

# JUNIOR SECONDARY CERTIFICATE

KEYBOARD AND WORD PROCESSING

1504/1

PAPER

2 hours

Marks 200

2018

## INSTRUCTIONS AND INFORMATION TO CANDIDATES

- Write your Candidate Number and Name on the cover page of your folder and type it on every sheet of paper you may need to answer the Question Paper (Questions 1 – 6).
- Use '**Courier New**' as the font style and the **font size** must be **12**, unless otherwise indicated.
- Save the question. Insert a footer.
  - \* **MS Word 2003:** Go to **View**, click **Header and Footer**, click **Switch between Header and Footer** to Footer, click **Insert auto text**, click Filename and path.
  - \* **MS Word 2007/2010:** Save document first, go to **Insert**, click **Footer**, edit **Footer (bottom)**, click on Quick Parts arrow (on top at Menu Bar), field, Field dialogue box open - under *Categories*: change **all** to **document information**, under *field names* click on **File Name**, on right at **Field options** click on box to **add path to filename**, left bottom click on **field codes**, click **OK**.
- Print an extra page. While Word is still open go to **File**.
  - \* **MS Word 2003:** Click **Print**, click **Options**, under *Include with documents*, click **Document properties**, click **OK**.
  - \* **MS Word 2007/2010:** Click **Options**, click **Display**, under *Printing Options* tick **Print document properties**, click **OK**.
- Save your work at regular intervals.
- The number of marks is given in brackets [ ] at the end of each question or part question.
- Candidates should save their answers in case an emergency arises.

## INSTRUCTIONS TO INVIGILATORS

- At the expiration of the **TEN MINUTES** allowed for the **SPEED/ACCURACY TEST (QUESTION 1)** the invigilator has to give the instruction that it should be saved and a hard copy printed immediately. Invigilators should see to it that candidates do **NOT GET THE OPPORTUNITY TO CORRECT ERRORS AFTERWARDS**.
- Printed speed tests should be initialled after the last typed word and retained till the end of the examination. The invigilator should then put the speed/accuracy tests with the other typed answers in the folders of the respective candidates.
- **Half an hour** should be allowed for the printing of the answers after the expiration of the 2 hours allowed for the examination.

This document consists of **14** printed pages.



Republic of Namibia

MINISTRY OF EDUCATION, ARTS AND CULTURE

**INSTRUCTIONS**

1. Type your Candidate number and Name on every new document.
2. **Insert a footer on each page.**
3. **Print a page for document properties for each question.**
4. Use the font: **COURIER NEW** and **font size 12** with all questions.
5. **Ten minutes** will be allowed for Section 1, **Question 1** (Speed/Accuracy Test) and thereafter **one hour and fifty minutes** will be allowed for **Section 2 (Questions 2 – 6)**. Thereafter another **30 minutes** will be allowed for printing of documents.
6. Follow the instructions given at the top of each question.
7. NB: Please remember to save each question, in case of a problem that might occur with the computer.

**SECTION 1****QUESTION 1****SPEED/ACCURACY TEST: 10 MINUTES****MARGINS: 1" BOTH SIDES (LEFT AND RIGHT)**

Type the accuracy test in 1½ (one and a half) line spacing. Enter twice between various paragraphs. Use Courier New and Font Size 12.

The passage allows for speeds of 20, 25 and 30 w.p.m. The minimum requirement for this examination is 20 w.p.m.

Do not type the following [20 w.p.m.], [25 w.p.m.] or [30 w.p.m.] in the sentence, it is only an indication of the speed. **[40]**

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Having been involved in the ups and downs of life, I noticed many people who are living poor here and there. They were born poor but are rich in mind. These are the people who try their best up to the last bullet, even though their enemies pull them back and cause them to lose hope.

In our country, there lived a man with his wife. Their house was made of boxes and broken materials and parts of old roofs put together. This man and wife didn't have a job. They were looking for job opportunities everywhere, but no one took them in to work and become someone important in the nation. The employers said that these people are uneducated and they don't have any skills.

The Almighty God gave this couple two children. They were splendid that time. Both parents were thinking about how they can feed their young children and handled them like an egg. But they were struggling. One day, they were so desperate that the woman decided to go and check if she will find anything to eat in the dustbin of Shoprite. **[20 w.p.m.]**

When she looked inside the dustbin, she found almost a whole chicken someone had thrown away. She was very happy because she found

something to eat for her family. When she returned home, she found her family off color. **[25 w.p.m.]** The woman divided the food well and each one received a piece. They were satisfied that day.

This family was suffering a lot. There was no one who could give them love, care and other endless needs. Only the Man from Above is able to kiss **[30 w.p.m.]** and hug us when we are falling. The woman became a Christian and her family's life changed for the better. She started fighting poverty with God's word. Many people listened to her and gave their lives to God.

Take control of your life, set goals and make things happen. Have something to look forward to. All of us human beings have a natural in-born desire to do better. Decide what area of your life you want to improve. You are in control of your life and you have to work/on creating circumstances that suit you and your goals. Don't leave it all to chance.

**SECTION 2****QUESTION 2****2.1 DATABASE**

1. Use the information given below to set up a **DATABASE**.
2. The field names are clearly indicated.
3. Save it as **EXAMDATA**.

<b>FIELD NAMES</b>	<b>LETTER 1</b>	<b>LETTER 2</b>
<b>Reference No</b>	GK/10/18	GK/10/18
<b>Date</b>	29 October 2018	29 October 2018
<b>Title</b>	Prof.	Dr
<b>Name</b>	Giovanni	Luwenell
<b>Surname</b>	Kotzee	Nangombe
<b>Address1</b>	P.O. Box 1169	Private Bag 2001
<b>Address2</b>	Narraville	Westdene
<b>Town</b>	WALVIS BAY	OTJINENE
<b>Country</b>	NAMIBIA	NAMIBIA

**2.2 LETTER**

1. Retrieve the file saved as QUESTION 2, LETTERHEAD, on your c-drive and type the following FORMLETTER, in Font "Courier New", Font Size 12.
2. Use block paragraphs with a left-hand margin of 1.5" and a right-hand margin of 1".
3. Apply the rules for typing correspondence.
4. The places where fields must be inserted are clearly indicated.
5. Leave enough spaces for the insertion of the different fields.
6. Save it as **EXAM LETTER**.
7. Merge the form letter with the database and save it as: **EXAM MERGE**.
8. Print a copy of
  - (a) the database.
  - (b) the form letter.
  - (c) each merged letter.

**[45]**


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Ms Azaria K. Batista, The Managing Director, dictated the letter to Ms Brooklyn du Pisani, who typed the letter according to instructions.

## QUESTION 2

***PROFESSIONAL ADVISORY SERVICES***

Reference No: &lt;&lt;Reference No&gt;&gt;

Private Bag 2160

SWAKOPMUND

P.O. Box 1169

NAMIBIA

Telephone: 064-205683

E-mail: prof@advice.com

&lt;&lt;Date&gt;&gt;

&lt;&lt;Title&gt;&gt;&lt;&lt;Name&gt;&gt;&lt;&lt;Surname&gt;&gt;

&lt;&lt;Address1&gt;&gt;

&lt;&lt;Address2&gt;&gt;

&lt;&lt;TOWN&gt;&gt;

&lt;&lt;COUNTRY&gt;&gt;

**SUBJECT HEADING:** Harassment: Workplace bullying policy*bold & size 14*

Dear &lt;&lt;Title&gt;&gt;&lt;&lt;Surname&gt;&gt;

Bullying is defined as "repeated inappropriate behaviour", either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.

Such behaviour violates the Code of Ethics which clearly states that all employees will be treated with dignity and respect.

1. THE PURPOSE OF THIS POLICY: Is to communicate to all staff members, including Heads of Department, Subject Heads and Management that will not in any instance tolerate bullying behaviour.

2. BULLYING MAY BE INTENTIONAL OR UNINTENTIONAL: However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when discipline out meting.

3. AS AN SEXUAL HARASSMENT: It is the effect of the behaviour upon the individual which is important.

*run on**und**bold**ital**trs*

4. Consider / following types of behaviour, examples of bullying. */ital*

4.1 Verbal, persistent name calling which is hurtful.

4.2 Physical, pushing, poking, damage to a person's work area or property. *^and*

4.3 Gesture, glances which can convey threatening messages, non-verbal threatening gestures. *close up*

4.4 Exclusion, socially or physically excluding.

4.4.1 In addition, the following examples may constitute or contribute to evidence of bullying in the workplace.

4.4.2 persistent singling out of 1 person. *in words*

4.4.3 private humiliation on face book or social media. *stet*

4.4.4 using obscene gestures.

4.1.5 personal insults and use of offensive nicknames. (a) constant criticism on unrelated matters (b) unwanted physical contact (c) spreading rumours and gossip regarding individual *u/c*

5. Refusing reasonable requests for leave in the absence of work related reasons not to grant leave, by inflicting menial job tasks not in keeping with the normal responsibilities of / job. *sp*

*/*

Yours faithfully

**QUESTION 3**

Use tables and type the following TABULAR STATEMENT attractively on ONE SHEET OF A4 paper. Follow the manuscript signs to do the editing.

**[40]**ANALYSIS OF INVESTMENTS IN COMPANIES*bold*

Outside the diamond industry, according to the country of destination.

<i>ital</i>	Date Company Name	Closing Price†	Local Usage	
		<i>ital</i>	Value N\$ Traded*	Value Shares Traded
	First Rand	33 744	39 256	116,3
	Old Mutual	13 959	1 114	8,0
	TOTAL	47 703	124,3	40 370 trs
	Standard Bank	5 229	47 080	200,4
	Anglo-American	15 099	16 545	109,0
	TOTAL	20 328	63 625	309,4

\* Weekly Trading.


† Friday 14 December - Wednesday 19 December.



**QUESTION 4**

1. Retrieve the file saved as: **QUESTION 4**.
2. Follow the manuscript signs and do the necessary editing.
3. Change margins to 1.5" left and 1" right.
4. Change the line space to single line spacing.
5. Change the font to "Courier New" Font Size 12.
6. The hanging paragraph indent should be used for numbered paragraphs.
7. Save the edited document as: **QUESTION 4.1**.
8. Print the edited document.

**[35]**FEAR - ARE YOU AFRAID?*bold, size 14*

At all ages and at all stages of life, fear presents a problem to almost everyone. For <sup>^</sup>person it may be fear <sup>^</sup>one of the dark: for another, of physical pain: 

*run on*

for a third, public ridicule: for a fourth poverty:

lonesome

for a fifth, loneliness, and so on.

*stet*

[Some people are simply more susceptible to fear than others. Our early experiences and relationships can also determine our later fears. In some situations fear is justified. [But unwanted fears may be / result of a low self-esteem - you feel anxious because you are insecure. Stress, depression and anxiety are closely related.

*NP**NP, /*

1. HOW TO REDUCE FEAR

*ital*

1.1 YOUR PHYSICAL HEALTH: If you feel fear is taking over your life, you should have a thorough physical examination.

*und*

1.2 SHARE YOUR FEELINGS: The best people to talk to about ~~a~~ fear are those directly involve in your worries. Try, turning to a friend, a teacher or a pastor. *del*

1.3 ACCEPT BRIEF PERIODS OF FEAR: Over- concern about fear can intensify the problem. *close-up*

1.4 LEARN TO LIVE IN THE PRESENT: Many fears are born if imaginings that simply are not true, such as "suppose I fail an exam". *in full*

## 2. LISTEN TO WHAT YOU TELL YOURSELF

People often worsen their fears by seeing situations as catastrophhic. What you tell yourself about a situation is usually the way you will begin to respond to that situation. *sp*

## 3. STOP BEING A PERFECTIONIST

If you truly want to do a good job, you will usually succeed. If you want to do a perfect job, however, and demand too much from yourself, you may well be defeated before you start. *und*  
*bold*  
*ital*

## 4. LEARN TO RELAX

- trs { (b) Most over~~k~~- anxious people doubt that they can ever relax *k #*
- (a) A person cannot be relaxed and frightened at / / same time.
- (c) Relaxation is a skill which can be learned.
- (d) When tense or fearful, sit down in a comfortable chair, breathe in slowly then gradually exhale. *trs*

(e) By gaining control of your <sup>breathe</sup>~~breathing~~ you may *stet*  
calm down.

5. LOOK FOR MEANING IN YOUR LIFE

Without a sense of meaning, people become cynical, *w/c*  
then scared. Religious faith is a fortress for many  
in times ~~of~~ stress. So serving the needs of others, *of*  
By giving yourself, you often lose your fears. *w/c*

**QUESTION 5**

Display the following **MENU** correctly on A4 portrait. Note the editing instructions and use the Centered format vertically and horizontally. **[20]**

BON VOYAGE DINNER

*font Castellar, size 20*

N\$100,00

MENU *sp caps*

29 October 2018

HORS D'OEUVRES

Raw Ham and Green Olives

Capriccioso Salad

ENTREÉS

Baked grouper in Mornay sauce  
with Parsley Potatoes

*u/c*

SOUPS

Cream of Leek  
Cosomme "Carmen"

*del*

INDIAN DISH

Chicken Curry with Pillaf Rice

VEGETARIAN ALTERNATIVE

Parmigiana Aubergines

VEGETABELS OF THE DAY

Buttered Cauliflower  
Parsley Carrots

*sp*

DESSERTS

Cream Pudding, "Bella Elena"  
Fresh Fruit in Season

*trs*

PASTA & FARINACEOUS

Crab Risotto  
Butterfly Pasta  
"All Arrabbiata"

*in full*

***TYPIST:** Type all  
main dishes in bold*

**QUESTION 6 – PROOFREADING (THIS QUESTION MUST NOT BE TYPED – THIS IS THE CORRECT ANSWER).**

1. Retrieve the file saved as: **“QUESTION 6”**.
  2. Use Spell check to correct the errors.
  3. Compare the following with your work on the screen to correct those errors not shown by the spell checker.  
Underline all errors that have been corrected.
  4. Save and print a copy. **[20]**
- 

## ESSAY WRITING

The list below is a summary of some of the most common “direction-words”, try to familiarise yourself with them.

1. ANALYSE: find and describe the main ideas, show how they are related and why they are important.
2. COMMENT: discuss briefly.
3. COMPARE: show both the similarities and differences, emphasising similarities.
4. DEFINE: give the precise meaning of something.
5. DEMONSTRATE: show or prove an opinion.
6. DESCRIBE: write a detail account in a logical sequence.
7. TRACE: follow the progress or history of the subject and give main points from the beginning to end of an event.

2/.....

8. SUPPORT: back up a statement with facts, ideas and proof.
9. SUMMARISE: give a brief account of the main ideas - no details or examples.
10. STATE: list main points briefly without details.
11. SKETCH: same as 'outline'.
12. OUTLINE: give a short summary, with the main points and minor details.
13. ILLUSTRATE: give examples to make your meaning clear.
14. IDENTIFY: list and describe.
15. EXPLAIN: give reasons for something.
16. DISTINGUISH: show the main differences.
17. EVALUATE: discuss the advantages and disadvantages.