonly installed on a computer. (2)
- 4.7.3 State THREE ways in which a user will know that his or her computer has a virus. (3)
- [25]**

QUESTION 5

Give answers to the networking part of the questionnaire below.

- 5.1 People are increasingly using networked computers for business, education, communication and entertainment.
- 5.1.1 Give a definition of a *network*. (2)
- 5.1.2 Give TWO reasons for setting up a network at a business. (2)
- 5.2 Name THREE hardware components needed to set up a network. (3)
- 5.3 What is the main difference between a *client computer (workstation)* and a *network server*? (2)
- 5.4 Name TWO services offered by an ISP. (2)
- 5.5 What is the *World Wide Web*? (1)
- 5.6 People who play online games need a high bandwidth and a broadband connection to the Internet.
- 5.6.1 What are the TWO main characteristics of a broadband connection? (2)
- 5.6.2 Explain why online games require a high bandwidth connection. (2)
- 5.6.3 Give TWO examples or types of broadband connections. (2)
- 5.7 Users may become the victims of fraud as a result of their Internet access or e-mail usage.
- State TWO ways in which banks protect users to ensure that transactions carried out over the Internet are secure. (2)
- 5.8 Phishing may lead to identity theft.
- Explain what *identity theft* is. (2)

- 5.9 It is important to install all the necessary patches or updates and service packs on a computer. The main aim of a patch or update is to fix bugs.
- 5.9.1 Explain what a *bug* is in this context. (1)
- 5.9.2 Other than getting a patch or an update from a friend, where are you most likely to obtain it? (1)
- 5.9.3 Give ONE other reason for keeping your software updated besides solving the problem of bugs. (1)
- 5.9.4 What is the main difference between a *patch/update* and a *service pack*? (2)
- [27]**

QUESTION 6

The following section of the questionnaire focuses on the impact of computers and communication technologies.

- 6.1 Information and communications technology (ICT) has made almost instant communication across the world possible.
- 6.1.1 State TWO ways in which ICT has helped to create a global community. (2)
- 6.1.2 State TWO ways in which the capabilities or design of a smartphone may be used to assist illiterate users (people who cannot read) to use it. (2)
- 6.2 Many businesses use computer technology.
- 6.2.1 State TWO ways in which computer technology makes quick and efficient payment for goods and services possible. (2)
- 6.2.2 Explain TWO ways in which ICT can reduce/lessen the running costs of a small business. (2)
- 6.2.3 State TWO possible disadvantages or problems of using computers and other technology for a business. (2)
- 6.3 We are increasingly using technology for most of the day (and even the night) and are constantly connected to other people or institutions by means of this technology.
- State TWO possible negative effects that this constant use of technology and connectivity can have on our lives (other than health issues). (2)
- 6.4 Mobile devices enable people to be in constant contact with others.
- 6.4.1 Name TWO types of messaging services available on mobile devices. Refer to general types of messaging services. Do NOT give specific examples. (2)
- 6.4.2 State TWO ways in which the entertainment world has been influenced by technology. (2)

- 6.5 A massive amount of information is readily available to all learners nowadays. In addition, it is possible to get data from people to find out their opinions and preferences on particular matters.
- 6.5.1 Which instrument is the most effective to obtain specific data on learners' views and opinions? (1)
- 6.5.2 State TWO advantages of gathering information from people online. (2)
- 6.5.3 Name TWO features of a spreadsheet that can be used to process data into useful information. (2)
- 6.5.4 State TWO possible negative effects of so much information being readily available to learners on the Internet. (2)
- 6.6 Billions of computers are used around the world every day, making many demands on the environment.
- 6.6.1 Give the general name of the concept of using technology in a way that does not harm the environment. (1)
- 6.6.2 Suggest TWO ways in which you can help to reduce the negative effect that the use of computers has on the environment.
- Explain how you would achieve this for each of your two suggestions. (4)
- [28]**

QUESTION 7

Ms Cloete has in the past received the following enquiries from parents and learners and has decided to include them in the questionnaire.

7.1 Some of the applications typically used in a small business are:

- Spreadsheet application
- Word processing application
- Database application
- E-mail software
- Web browser software

Choose TWO of the applications from the list above and state the use or function of each of these two applications in a small business. (2)

7.2 Study the spreadsheet below and answer the questions that follow.

	A	B
1	Prizes for the Questionnaire Project	
2		
3	Item	Value
4	7" Tablet	2500,50
5	Notebook Computer	3900,95
6	Digital Camera	8500,20
7	Total	0.00

7.2.1 Suggest a change to the formatting of **cells B4:B7** to automatically display the 'R' symbol for each value. (1)

7.2.2 The screenshot above shows a result of 0.00 in **cell B7** for a correct function that was entered as **=SUM(B4:B6)**.

How must the spreadsheet be changed to obtain the correct result from the function? (2)

7.2.3 Suggest ONE way in which the formatting can be changed to make it easier to read or interpret the spreadsheet. (1)

7.3 Briefly explain how to check whether there is enough space on a flash disk to save a file of 2 GB. (1)

- 7.4 Some parents are concerned about the health of learners who spend a lot of time working on a computer.
- 7.4.1 Name the field of study that relates to the layout and design of the workplace and equipment to ensure the comfort and safety of workers. (1)
- 7.4.2 State TWO ways in which learners can prevent eye strain when they have to spend a long time working on a computer. (2)
- 7.5 Ms Cloete has received several enquiries on hardware issues.
- 7.5.1 One of the learners has many devices that require USB ports.
Name a device that this learner could add to his computer to increase the number of USB ports. (1)
- 7.5.2 One of the parents has a computer that is 12 years old.
Give TWO reasons why she should replace this specific computer rather than try to upgrade it. (2)
- 7.6 Another parent complains that she finds it very difficult to find files on her hard drive.
Give ONE solution that would make it easier to find files. (1)
- 7.7 A learner wishes to send photographs to his girlfriend as an attachment to an e-mail message.
- 7.7.1 The e-mail message remains in the Outbox.
State ONE possible cause and give a solution to this problem. (2)
- 7.7.2 Other than e-mail, state ONE way in which his girlfriend may access and view the photographs on the Internet. (1)
- 7.7.3 The learner wishes to send the photographs to his girlfriend during the CAT lesson using the Internet connection of the CAT centre.
Give TWO reasons why it would be unethical to do this. (2)

- 7.8 A learner has accessed and used a wiki for his History project's research.
- 7.8.1 Explain what a *wiki* is. (2)
- 7.8.2 Why would you NOT recommend that he rely on the wiki alone to provide the correct content for his project? (1)
- 7.8.3 Name the offence the learner would be guilty of if he copied and pasted the content from the wiki into his project without acknowledging the source. (1)
- 7.8.4 Ms Cloete needs to be sure that she does not accept work from learners that is not their own work.
- State TWO ways in which she can check whether the work has been copied from the Internet. (2)
- [25]**
- TOTAL SECTION B: 130**
GRAND TOTAL: 150



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GRADE 12

COMPUTER APPLICATIONS TECHNOLOGY P2

NOVEMBER 2013

MEMORANDUM

MARKS: 150

This memorandum consists of 19 pages.

SUGGESTIONS AND RECOMMENDATIONS TO MARKERS

- Revisit questions and this marking memorandum frequently during the marking session.
- It is advisable to read the question frequently (and re-read) together with the candidate's response to check that they correlate. Do not get misled by candidate's statements/answers.
- Be careful not to focus on keywords or general statements, but rather read the entire answer. If in doubt, read the entire question in the question paper and then then answer in the marking memorandum. Ask yourself or your senior marker if the response could 'fit' into the marking memorandum in order to allocate the correct marks to the candidate, for example, the memorandum states 'cheap' and the learner responds 'less expensive'.
- Beware of overlapping answers to a specific question. In general, one mark is awarded per fact.

SECTION A**QUESTION 1:
MATCHING ITEMS**

1.1	J	✓	(1)
1.2	M	✓	(1)
1.3	G	✓	(1)
1.4	K or B	✓	(1)
1.5	C	✓	(1)
1.6	L	✓	(1)
1.7	S	✓	(1)
1.8	A	✓	(1)
1.9	P	✓	(1)
1.10	E	✓	(1)
TOTAL: [10]			

**QUESTION 2:
MULTIPLE-CHOICE QUESTIONS**

2.1	D	✓	(1)
2.2	D	✓	(1)
2.3	B	✓	(1)
2.4	C	✓	(1)
2.5	D	✓	(1)
2.6	D	✓	(1)
2.7	B	✓	(1)
2.8	A	✓	(1)
2.9	C	✓	(1)
2.10	B	✓	(1)
TOTAL: [10]			

TOTAL SECTION A: 20

SECTION B**QUESTION 3**

3.1	<ul style="list-style-type: none"> Core i5 ✓ <p><i>(Note to marker: Accept 'i5'.)</i></p>		1
3.2.1	<ul style="list-style-type: none"> The size/measurement ✓ of the display/monitor/screen 	1	3
3.2.2	<ul style="list-style-type: none"> Resolution ✓ <p><i>(Note to marker: Accept any answer that implies resolution, e.g. horizontal and vertical pixels.)</i></p>	1	
3.2.3	<ul style="list-style-type: none"> High definition/high density ✓ 	1	
3.3	<ul style="list-style-type: none"> (Temporarily) holds/stores the data and program/instructions ✓ the computer/CPU is working with at a given moment ✓ <p><i>(Note to marker: Do not accept reference to performance. Do not accept 'stores data' on its own if the answer does not refer to the temporary nature of RAM.)</i></p>		2
3.4.1	<ul style="list-style-type: none"> (Microsoft) Windows ✓ 7 Ultimate 	1	2
3.4.2	<ul style="list-style-type: none"> Accept any Linux/Android option ✓ e.g. Ubuntu, Debian, Arch, Fedora, Red Hat, Knoppix, Kubuntu, Xubuntu and Gentoo, etc. <p><i>(Note to marker: Do not accept any cell phone operating systems, e.g. Symbian, Blackberry, etc.)</i></p>	1	
3.5.1	<ul style="list-style-type: none"> Increased speed No moving parts Consumes less energy Ruggedness/robustness/durability No fragmentation <p><i>(Note to marker: Accept any one answer relating to one of the above options.)</i></p> <p style="text-align: right;">✓ (Any one)</p>	1	2
3.5.2	<ul style="list-style-type: none"> (Permanently) stores data/information/programs ✓ 	1	
3.6	<ul style="list-style-type: none"> Built-in/Part of ✓ the motherboard 		1

3.7	<ul style="list-style-type: none"> • It has a better quality of picture/audio than a DVD • It is newer technology/features • Larger capacity • Backward compatibility with all disc formats <p><i>(Note to marker: Do not accept answers referring to speed.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>		2
3.8.1	<ul style="list-style-type: none"> • PAN (Personal Area Network) • HAN (Home Area Network) <p style="text-align: right;">✓ (Any one)</p>	1	
3.8.2	<ul style="list-style-type: none"> • The notebook can connect to any wireless network/device • Allows mobile (Internet) access from hotspots/WAP • No need for additional components <p style="text-align: right;">✓ (Any one)</p>	1	
3.8.3	<ul style="list-style-type: none"> • (Wireless) access point ✓/Wi-Fi router/smartphone 	1	3
3.9	<ul style="list-style-type: none"> • It will be faster/easier than manual methods ✓ • More accurate/no human error ✓ 		2
3.10	<ul style="list-style-type: none"> • Webcam • Touch pad/touch screen • Microphone • Fingerprint reader/biometric input device • Memory card reader • Pointing stick, etc. <p><i>(Note to marker: Do not accept 'mouse' or keyboard'.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>	2	2
3.11	<ul style="list-style-type: none"> • Hardware - Use a microphone ✓ • Software - Speech recognition/speech-to-text program ✓ <p><i>(Note to marker: Accept other hardware answers such as eye-tracking devices, blow-suck tube, tongue-activated joystick, mouth stick, footpad, head mouse, etc.)</i></p>		2

3.12.1	<ul style="list-style-type: none">• UPS• Battery backup• Generator <p style="text-align: right;">✓ (Any one)</p>	1	3
3.12.2	<ul style="list-style-type: none">• Make regular/automatic backups• Restrict access rights to the file/pdf format• Make files read-only• Use versions option to save different versions• Use passwords (lock) and encryption• Save regularly (with confirmation) <p style="text-align: right;">✓✓ (Any two)</p>	2	
			[25]

QUESTION 4

4.1	<ul style="list-style-type: none"> Operating system ✓ <p><i>(Note to marker: Accept brand names such as Windows range or Linux. Do not accept system software.)</i></p>		1
4.2.1	<ul style="list-style-type: none"> Web browser ✓ <p><i>(Note to marker: Do not accept specific examples/brand names such as Google Chrome.)</i></p>	1	4
4.2.2	<ul style="list-style-type: none"> E-mail Chat rooms/online forums (e.g. Moodle, etc.) Instant messaging (<i>WhatsApp, BBM, SMS, MMS, etc.</i>) VoIP (e.g. <i>Skype, Google+, Google Hangouts</i>)/Video conferencing Social media/networking (e.g. <i>Facebook, Twitter, LinkedIn, MySpace, Pinterest, etc.</i>) <p>✓✓ (Any two)</p>	2	
4.2.3	<ul style="list-style-type: none"> (Software) piracy ✓ 	1	
4.3	<ul style="list-style-type: none"> Screen reader Text-to-speech program (e.g. <i>Narrator</i>) Speech-to-text (e.g. <i>Dragon Dictate</i>) <p><i>(Note to marker: Accept specific examples such as JAWS, NVDA, Daisy, Supernova, Thunderstorm, etc. Do not accept magnifier or high contrast.)</i></p> <p>✓ (Any one)</p>		1
4.4.1	<ul style="list-style-type: none"> It may not be changed ✓ or sold ✓ 	2	4
4.4.2	<ul style="list-style-type: none"> Anybody can modify open source software/Clients can personalise the software to meet their needs Improvements can be/are shared with others The services linked to OSS are relatively cheap <p><i>(Note to marker: Do not accept any reference to cost.)</i></p> <p>✓✓ (Any two)</p>	2	

4.5.1	<ul style="list-style-type: none"> Accept answers relating to freeing up space ✓ 	1	4
4.5.2	<ul style="list-style-type: none"> The registry of the computer will not be updated The operating system may display error messages Part(s) of the program may not be completely deleted Files needed/shared by other applications may also be deleted, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	
4.5.3	Uninstaller/Use an appropriate application in the Control Panel ✓ (e.g. Add/Remove Programs/Software)	1	
4.6.1	<ul style="list-style-type: none"> A program/software ✓ 	1	4
4.6.2	<ul style="list-style-type: none"> Allows the operating system to communicate with/the operating system controls the device ✓ 	1	
4.6.3	<ul style="list-style-type: none"> The driver program for many generic and specific devices is pre-loaded ✓ on the computer as part of the operating system and is automatically installed ✓ when the device is plugged into the computer. 	1 1	
4.7.1	<ul style="list-style-type: none"> Scan flash drives and portable media before using them/Quarantine viruses that cannot be removed Do not surf, search and download from suspicious websites Do not open suspicious looking e-mails/attachments Be cautious when installing/downloading software Use auto-protect options Be cautious of clicking on pop-up windows, etc. <p><i>(Note to marker: Do not accept any reference to updating antivirus software or not using the Internet.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>	2	
4.7.2	<ul style="list-style-type: none"> Downloading/installing a free software program that contains spyware Clicking on pop-up windows/links which will install infected software Visiting websites that are infected Via e-mail attachments <p style="text-align: right;">✓✓ (Any two)</p>	2	

4.7.3	<ul style="list-style-type: none"> • The operating system runs/boots up slower than usual • The operating system shuts down unexpectedly • The operating system does not start up • Less memory available • Files become corrupted • Some programs or files disappear • Random music or sounds play • Programs do not work properly • Unknown files or programs suddenly appear • (Error) messages appear • System/security settings changed • Software installed without authorisation • System properties change, etc. <p><i>(Note to marker: Do not accept hardware failure.)</i></p> <p style="text-align: right;">✓✓✓ (Any three)</p>	3	7
			[25]

QUESTION 5

5.1.1	<ul style="list-style-type: none"> • Computing devices/equipment ✓ • that are connected together ✓ 	1 1	
5.1.2	<ul style="list-style-type: none"> • To share hardware • To share software • To share/centralise data and information/collaboration/improve collaboration • Easier administration/to implement security measures • To share Internet access, etc. <p><i>(Note to marker: Do not accept any reference to gaming.)</i></p> <p>✓✓ (Any two)</p>	2	4
5.2	<ul style="list-style-type: none"> • NICs • Computers/Computing devices • Switch/Router/Gateway/Hub/Bridge • Wireless Access Point • Communication medium/cables/wireless <p>✓✓✓ (Any three)</p>		3
5.3	<ul style="list-style-type: none"> • <i>Client computer</i> uses resources ✓ • <i>Network server</i> provides resources ✓/<i>Server is not used as a workstation</i> 		2
5.4	<ul style="list-style-type: none"> • Provides Internet access/a connection to the Internet/data bundles • Offers Internet services such as e-mail, Instant Messaging, etc. • Offers technical support related to their services • Most ISPs offer a filtering service to avoid spam, viruses, etc. • Some ISPs regulate the services to which members have access • Provide one local telephone number for Internet connections • Web hosting service • Domain registration • Online storage, etc. <p><i>(Note to marker: Do not accept only the expansion of the abbreviation ISP.)</i></p> <p>✓✓ (Any two)</p>		2

5.5	<ul style="list-style-type: none"> • Worldwide collection of electronic documents/web pages • Multimedia service provided on the Internet <p><i>(Note to marker: Do not accept 'Internet' as an answer on its own.)</i></p> <p style="text-align: right;">✓ (Any one)</p>		1
5.6.1	<ul style="list-style-type: none"> • Permanent/always on, ✓ • High bandwidth/fast/high-speed ✓ connection 	1 1	
5.6.2	<ul style="list-style-type: none"> • Large amounts of data ✓/multimedia content are sent and received over the Internet • Latency/fast/immediate response time required ✓ <p><i>(Note to marker: Accept answers that relate to high bandwidth requirements of online gaming/ video/multimedia data.)</i></p>	1 1	
5.6.3	<ul style="list-style-type: none"> • ADSL/DSL/VDSL • Cellular(Edge/GPRS)/3G/4G/LTE • Radio • Satellite • Wi-Fi • WiMax • Fibre connection • BBL (Broadband over power lines) <p><i>(Note to marker: Accept any other valid answers that fall under these categories e.g. Diginet. Do not accept ISDN.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>	2	6
5.7	<ul style="list-style-type: none"> • The user uses a PIN to identify him or herself, usually accompanied by a password known only to the user (security questions) • Transactions take place on a secure site/(yellow lock appears/https)/Encrypted • The bank sends an SMS with a code to be entered for the transaction to proceed/One time password • On-screen keypad (to prevent access by keyloggers) • Automatically log off <p style="text-align: right;">✓✓ (Any two)</p>		2

5.8	<ul style="list-style-type: none"> • When someone uses your personal details • to pretend that they are you • to commit illegal activity/fraud <p><i>(Note to marker: Accept suitable examples.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>	2		2
5.9.1	<ul style="list-style-type: none"> • A bug is an inherent error or 'fault' in the program/'Something' that does not work correctly ✓ 	1		
5.9.2	<ul style="list-style-type: none"> • From the vendor/The Internet/CDs distributed with computer magazines ✓ 	1		
5.9.3	<ul style="list-style-type: none"> • Keeping system secure/fixing security loopholes • Adding new features/improvements to software <p><i>(Note to marker: Do not accept vague, unmotivated answers such as to make the computer run smoother, etc.)</i></p> <p style="text-align: right;">✓ (Any one)</p>	1		
5.9.4	<ul style="list-style-type: none"> • Patches/updates are designed and released to fix a specific software problem (bug) • Service packs are scheduled releases of all the collective updates/patches/changes/upgrades to the software • Overcome compatibility issues <p style="text-align: right;">✓✓ (Any two)</p>	2		5
				[27]

QUESTION 6

6.1.1	<ul style="list-style-type: none"> • Cheap communication/Low costs of communication • More and more people making use of ICT/Greater accessibility • Availability of many communications apps/software • Time/distance barriers removed • Many collaborative/social networking tools/software available • Important information/news globally available, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	
6.1.2	<ul style="list-style-type: none"> • Photographs instead of names may be used to identify contacts • Voice control (such as Google Voice) can be used to give commands • Touch/Motion control/Gestures • An electronic assistant may be used to access and read back SMSs • GUI interface – <i>(Accept any ONE specific example such as icons, etc.)</i> <p style="text-align: right;">✓✓ (Any two)</p>	2	4
6.2.1	<ul style="list-style-type: none"> • Payments occur electronically/Electronic Fund Transfers (EFTs) • Wide availability of e-banking services, e.g. ATMs • Prompt payments made irrespective of distance or time/POS • Payments can be made via portable device such as cell phones/smartphones/tablets • Payments can be made one cell phone smartphone/tablet to another • E-mail and communication media make it cheap and easy to reach a client to remind him/her to pay for a service or goods, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	
6.2.2	<ul style="list-style-type: none"> • Employees/people can work from home/Saves cost of renting an office/Telecommuting • Access to software packages (such as Pastel Accounting, Payroll, etc.) could make it more efficient/cost effective to run a business • Could require less staff – reduces the salary payments • Stock levels can be monitored closely/kept to a minimum – money is not tied up in stock • Cheaper to advertise/market/reduces printing costs • Video conferencing/collaborative software could save travel costs • Reduces costs of communication, e.g. e-mail • Internet banking services, no need to drive to the bank, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	

6.2.3	<ul style="list-style-type: none"> • Shortage of computer skills in the workforce • Cost of purchasing/upgrading hardware/software • Malware (<i>Accept any one example</i>) • Constant need for upgrading of skills/re-training • Reliance on stable power supply • High costs of bandwidth/Internet connectivity • Cybercrime • Loss of business due to downtime/computer malfunction/theft of hardware • Possible lack of productivity • Loss of data due to insufficient backup practice, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	6
6.3	<ul style="list-style-type: none"> • Always working/Longer and longer working hours • The quality of life is negatively impacted because they never take a break from work/no social/family life • Anti-social behaviour • Negative impacts of information overload, etc. <p><i>(Note to marker: Do not accept any health-related answers, e.g. Carpal Tunnel Syndrome, stress, etc.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>		2
6.4.1	<ul style="list-style-type: none"> • Text/SMS messages • Instant messages • E-mail • Multimedia (picture/video/voice)/MMS messages, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	4
6.4.2	<ul style="list-style-type: none"> • Greater use of online entertainment/more content placed online • Greater use of portable media to view/interact with content/more entertainment apps developed • More free/cheap entertainment/content available online • Increased piracy • New genres/types of entertainment (online gaming, etc.) • Greater emphasis on interactive entertainment • Increased ability to share multimedia content (YouTube, Facebook, etc.) • People can do online bookings for shows, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	

6.5.1	<ul style="list-style-type: none"> • Survey/Questionnaire/Interview • Electronic form • Video/voice recording of an interview <p style="text-align: right;">✓ (Any one)</p>	1	
6.5.2	<ul style="list-style-type: none"> • Quicker to gather • The data gatherer does not have to type in the information that is collected (already stored electronically)/Google forms can automatically convert collected data into a spreadsheet • Can add controls/checks to restrict/validate data that is input • Can automatically check that all questions are answered, • You can reach more people/Easier to reach a wider audience, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	
6.5.3	<ul style="list-style-type: none"> • Sorting/grouping data • Filtering data • Using graphical capabilities such as graphs, SmartArt, etc. • Pivot tables • Using functions (<i>Accept any one example.</i>) • Conditional formatting <p style="text-align: right;">✓✓ (Any two)</p>	2	
6.5.4	<ul style="list-style-type: none"> • Tempted to copy and not read (little or no effort) • Increased risk of plagiarism • Copy information without evaluating it • Overwhelmed by the information available on a certain topic (suffer from information overload)/time consuming to process • A higher risk to exposure to inappropriate or irrelevant information, etc. <p><i>(Note to marker: Accept any valid and reasonable response.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>	2	7

6.6.1	<ul style="list-style-type: none"> • Green computing ✓ 	1	5
6.6.2	<ul style="list-style-type: none"> • Save energy/electricity - by using Energy Star compliant/energy efficient hardware/switching off unused equipment/making use of suitable power schemes/hibernation, etc. • Save paper - do not make unnecessary printouts/Proofread on screen or online/make increased use of e-communications • Use environmentally friendly recycling methods to avoid/reduce e-waste/toxic waste • Donate old equipment to schools/Upgrade computers where possible as opposed to discarding and replacing to reduce e-waste • Re-use ink cartridges - Reducing e-waste/toxic effects by using recycled/refillable cartridges/upgrading/reusing older hardware instead of dumping it, etc. <p>(Any two suggestions ✓✓ with a suitable motivation for each ✓✓)</p>	4	
			[28]

QUESTION 7

7.1	<ul style="list-style-type: none"> • Spreadsheet - calculations/invoices/orders/statements of accounts, financial statements, etc. • Word processing application - correspondence, contracts, minutes of meetings, etc. • Database applications - employee data, stock data, suppliers'/ debtors'/ creditors' data, etc. • E-mail software - communication • Web browser software - Internet searches <p><i>(Note to marker: Marks are not allocated to the applications but to the use of the application. Accept any valid response related to a small business.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>		2
7.2.1	<ul style="list-style-type: none"> • Formatting of cells set to Currency/Accounting format ✓ 	1	
7.2.2	<ul style="list-style-type: none"> • Remove decimal commas from cells B4:B6 ✓ • Replace with decimal points ✓ <p><i>(Note to marker: Accept any response related to the fact that some computers may have been set up to accept a decimal comma so for example, an incorrect formula was used.)</i></p>	1 1	
7.2.3	<ul style="list-style-type: none"> • Insert border lines between the cells • Make the headings bold/larger font/use appropriate font sizes • Use highlighting/shading, etc. <p style="text-align: right;">✓ (Any one)</p>	1	4
7.3	<ul style="list-style-type: none"> • Check the Properties window for the flash disk to see the amount of free space available • In My Computer the free space will be shown below the identifying drive letter. <p style="text-align: right;">✓ (Any one)</p>		1

7.4.1	<ul style="list-style-type: none"> Ergonomics ✓ 	1	3
7.4.2	<ul style="list-style-type: none"> Take eye breaks by rolling the eyes/Blink every five seconds/ Close and rest the eyes Focus on an object in the distance Place the display at an arm's length from the eyes Use larger fonts Adjust the lighting (screen or room) Use an LED monitor Increase the refresh rate/screen settings Special glasses to protect the eyes, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	
7.5.1	<ul style="list-style-type: none"> USB hub/devices with extra USB ports ✓ <p><i>(Note to marker: Do not accept hub only.)</i></p>	1	3
7.5.2	<ul style="list-style-type: none"> Difficult to find components for an old computer Older parts can be costly/could be cheaper to buy a new computer than upgrade Multiple components probably need to be upgraded (e.g. CPU, RAM and HDD) due to age of the computer Newer components may not be compatible with an older motherboard, etc. <p><i>(Note to marker: Do not accept general reasons for upgrading.)</i></p> <p style="text-align: right;">✓✓ (Any two)</p>	2	
7.6	<ul style="list-style-type: none"> Use the features of the search option/utility Organise the files into appropriate directories and subdirectories Rearrange/Group the files alphabetically/according to type/chronologically Use meaningful file and folder names Create an index of files, etc. <p style="text-align: right;">✓ (Any one)</p>		1

7.7.1	<ul style="list-style-type: none"> • The attachment is too large • Convert/compress the photograph to a smaller size <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • The computer is not connected to the Internet • Connect the computer to the Internet <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • A security setting can disallow any attachments • Change the security setting to allow attachments to be sent <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Send later was selected instead of send now. • Select the send now option. <p style="text-align: right;">(Cause ✓ plus matching solution ✓)</p>	2	
7.7.2	<ul style="list-style-type: none"> • Use a feature of cloud storage/Use DropBox/SkyDrive, etc. • Share it on social networking sites such as Facebook/Instagram, Pinterest, etc. • Share it on a photo sharing website (e.g Flickr) • Use Instant Messaging such BBM/MXit/Twitter, etc. <p style="text-align: right;">✓ (Any one)</p>	1	
7.7.3	<ul style="list-style-type: none"> • He is using the computer for something other than its intended use for that time ✓ • He is using the school's 'cap'/consuming bandwidth to send his private messages ✓ <p><i>(Note to marker: Do not accept answers such as 'breaking school rules'.)</i></p>	2	5
7.8.1	<ul style="list-style-type: none"> • A website ✓ where users can create, add to, modify or delete the content ✓ 	1 1	
7.8.2	<ul style="list-style-type: none"> • Not all the content of a wiki is always moderated (checked by an expert) and may not be correct/Anybody can contribute to a wiki ✓ 	1	6

7.8.3	<ul style="list-style-type: none"> • Plagiarism ✓ <p><i>(Note to marker: Accept appropriate synonyms for plagiarism. Do not accept piracy as an answer.)</i></p>	1	
7.8.4	<ul style="list-style-type: none"> • Type a sentence or phrase that she is suspicious of in a search engine and search for it • Use software designed to find plagiarism (such as Turnitin or PlagiarismDetect, etc.) • Teacher should pick up that it is not the learner's usual writing style or level • Non-printing characters peculiar to websites may appear/Original hyperlinks may still be left in the learner's work/Learners leave in the Americanisms/Dollar symbols as given • A number of different styles appear in the document, etc. <p style="text-align: right;">✓✓ (Any two)</p>	2	
			[25]

TOTAL SECTION B: 130
GRAND TOTAL: 150



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

**COMPUTER APPLICATIONS TECHNOLOGY
OPTIONAL SPEED/ACCURACY QUESTION**

NOVEMBER 2013

MARKS: Not applicable

TIME: 5 minutes reading time PLUS 10 minutes keying-in time PLUS printing time

This question paper consists of 5 pages.

INSTRUCTIONS AND INFORMATION

1. Time: FIVE MINUTES will be allowed for READING the speed/accuracy text.

TEN MINUTES will be allowed for the KEYING IN of the text.

2. Default settings:

LANGUAGE	English (South Africa) or English (U.K.)
UNITS OF MEASUREMENT	Centimetres (cm)
JUSTIFICATION	Left
FONT AND FONT SIZE	Courier New 12 or Courier 12
MARGINS	2.54 cm
HEADER/FOOTER	1.27 cm
LINE SPACING	1½ (1.5 lines) or double-line spacing

3. Insert a header containing the following information:

CAT Speed November 2013 (Left aligned)
Examination number (Right aligned)

4. Provision has been made for speeds up to 70 words per minute.
5. Insert an extra line space before the start of a new paragraph.
6. You may not edit your answer after the 10-minute keying-in time has elapsed.
7. Use your **examination number** as the file name to save your document. Save the file in Rich Text Format, as shown below. Make a printout of your answer and submit it to the invigilator. You may submit **only ONE printout of this question**.

File name:	Your examination number	Save
Save as type:	Rich Text Format	Cancel

NOTE: Invigilators must ensure that all candidates' optional speed questions are saved to CD for the purpose of marking. Printouts must be handed in with the electronic copies on the CD.

Key in the following paragraphs as fast and as accurately as you can.

[Adapted from the article 'Safe and Responsible Social Networking' from the Cyberbullying Research Center at www.cyberbullying.us]

Social networking websites such as MySpace and Facebook are useful Internet tools to keep in touch with friends and family. These sites can be used to meet new people with similar interests. Social networks have become very popular among teenagers today as they seek to explore or define who they are by connecting with others like themselves.

If used responsibly, these sites can be positive and beneficial for young people. Too often, however, adolescents include too much personal information and discuss inappropriate behaviour that could get them into trouble. Otherwise, they place themselves at risk by what they share in their online profiles. We have heard a number of stories of young people who have been victims of cyberbullying because others use the information they placed on social networking websites.

You will find some guidelines on how to use social networking websites safely and responsibly in the paragraphs that follow.

20 wpm



You need to assume that everyone has access to your profile; that includes parents, teachers, future employers and law enforcement officers. Even if you have your profile restricted to 'friends only', do not discuss anything you would not want them to know. Do not use any language that you would not use in front of your parents or teachers. It is a very good idea to set your profile to private so that you can control who has easy access to your information.

Use discretion when putting photos or any other content on your profile. Your friends might think that a photo of you acting silly at the party last night is funny, but think about how your parents or a potential employer will react. Also remember that when your friend, or a stranger, takes your photo it may end up on their profiles for all to see.

You should assume that people will use the information on your profile to cause harm. Do not put anything online you would not want your worst enemy to know. Think about who you add as friends. Do not add people unless you know them in real life. Be sceptical, even if you think you know them well. Teenagers often think it is cool to accumulate and have thousands of friends. Just remember that these people have open access to all your posted content and information.

Assume there are predators out there trying to find you, based on the information you provide in your profile. Think like a predator. Think about what information identifies who you are, where you hang out and where you live. Never post this kind of information anywhere online. Your friends will know how and where to find you.

You can be held responsible for inappropriate content on your profile that is in violation of the terms of service or Acceptable Use Policies of the Internet Service Provider or websites you use. More than this, school districts across the country are revising their policies to allow them to discipline learners for online behaviour that can be linked to a disruption in the classroom environment. You should know that you can be disciplined for misconduct, even if you wrote or posted the content at home from your own computer.

Finally, parents need to encourage the responsible use of technology among their children. Parents should do their best to keep up with the online behaviour of their children and have regular conversations with them about the importance of using technology responsibly. They can monitor the online activities of their children when their

END



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GRADE 12

COMPUTER APPLICATIONS TECHNOLOGY

OPTIONAL SPEED/ACCURACY QUESTION

NOVEMBER 2013

MEMORANDUM AND SPEED COUNT

MARKS: Not applicable

This memorandum consists of 5 pages.

OPTIONAL QUESTION: SPEED/ACCURACY

The maximum key depressions for this question = 3 500 key depressions for 70 wpm in 10 minutes.

It is strongly recommended that the Edutrap Speed Marking software be used to mark the Speed/Accuracy question.

Where the Edutrap Speed Marking software is not used, use the information below.

To determine a speed, mark according to the following mark schedule:

The same example is on page 36 of the *Subject Assessment Guidelines* (January 2008):

Number of key depressions in ten minutes	= 2 125
Gross number of words (number of key depressions, divided by 5) (5 key depressions = one word)	= 2 125 ÷ 5 = 425
Less number of words with errors (e.g. 7 words with errors)	= -7 from 425
Equals net number of words without errors	= 418
Divided by the time (ten minutes)	= ÷ 10
Equals net number of correct words per minute	= 41,8 wpm

Additional notes:

If any words are omitted or inserted, then every 5 key depressions of the omission or insertion count as one word, e.g. if the following words were omitted it would be counted as:

The |quick| brow|n fox| jump|s
1 | 2 | 3 | 4 | 5 |words

A capital letter counts as two key depressions.

NOTE: The optional speed/accuracy question should only be marked in cases where the candidate could reach 20 wpm or more (1 000 key depressions or more).

CONTENT							Upper case/ line spaces	Key depressions	Total key depressions
<p>Social networking websites such as MySpace and Facebook are useful Internet tools to keep in touch with friends and family. These sites can be used to meet new people with similar interests. Social networks have become very popular among teenagers today as they seek to explore or define who they are by connecting with others like themselves.</p> <p>If used responsibly, these sites can be positive and beneficial for young people. Too often, however, adolescents include too much personal information and discuss inappropriate behaviour that could get them into trouble. Otherwise, they place themselves at risk by what they share in their online profiles. We have heard a number of stories of young people who have been victims of cyberbullying because others use the information they placed on social networking websites.</p> <p>You will find some guidelines on how to use social networking websites safely and responsibly in the paragraphs that follow.</p> <div style="border: 1px solid black; display: inline-block; padding: 2px 10px;">20 wpm</div> <p>You need to assume that everyone has access to your profile; that includes parents, teachers, future employers and law enforcement officers. Even if you have your profile restricted to 'friends only', do not discuss anything you would not want them to know. Do not use any language that you would not use in front of your parents or teachers. It is a very good idea to set your profile to private so that you can control who has easy access to your information.</p> <p>Use discretion when putting photos or any other content on your profile. Your friends might think that a photo of you acting silly at the party last night is funny, but think about</p>							4	60	64
							1	56	121
							1	57	179
							1	61	241
								60	301
							2	51	352
									354
							1	53	408
							1	62	471
								50	521
	59	580							
1	63	644							
1	61	706							
	60	766							
	60	826							
	9	835							
2		837							
1	62	900							
	62	962							
2		964							
1	62	1027							
	58	1085							
1	53	1139							
	58	1197							
1	63	1261							
1	61	1323							
	62	1385							
	48	1433							
2		1435							
1	59	1495							
1	60	1556							
	63	1619							

CONTENT						Upper case/ line spaces	Key depressions	Total key depressions
how your parents or a potential employer will react. Also						1	59	1679
remember that when your friend, or a stranger, takes your							58	1737
photo it may end up on their profiles for all to see.							53	1790
						2		1792
You should assume that people will use the information on your						1	63	1856
profile to cause harm. Do not put anything online you would						1	61	1918
not want your worst enemy to know. Think about who you add as						1	63	1982
friends. Do not add people unless you know them in real life.						1	64	2047
Be sceptical, even if you think you know them well. Teenagers						2	63	2112
often think it is cool to accumulate and have thousands of							59	2171
friends. Just remember that these people have open access to						1	62	2234
all your posted content and information.							40	2274
						2		2276
Assume there are predators out there trying to find you, based						1	63	2340
on the information you provide in your profile. Think like a						1	62	2403
predator. Think about what information identifies who you						1	59	2463
are, where you hang out and where you live. Never post this						1	61	2525
kind of information anywhere online. Your friends will know						1	61	2587
how and where to find you.							26	2613
						2		2615
You can be held responsible for inappropriate content on your						1	62	2678
profile that is in violation of the terms of service or							56	2734
Acceptable Use Policies of the Internet Service Provider or						6	60	2800
websites you use. More than this, school districts across the						1	63	2864
country are revising their policies to allow them to							53	2917
discipline learners for online behaviour that can be linked to							63	2980
a disruption in the classroom environment. You should know						1	60	3041
that you can be disciplined for misconduct, even if you wrote							62	3103
or posted the content at home from your own computer.							53	3156
						2		3158
Finally, parents need to encourage the responsible use of						1	58	3217
technology among their children. Parents should do their best						1	63	3281

CONTENT							Upper case/ line spaces	Key depressions	Total key depressions
to keep up	with the	online behaviour	of their children	and			59	3340	
have regular	conversations	with them	about the importance	of			61	3401	
using technology	responsibly.	They can	monitor the online			1	59	3461	
activities	of their	children	when their				39	3500	