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**NQF  
Certificate  
2.1 ITAS**

**IT Applications and Skills**  
**Friday 4 December 2015, Afternoon**

1. Time allowed: 3 hours.
2. Answer all questions.
3. Questions do not carry equal marks. Marks for subdivisions of questions are shown in brackets.
4. No books, dictionaries, notes or any other written materials are allowed in this examination.
5. Calculators, including scientific calculators, are allowed provided they are not programmable and cannot store or recall information. All other electronic devices, including mobile phones, are not permitted.
6. Candidates who break ABE Examination Regulations will be disqualified from the examinations.
7. Question papers must not be removed from the examination room.



**Answer all questions**

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- Q1 (a)** For each of the following items give four examples of the types of word processing formatting that can be applied to them:
- (i) Text **(4 marks)**
  - (ii) Paragraph **(4 marks)**
  - (iii) Page **(4 marks)**
- (b)** (i) Explain the term 'word processing template'. Illustrate your answer with examples. **(4 marks)**
- (ii) Describe the advantages of using templates when word processing. **(4 marks)**
- (Total 20 marks)**

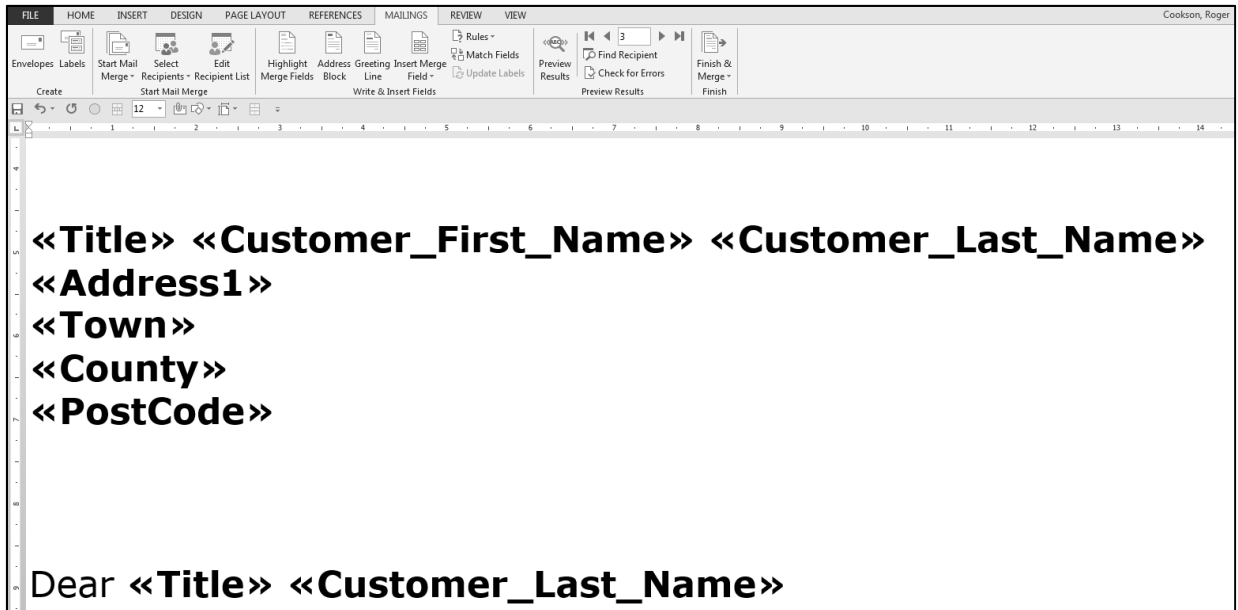
- Q2 (a)** For a spreadsheet program you are familiar with, describe how you would save a copy of a currently open spreadsheet with a different name. In your answer state the name of the spreadsheet program your answer is referring to. **(4 marks)**
- (b)** The part of a spreadsheet below is about internet usage in Botswana. Please refer to it when answering the questions below:

	A	B	C	D	E	F	G
1	<b>Botswana Internet Data</b> (extracted from data downloaded from <a href="http://data.worldbank.org/country/botswana">http://data.worldbank.org/country/botswana</a> )						
2							
3		Year					Increase
4	Data	2009	2010	2011	2012	2013	over period
5	Internet users (per 100 people)	6.15	6	8	11.5	15	8.85
6	Fixed broadband Internet subscribers	10000	11978	15707	18838	21590	11590
7	Fixed broadband Internet subscribers (per 100 people)	0.51237	0.60822	0.79061	0.94006	1.06821	0.555837026
8	Calculated population (from above 2 statistics)	1951715	1969341	1986701	2003910	2021144	69429

- (i) For rows 5 to 8 of the spreadsheet the Increase over period is the difference between the 2009 value and the 2013 value. Give a formula to input into cell G5 to perform this calculation. **(2 marks)**
  - (ii) Describe how to duplicate the formula entered in G5 to cells G6, G7 and G8. **(3 marks)**
  - (iii) The year data in row 6 displays the total number of people in Botswana that had a broadband internet connection in the specified year. In row 7 the year data displays the number of people per 100 in the whole population that had a broadband internet connection in the specified year. The data in rows 6 and 7 is used to calculate the population, displayed in row 8. State an efficient formula input into cell B8 to calculate the population using the data from cells B6 and B7. **(4 marks)**
  - (iv) Describe the different kinds of number formatting that should be applied to the numerical data in the above spreadsheet to make it look more professional and easier to understand. **(4 marks)**
  - (v) Describe what the spreadsheet print preview command does and the benefits of using it. **(3 marks)**
- (Total 20 marks)**

- Q3 (a)** Explain the meaning of each of the following database terms:
- (i) Primary Key **(4 marks)**
  - (ii) Relationship **(4 marks)**
- (b)** Data can be typed directly into one or more database tables but this is frequently not the best method of data input. Describe another manual method of data input and explain the advantages of it over typing data directly into a table. **(4 marks)**
- (c)** Explain why it is important to give appropriate names to database objects. Illustrate your answer with suitable business examples. **(4 marks)**
- (d)** Explain the difference between database filters and database queries. Illustrate your answer with suitable examples. **(4 marks)**
- (Total 20 marks)**
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- Q4 (a)** Describe how to access an e-mail account and read e-mail messages. In your description state what e-mail software your answer is describing. **(4 marks)**
- (b)** Describe in detail how to reply to an e-mail message, including adding an attachment and copying another person in on your reply. In your description state what e-mail software your answer is describing. **(8 marks)**
- (c)** Explain what the letters in the e-mail term Bcc stand for and what the Bcc field is used for. Illustrate your answer with a suitable business example. **(4 marks)**
- (Total 16 marks)**

**Q5** The image below is a screenshot from a popular word processing program and should be referred to when answering the questions below.



(a) The screenshot above is of a particular type of word processed document. State what type of document it is and describe what the document is likely to be used to produce. **(4 marks)**

(b) Outline the steps you would need to go through to create this kind of document. **(8 marks)**  
**(Total 12 marks)**

**Q6** (a) Explain the term 'encryption' and explain why it is important, giving appropriate examples. **(6 marks)**

(b) Outline the types of organisations that provide Automated Teller Machines (ATM) services and describe three typical services provided by an ATM. **(6 marks)**  
**(Total 12 marks)**

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**End of question paper**