

GAUTENG DEPARTMENT OF EDUCATION
SENIOR CERTIFICATE EXAMINATIONOCTOBER / NOVEMBER 2005
OKTOBER / NOVEMBER 2005TYPING SG
(First Paper: Speed and Accuracy
Test)

TIME: 10 minutes

MARKS: 60

INSTRUCTIONS TO CANDIDATES:

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE YOU START THE PAPER.

- Type your examination number at the top of each sheet used to answer this question.
- Invigilators will provide candidates with the information regarding this question.

INSTRUCTIONS TO INVIGILATORS:

1. Provide each candidate with six sheets of A4 paper (80g).
 2. The typing educator is to ensure that the typewriters are in perfect working order.
 3. Neither carbon ribbon nor correcting ribbons may be used during the examination.
 4. It is essential that a typing educator be one of the invigilators for the duration of the examination to assist with malfunctioning typewriters.
 5. Candidates are to report to the typing centre at least 15 minutes before the examination commences.
 6. Candidates should be given approximately 10 minutes to read through the examination paper before beginning Question 1. They may rule lines and underline difficult words.
 7. Both invigilators are to use stopwatches for time control. The timed accuracy test is to be timed by the typing educator. Invigilators may not move among candidates during this test.
 8. 8.1 Before the candidates start with this paper, they should be instructed to type their examination numbers in the top **right-hand corner** of the paper used for the timed accuracy test. After all the candidates have done this, the signal may be given to begin the timed accuracy test.
8.2 After the time allowed for the accuracy test has expired, the invigilator is to collect all the tests and initial them after the **last word typed on every sheet used for the speed test**. ALL the answer sheets used by a candidate to answer **Question 1** are to be **stapled together**. **Only the answer sheets for Question 1 are to be stapled together**.
8.3 It is an invigilator's responsibility to place each candidate's timed accuracy test in the correct examination cover on completion of the second paper. This cover is to be handed out to the candidate with the second paper.
 9. During the rest of the paper, moving among candidates is to be restricted to handing out additional paper, assisting with faulty typewriters, etc.
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QUESTION 1
SPEED AND ACCURACY TEST

The timed accuracy test is to be typed in 1½ or double line spacing on one side of the page. Use margins of 10°. A minimum speed of **35 w.p.m.** is expected and the limits indicated are marked by **w.p.m.**.

TIME: 10 MINUTES**[60]**

It is part of human nature to complain. From the moment of birth dissatisfaction is expressed through crying. In due course the complaints become more specific and more complicated. In any event human beings continue to complain in one form or another throughout their lives. Consumer complaints fulfil an important function in the market place. It is not only the consumer who benefits from the complaining; the seller, the community and the economy as well.

Consumers benefit from complaining because the matter may be settled to their satisfaction. Other consumers can learn from this and they will become better, or more discerning. They will at least have the satisfaction of knowing that they have acted responsibly.

The seller also benefits from consumer complaints. Several companies in South Africa specifically invite and encourage consumers to complain. Many enterprises undertake consumer surveys to determine whether consumers are satisfied with their products or services. The seller benefits because attention is drawn to shortcomings in the products or service and this provides an opportunity to rectify the matter so that a dissatisfied customer is converted into a satisfied one.

The community and the economy benefit because producers of defective products are forced either to improve their products or stop manufacturing them. Every single consumer plays a vital role in the free market system and the economy. This is why the consumer is called the "watchdog" of the economic system. It is the duty of the consumer to complain. When they point out defective or unacceptable products or services, they do this on behalf of thousands of other countries, the community and economy..... 35 w.p.m.

Dissatisfied consumers often do not know where to lodge a complaint - to the manufacturer of the product or to the seller. The answer is simple - to the shop where it was purchased. The buyer has no contractual or legal relationship with the manufacturer 40 w.p.m.
of a product, but he does have such a relationship with the person who sold it to him.

Complaining directly means complaining to the person from whom you bought the product. Complaining indirectly means complaining to an agency and leaving them to take 45 w.p.m.
the matter further on your behalf, they include lawyers. Consumers also complain indirectly by telling family members, friends and acquaintances of their troubles or by addressing complaints through the media to the community at large. They may 50 w.p.m.
also complain tacitly simply by refraining from buying a product or a service from a company that has given them cause for complaint in the past.

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A united voice is a much more powerful tool than a
single voice. Take your complaint or suggestions ... 55 w.p.m.

TOTAL: 60

END