education

Department:
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GRADE 12

CATN.1

COMPUTER APPLICATIONS TECHNOLOGY P1

NOVEMBER 2009

MARKS: 200

TIME: 3 hours

This question paper consists of 19 pages and a separate information sheet.

MORNING SESSION

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 the files saved on the disk, OR you should make sure that ALL the files are saved on the network as explained to you by the invigilator/educator. Make absolutely sure that all files can be read.

10.   Complete the separate information sheet that has been provided with the question paper and hand it to the invigilator at the end of the examination.

11.   During the examination you may make use of the help functions of the programs which you are using. You may NOT use any other resource material.

12.   If data is derived from a previous question that you cannot answer, you should still proceed with the questions that follow.

13.   Formulae and/or functions must be used for ALL calculations in questions involving spreadsheets, unless instructed otherwise. Absolute cell references must only be used where necessary to ensure that formulae are correct when they are copied to other cells in a spreadsheet.

WESTERN CAPE

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.   The examination folder/data disk that you receive with this question paper, will contain the folder and files listed below. Ensure that you have the folder and all the files before you begin this examination.

A folder called **Konnexions**
and files called:

•	1Poster	Word-processing file
•	2Ad	Word-processing file
•	2Leaflet	Word-processing file
•	2Pens	Graphics file
•	3Map	Word-processing file
•	3Survey	Word-processing file
•	4Timesheets	Spreadsheet file
•	6Activities.txt	Text file
•	6Butterfly	Graphics file
•	6Konnexions	Database file
•	6Parties	Database file
•	7DTP	Spreadsheet file
•	7Memo	Word-processing file
•	7Water	Word-processing file

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SCENARIO

You are a Small Office Home Office (SOHO) business called Konnexions that acts as an agent on a commission basis to connect various business ventures. You find business opportunities for people who are contracted to you and who work mostly from their homes as well. They are involved in the following kinds of ventures:

- Baking for special occasions
- Making chocolates for special occasions
- Bead work
- Desktop Publishing (DTP)
- Making soap and supplying lavender for bathrooms
- Mowing lawns
- Painting
- Babysitting services
- Rug cleaning
- Taxi service, et cetera

If anything is needed in the community, your business will find someone who can supply it. All data and information are computerised and you have a few administrative staff who assist with the following:

- Working on the computer system
- Creating advertising material for your business
- Providing information to the community on business ventures
- Providing computing and accounting services
- Maintaining a database of clients who use your services
- Communicating with clients and suppliers

The computers have been loaded with all the relevant software, that is, an operating system and an office suite.
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QUESTION 1

Open the file **1Poster**.

Type your examination number in the header of the document.

1.1   Create a folder called **Tips** in the **Konnexions** folder.   (1)

1.2   Create a shortcut to the **Shop** file (in the **Konnexions** folder) and place the shortcut in the **Presentations** folder (in the **Konnexions** folder).   (1)

1.3   Set the author property of the **Clients** file (in the **Konnexions** folder) to be your examination number.   (1)

1.4   Key in the name of the smallest file in the **Konnexions** folder in the space numbered 1.4 in the **1Poster** file. (1)

1.5   A file in the **Konnexions** folder does not save formatting changes. Key in the name of the file in the space numbered 1.5 in the **1Poster** file. (1)

1.6   Key in the name of a file/folder that has been compressed in the space numbered 1.6 in the **1Poster** file. (1)

1.7   Rename the file called **Rename** (in the **Konnexions** folder) as **Store**. (1)

1.8   The **Bank** file (in the **Konnexions** folder) has been protected with the password **k5**. Open the file to get the name of the bank used by Konnexions. The name of the bank can be found in the file. Key in the name of the bank in the space numbered 1.8 in the **1Poster** file. (1)

1.9   Move all files containing the word **Presentation** in the file name into the **Presentations** folder. (2)

1.10   Delete the **Oldstuff** file from the **Konnexions** folder. (1)

1.11   Sort the files in the **Konnexions** folder by date from oldest to newest with the 'Date modified' field appearing as the first column on the left. Paste a screenshot/screen dump showing the contents of the folder, in the space numbered 1.11 in the **1Poster** file. (4)

Save **1Poster** and close the document**.** **[15]**

QUESTION 2

The staff members of Konnexions have created some material to be distributed among clients. These documents need to be edited and refined.

2.1   A staff member has created a flyer to advertise Konnexions. She has a good idea of what she wants, but is battling to create it. She has given you an incomplete attempt to complete.

        Open the file **2Ad**.

        Type your examination number in the header of the document.

        The example below shows what the flyer should look like once completed.
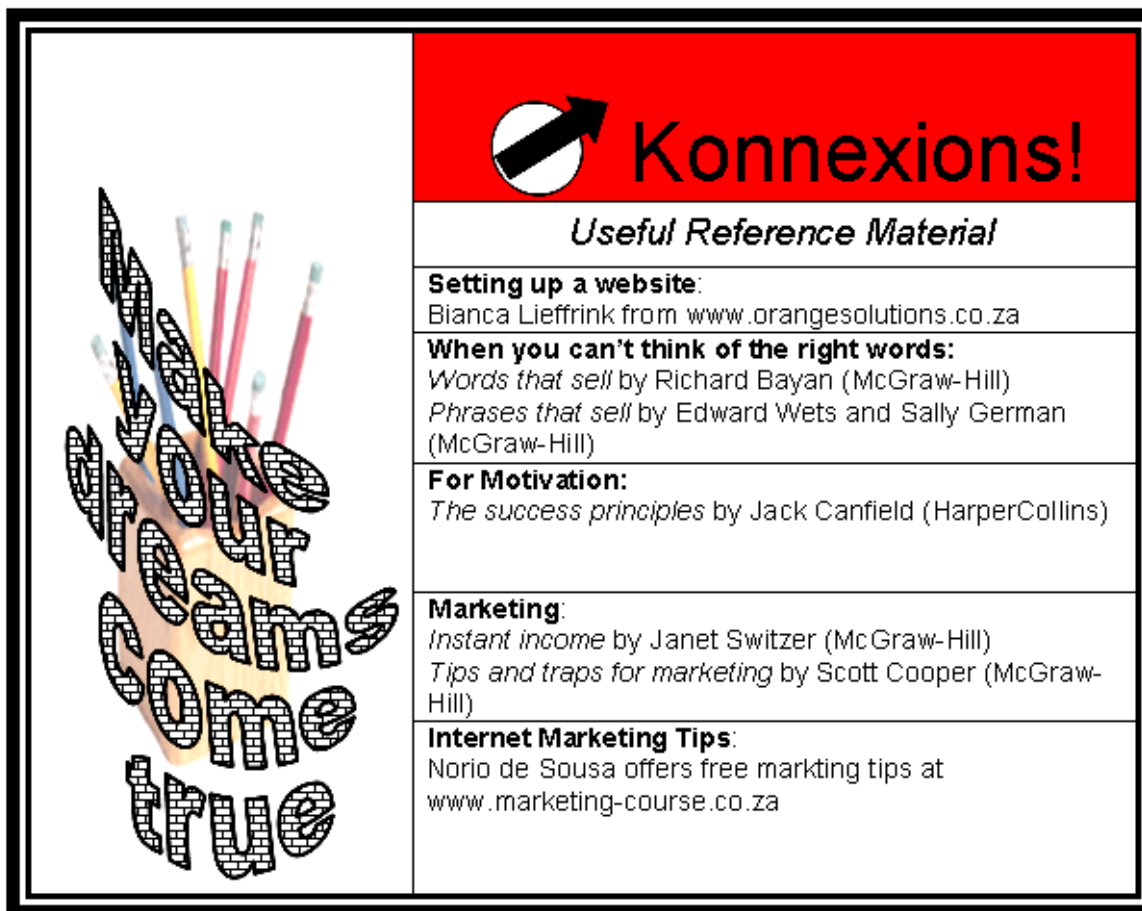
        2.1.1   Change the inner and outside borders of the table to resemble the given screenshot.   (2)

        2.1.2   Merge all the cells in the first column.   (1)

        2.1.3   Place a watermarked picture in the column on the left as shown. The picture is stored as **2Pens**.   (3)

2.1.4   Place the text 'Make your dreams come true' in WordArt/Text Art/ Fontwork over the picture in the first column.

The WordArt/Text Art/Fontwork should look as follows:

- The outline must be thicker than 0.75pt/0.01".
- Use a pattern to fill the text.
- It must be a curved shape.   (5)

2.1.5   Position the name 'Konnexions' in the first cell of the second column so that it appears at the bottom of the cell.   (2)

2.1.6   In the same cell as the one in QUESTION 2.1.5, create and insert the logo of the company to the left of the name 'Konnexions'.

NOTE:

- The logo consists of an arrow over a circle.
- The arrow is filled with black or a thick black arrow must be used.
- The logo forms one object.   (5)

2.1.7   Split the cell containing the text as shown below into TWO rows/cells and distribute and arrange the text, as shown in the screenshot on the previous page.

Useful Reference Material
Setting up a website:
Bianca Lieffrink from www.orangesolutions.co.za   (4)

Save **2Ad** and close the document.

2.2   You have drafted a bilingual English/Afrikaans booklet which you will distribute to the community. You need to continue formatting and refining this document called **2Leaflet.**

Open the file **2Leaflet**.

Type your examination number in the header of the document.

2.2.1   Add a page break before the first paragraph, beginning with 'Identify …'.   (1)

2.2.2   Insert the current date in the format **DD-MM-YYYY** or **YYYY-MM-DD** in the footer, so that it updates automatically.   (3)

2.2.3   Insert an endnote anchored to/based on the word 'want' in the first line of the first paragraph starting with 'Identify …'. The endnote should be referenced with the text: 'Jan/Feb 2009'.   (3)

2.2.4   Use the Styles and Formatting feature of your word-processing application to create a new style called **HeadBus**. The new style must be:

- 16 pt
- Blue   (3)

2.2.5   Apply the **Heading 1** style to the main headings "Turn your hobby into a business" and "Van stokperdjie tot besigheid".   (1)

2.2.6   Change the page orientation of the document to landscape.   (1)

2.2.7   Place all the text after the first page in TWO columns. Note the following:

- There must be a line between the two columns.
- The English text must appear in the left-hand column and the Afrikaans text in the right-hand column.   (4)

2.2.8   Link the title "Turn your hobby into a business" of the leaflet to the subheading "Good Idea" by making the following changes:

- Create a bookmark called **Idea** on the subheading "Good Idea" which can be found on page 2 of the document.
- Create a hyperlink linking the title "Turn your hobby into a business" to the bookmark.   (4)

2.2.9   Insert an autoshape/drawing object (not a text box) on the first page containing the text as shown below.

> Supplied by/Verskaf deur **Konnexions**

NOTE:

- The border of the shape/object must be a dotted line.
- The text reads: 'Supplied by/Verskaf deur **Konnexions**'.
- '**Konnexions**' appears in bold.
- The text in the shape/object is centred vertically and horizontally.
- The shape/object is centred horizontally and at the bottom of the page.   (8)

Save **2Leaflet** and close the document.   **[50]**

QUESTION 3

The staff of Konnexions wish to communicate with their clients.

3.1   They wish to send each client an e-card to remind them of the road to success. The e-card has been created, but needs to be formatted and finished off before it is distributed.

Open the file **3Map**.

Type your examination number in the header of the document.

Look at the example below and answer the questions to help you to complete the e-card.

This is the map for your journey. It will help you focus, keep you on track and give you a way of measuring your progress. Keep your business plan to the point.

Make sure that you:

1.   Describe your product or service

2.   Analyse your market

3.   Create a profile of your customers

4.   Know how you intend to make yourself known

5.   Get manufacturing details

6.   Get a clear view of your finances – what you have, what you need and what you anticipate making

7.   Conduct a SWOT analysis:

    7.1.   Strengths

    7.2.   Weaknesses

    7.3.   Opportunities

    7.4.   Threats

3.1.1   Change the paper size to A5.   (1)

3.1.2   All the paragraphs in the e-card must be formatted as follows:

- 6 pt (0.21 cm) spacing before each paragraph
- 12 pt (0.42 cm) spacing after each paragraph   (2)

3.1.3   Apply an animated text/font effect to the words 'map for your journey' in the first line.   (1)

3.1.4   Apply outline numbering to the paragraphs starting with 'Describe your product' and ending (and including) the word 'Threats' to resemble the example on the previous page. Ensure that there is a space of exactly 1 cm between the number and the text.   (4)

3.1.5   Refer to the example on the previous page. Place a border around the text.   Insert a 'talking head' symbol as shown in the example.

     NOTE:

- The top border is a double line AND the other three borders are single lines.
- The symbol/special character of the talking head is Webdings no. 151.   (5)

Save **3Map** and close the document.

3.2   A survey needs to be carried out.

Open the file **3Survey.**

Use tab stops with leaders, and form fields to create a survey form as shown below.

- Add the checkboxes as shown in the diagram above.
- Use tab stops with leaders to position the checkboxes AND to add a line on which to write a comment.
- Tab stops must be placed at 5 cm for the first checkbox, at 8 cm for the second checkbox and at 16 cm for the end of the solid line.
- Use a drop down box to list the options in the following order:

        Accommodation
        General business
        Restaurants

- Add a text field to be able to add the e-mail address.   (9)

Save **3Survey** and close the document.   **[22]**

QUESTION 4

Different types of computer services are offered to the businesses that make use of Konnexions. These services are indicated with codes on their time sheets. The time sheets are used to produce the invoices.

Open the spreadsheet **4Timesheets**.

Work on the **Time Sheet** worksheet.

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

4.1   The title of the spreadsheet does not fit in cell A1.

           4.1.1   Apply text wrapping to cell A1.   (1)

           4.1.2   Merge cells A1:I1 in row 1.   (1)

           4.1.3   Change the height of row 1 so that the text is visible.   (1)

4.2   Use formulae in column G to calculate the travel cost. The tariff appears in F4 and the distance travelled in column F.   (5)

4.3   Konnexions' clients have a contract for call-outs. A maximum of 2 hours per call-out (Column E) is allowed according to the contract. Konnexions wishes to see which clients have exceeded this limit.

           In column E, use conditional formatting to show those who have exceeded the maximum of 2 hours. Display these times in a red font, with a border around the appropriate cells.   (4)

4.4   Statistics about the work done are to be placed in rows 21 to 36.

           4.4.1   Use a function in cell E21 to calculate the total number of hours booked.   (2)

           4.4.2   Use a function in cell B23 to determine the shortest distance travelled.   (2)

           4.4.3   Use a function in cell B24 to determine the second longest job done.   (2)

           4.4.4   The total time worked by each staff member appears in cells B28 to B31. Elaine Black's time has not been calculated.

                           Use a function (not a formula) in cell B27 to calculate the total number of hours worked by Elaine Black.   (4)

      4.4.5   Use a function in cell B34 to determine the number of jobs done by Khumalo Nkosi.   (3)

      4.4.6   Use a function in cell B36 to determine the total number of jobs done by the company.   (2)

4.5   Create a pie chart/graph showing the percentages of time worked by each staff member.

      The chart/graph must appear in the **Time Sheet** worksheet. Show the percentages and include a title and a legend. Pull out the slice for the person who has worked the most hours.   (5)

Save **4Timesheets**.   **[32]**

QUESTION 5

Each company must receive an invoice for the amount due by that company for services rendered.

Complete the invoice for Makarios B&B for computer services.

Work in the **4Timesheets** spreadsheet.

Key in your examination number in the header of the file if you have not already done so.

5.1	Delete the **Sheet1** worksheet, as it is no longer needed.	(1)

Work in the **Invoice** worksheet.

5.2	Use a formula in A9 to insert the address of the business (Makarios B&B) found in cell C6 in the **Time Sheet** worksheet.	(2)
5.3	Use a double line to underline the headings in row 12.	(2)
5.4	Use the Vlookup function in cell C14 to display the service rendered. The Vlookup table is found in the **Service Codes Table** worksheet.	(4)
5.5	Use a formula in cell E14 to calculate the outstanding amount by using the time in D14 and the rates given per code in the **Service Codes Table** worksheet.	(3)
5.6	Use a formula in cell E20 to calculate the VAT. VAT is charged at 14%.	(2)
5.7	In cell E21, use a formula (not a function) to calculate the total amount owed.	(1)
5.8	Change the formatting of column E so that the amounts display in the South African currency.	(1)
5.9	Konnexions will print the invoice to send to the company.

Use a feature of the program to ensure that the invoice will fit and print on only one page, without changing the page orientation.

NOTE:

• Do NOT adjust the width of the columns.
• You must NOT print the invoice. | (1) |

Save **4Timesheets** and close the document.   **[17]**

QUESTION 6

6.1   Konnexions has a database of all their clients. Open the database called **6Konnexions**.

6.1.1   Work on the table **Big businesses.**

- Make Address a required field.
- Add a new field named 'General information' that can contain a large amount of text information (more than 300 characters) about the businesses.
- Use a design feature of the table so that the user can only enter an 'E' or an 'A' in the Language field.   (6)

6.1.2   Design a query using the **Big businesses** table to find out which businesses do not have an e-mail address. Display all the fields and save the query as **No E-mail.**   (3)

6.1.3   Design a query using the **Big businesses** table to display only the names and telephone numbers of all the restaurants in Club Mykonos. Save the query as **Club Mykonos**.   (3)

6.1.4   Export the **Arts and Crafts** query as an RTF (Rich Text Format) document called **Arts and Crafts**. Save the RTF document in the **Konnexions** folder.   (2)

6.1.5   Design a query to find all businesses offering accommodation, using the **Big businesses** table. These businesses will have the word Accommodation in the **Type** field, for example Accommodation - Self-Catering. Sort them alphabetically by the **Type** field and save the query as **Accommodation**.   (3)

6.1.6   Create a report based on the **Big businesses** table so that delivery of promotional/advertising material can be done efficiently.

- The report must be grouped according to addresses.
- Display the number of businesses per address.
- Save the report as **Delivery**.   (4)

6.1.7   Many new firms are opening in Langebaan. Their details must be added to the database.

Create a form which uses all the fields from the **Big businesses** table.

- Add the name "Langebaan Services" in the form header section.
- Insert the current date in the form header so that it automatically updates.
- Insert a drop down box/combo box for the **Type** field in the **Big businesses** table. The data for the drop down box/combo box can be found in the **Type of business** table.
- Save the form as **New Business**.

(5)

6.1.8   Various companies offering services have decided to join Konnexions. You received the information of these companies via e-mail.

- Import the file **6Activities.txt** into a new table in the database.
- Use the headings in the first row of the text file as the field names in the table.
- A primary key must not be set.
- Call the table **Party Themes**.   (4)

Save **6Konnexions** and close the document.

6.2   One of the suppliers asked you to create a database to help them keep track of their stock.

Open the file **6Parties**.

6.2.1   Open the report **Butterflies stock**. Insert the picture called **6Butterfly** in the report header section.   (2)

6.2.2   Calculate the total quantity of items in stock in the report footer. Insert a label that will identify the total quantity.   (3)

6.2.3   Create a query based on the **Balloons** table. Show all the fields. Create a new field called **Value** to calculate the total value of each of the different products for the Balloons theme and save the query as **Stock Value.**

Display the values in the **Value** field as currency.

> HINT: To calculate the value of each item, take the number in stock and multiply it by the price.

(5)

Save **6Parties** and close the document.   **[40]**

QUESTION 7

7.1   The administrative staff of Konnexions wishes to send information about the business to all stakeholders.

You will need the following files to answer this question:

- 2Pens
- 6Konnexions
- 7DTP
- 7Memo
- 7Water

Open the file **7Memo**.

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

7.1.1   The word 'memorandum' in the first line must appear in capital letters on the right-hand side of the page. Use paragraph borders to place a line above and below the word.

EXAMPLE:

MEMORANDUM

(2)

7.1.2   A spreadsheet named **7DTP** contains the prices of services offered.

Insert a table containing prices of services from the **Prices** worksheet in the **7Memo** file in the space indicated.

- Remove the text that indicates the placement of the table.
- Since the prices may change often, ensure that the table in the flyer is updated when the data in the spreadsheet changes.

(4)

7.1.3   The **7DTP** file also contains a worksheet named **Popular**. This worksheet contains data and a chart/graph relating to the popularity of the services offered in DTP.
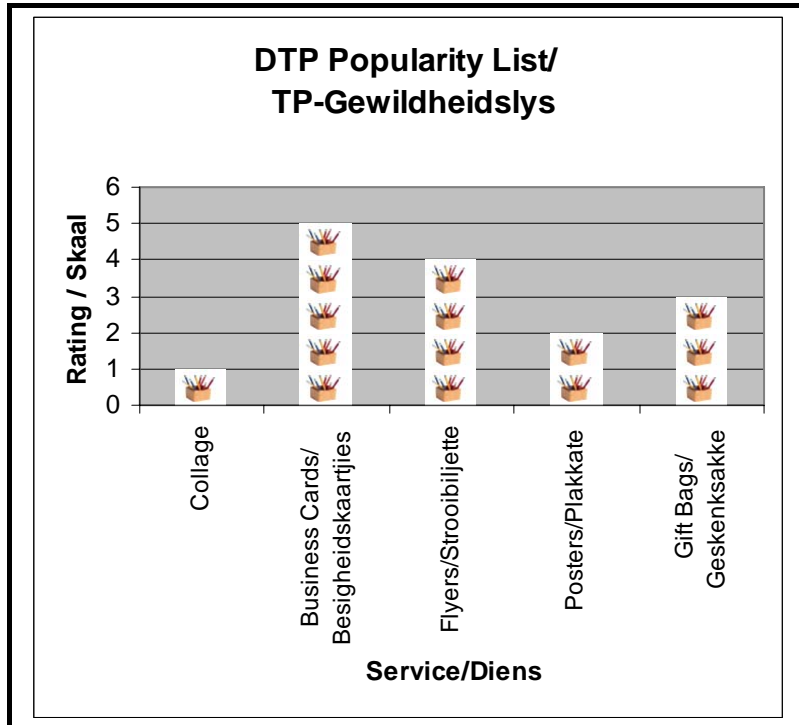
- Change the chart/graph to resemble the one above.
- Use the picture stored in the file named **2Pens** to create a stacked effect as shown above.
- Insert this edited chart/graph in the **7Memo** file as indicated.   (4)

Save and close all the documents.

7.2   Open the **7Water** file.

The file contains a form letter that needs to be sent out using a mail merge using the data from the **Big Businesses** table in the database **6Konnexions**.

- Add the merge fields Name and Address.
- Select only those recipients where the Language field is "E".
- Before you merge the letter, save the file showing the merge fields as **7WaterForm** in the same folder as all your answers to previous questions.
- Perform the mail merge and save all the merged letters as **7MergedWater** in the same folder as all your answers to previous questions.

(8)

Save and close all the documents.

7.3   Konnexions wishes to send out a list of all the party themes available.

Create a word-processing document called **7Themes** that will provide an alphabetical list of all the different party themes available, using the data in the **Stock** table of the **6Parties** database.

NOTE: Party themes may not be repeated.

Display the number of themes in the document.   (6)

Save **7Themes** and close the document.   **[24]**

                                                          TOTAL: 200