



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

GS5N700(E)(M30)H

## **NATIONAL CERTIFICATE INFORMATION PROCESSING N5**

(6020275)

**30 May 2017 (X-Paper)  
09:00–12:00**

**THE QUESTION PAPER MUST BE HANDED TO CANDIDATES 30  
MINUTES BEFORE THE COMMENCEMENT OF THE EXAMINATION.**

This is a sample question paper. It is not to be used for marking purposes.  
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**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
INFORMATION PROCESSING N5  
TIME: 3 HOURS  
MARKS: 300

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EXAMINATION PAPER	TIME	MARKS
TYPING TECHNIQUE: SECTION A	2 hours	200
AUDIO TRANSCRIPTION: SECTION B	1 hour	100
TOTAL	3 hours	300

## INSTRUCTIONS TO CANDIDATES

### 30 MINUTES ARE ALLOWED TO READ THE INSTRUCTIONS

READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTION PAPER – INVIGILATORS WILL EXPLAIN IF NECESSARY.

#### SECTION A: TYPING TECHNIQUE

1. Candidates who are not ready and on time for the timed accuracy test will only be allowed to enter the examination venue after the expiration of the TEN MINUTES allowed for the timed accuracy test (QUESTION 1).
2. Candidates are allowed to read through QUESTION 1, the timed accuracy test, 3 MINUTES before the commencement of the EXAMINATION.
3. The timed accuracy test must be keyed in at the beginning of the examination.
4. After the expiration of the TEN MINUTES allowed for the test to be collected and signed by the invigilator. It will be retained until the completion of the examination session whereafter, in your presence, it will be put in your EXAMINATION FOLDER.
5. Answer ALL the questions.
6. Procedure for QUESTIONS 2, 3, 4, 5 and 6: Key in, save and print
7. Only ONE letterhead (attached) per candidate for QUESTION 3.

**SECTION B: AUDIO TRANSCRIPTION**

You receive the following:

1. Information regarding the questions
2. Notes regarding the questions
3. Audio cassette or audio software

**NOTE:**

1. If you make use of an audio cassette, rewind the cassette before commencing with the transcription.
2. Complete the information required for NOTES ON THE EXAMINATION QUESTIONS.

**PRINTING:**

1. Each answer must be printed on a separate A4 paper. Use only ONE side of the paper.
2. If a LETTERHEAD is provided and the printer(s) cannot accommodate the letterhead, you may use A4 paper. Hand in the printout on A4 paper together with the LETTERHEAD so that the positioning of the text on the paper can be determined in accordance with the data on the letterhead.

**GENERAL:**

1. You may use a computer ruler, dictionary, ASCII codes and the template.
2. NO notes or any nonpermissible material may be hidden in or transcribed into these articles.
3. Use only COURIER NEW 12 except if otherwise indicated in the question paper.
4. Work fast in order to complete the question paper in time.
5. Save your work at regular intervals to prevent loss of keyed-in data during a power failure. Only the duration of the power failure will be allowed additionally – NO EXTRA TIME WILL BE ALLOWED FOR LOSS OF WORK.
6. In the event of a computer or printer defect the invigilator will make the necessary arrangements for you to continue with the examination and the actual time lost will be allowed additionally.

7. Key in the QUESTION NUMBER as well as your EXAMINATION NUMBER at each question. NO QUESTIONS WITHOUT EXAMINATION NUMBERS WILL BE MARKED.
8. At the end of the examination session, hand in the following:
  - 8.1 EXAMINATION FOLDER with printouts to be marked in the same order as the questions in the QUESTION PAPER.
  - 8.2 Disk (floppy/stiffy) properly marked with your EXAMINATION NUMBER. If work is saved on the hard drive/network, the invigilator(s) must copy the work to a compact disk/memory stick and then it must be deleted immediately from the hard drive/network. Students' answers must be kept for at least 6 MONTHS.
  - 8.3 The rewound cassette
  - 8.4 All other printouts. NO printouts may be taken out of the examination room or put into bins.
9. Any attempt to obtain information or to give information to another candidate is a violation of the examination rules and will be treated in a serious light. If you are found guilty of such a violation, serious steps will be taken against you.

**WAIT FOR THE INSTRUCTION FROM THE  
INVIGILATOR BEFORE YOU TURN THE PAGE**

# **SECTION A**

## **TYPING TECHNIQUE**

**DO NOT TURN THE PAGE BEFORE THE  
INVIGILATOR INSTRUCTS YOU TO DO SO.**

	<b>TIME</b>	<b>MARKS</b>
<b>QUESTION 1: TIMED ACCURACY TEST</b>	<b>10 minutes</b>	<b>20</b>
<b>QUESTION 2: TABULAR STATEMENT</b>	<b>27 minutes</b>	<b>45</b>
<b>QUESTION 3: CIRCULAR LETTER</b>	<b>31 minutes</b>	<b>50</b>
<b>QUESTION 4: INVITATION</b>	<b>13 minutes</b>	<b>20</b>
<b>QUESTION 5: FINANCIAL STATEMENT</b>	<b>27 minutes</b>	<b>45</b>
<b>QUESTION 6: AFRICAN LANGUAGE</b>	<b>12 minutes</b>	<b>20</b>
<b>TOTAL</b>	<b>120 minutes</b>	<b>200</b>

**QUESTION 1: TIMED ACCURACY TEST****TIME: 10 minutes****MARKS: 20**

<b>MARGINS:</b> <b>LEFT: 2.54 cm/1"</b> <b>RIGHT: 2.54 cm/1"</b> <b>LINE SPACING: 1.5 (1½) or 2</b> <b>SPEED: 45 wpm (minimum requirement)</b>	<b>PAPER: A4 portrait</b> <b>HYPHENATION: No</b> <b>JUSTIFICATION: Left</b> <b>FONT: Courier New 12 pt</b>
<ol style="list-style-type: none"><li>1. The <b>TIMED ACCURACY TEST</b> below must be keyed in <b>ONCE</b> only.</li><li>2. The passage allows for speeds of 45 and 50 words per minute.</li><li>3. Key in your <b>EXAMINATION NUMBER</b>, the <b>QUESTION NUMBER</b> and your <b>STATION/COMPUTER NUMBER</b> as a header.</li><li>4. Save and print the document as <b>Q1</b>.</li><li>5. Your test must be collected and signed by the invigilator at the beginning of the <b>EXAMINATION</b>. <b>ALL</b> pages need to be signed.</li></ol>	

In 1990 Adrian Gardiner, a successful businessman from Port Elizabeth, bought a small farm as a weekend getaway for his family. This consisted of 1200 ha of African bush, a dream he had always had growing up in Zimbabwe.

Drought and financial difficulties led a number of neighbouring farmers to place their land on the open market and Adrian managed to buy up these farms at very reasonable prices. His African dream soon extended to 7000 ha.

Being an avid reader, Adrian spent time researching CJ Skead's historical accounts of the Eastern Cape as well as journals and historical diaries of the 1820 Settlers. In doing so he discovered that the Eastern Cape was once considered the richest wildlife area in Africa. But over years all of the indigenous fauna and flora had been eradicated by agriculture, farming, hunting and drought.

**QUESTION 1: TIMED ACCURACY TEST (CONTINUED)**

Early hunters and pioneers Cornwallis Harris and Sparrman documented the existence of the legendary big five in the area. Substantive evidence dating back to the 18th century was found to indicate that the Eastern Cape supported vast herds of Cape buffalo, zebra, black wildebeest and rhino while prides of Cape lion freely roamed the hills. In 1853 the last black rhino in the Eastern Cape was killed. In 1856 the last free-roaming lion was shot on the farm now called Shamwari. In 1857 the subspecies of Cape lion was hunted to extinction and in 1919 the last Cape buffalo was hunted and killed.

In 1919 a legendary hunter was invited by the administrator of the Cape to hunt down and exterminate a small herd of elephant, which was considered a danger and a menace by the local farmers in the area of Addo near Shamwari. By 1931 when Addo Elephant Park was established as an elephant sanctuary only 11 elephants were left of the once vast herds.

What began as a small family retreat has now possessed Adrian and captured his passion - to return the land and the area to its once proud and pristine condition, teeming with indigenous plant, insect and bird life and supporting herds of free-roaming animals of all species once prevalent in the area. He wished again to hear the majestic roar of lions as they hunted 150 years ago.

**QUESTION 1: TIMED ACCURACY TEST (CONTINUED)**

His vision soon extended to include the preservation of history and indigenous tradition and culture. In 1992 Shamwari Game Reserve was born with a small passionate staff of 7 and immense commitment and determination to make conservation profitable. → 45 wpm

Extensive scientific research was undertaken and the convergence of 5 ecological biosystems, malaria-free climate and summer and winter rainfall ensured that an unequalled diversity of wildlife could be supported. → 50 wpm

**[20]**



**QUESTION 2: TABULAR STATEMENT****TIME: 27 minutes****MARKS: 45**

<b>MARGINS:</b> Equal margins <b>LINE SPACING:</b> As indicated <b>FONT:</b> Arial 12 pt	<b>PAPER:</b> A4 landscape <b>HYPHENATION:</b> No <b>JUSTIFICATION:</b> As indicated
1. Key in your <b>EXAMINATION NUMBER</b> , the <b>QUESTION NUMBER</b> and your <b>STATION/COMPUTER NUMBER</b> as a header. 2. Take <b>ALL</b> proofreading signs into consideration. 3. Insert a <b>TABLE</b> . 4. Proofread, save and print the document as <b>Q2</b> . 5. Put the printout in your <b>EXAMINATION FOLDER</b> .	

Shamwari Game Lodge    uc, centre, bold, double u/line

#

→ Move

#

Candidate: Centre column headings horizontally and vertically

italics

runs on

<u>Lodge</u> sp caps, bold	All lodges have a business desk and Wi-Fi connection
	<u>Acommodation</u> sp, uc, bold
Eagles Crag Lodge	7 spacious suites
Villa Lobengula	<u>Six</u> king-bedded chief suites    in figures 5 twin-bedded junior suites
Riverdene Family Lodge	6 twin-bedded rooms 3 twin-bedded rooms
Sarili Lodge	2 rooms with balconies [2 rooms with patio    NL 1 room with television

Centre content in column 1 vertically and shade

#

1 pps = per person single

2 pu = per unit

On 15 Oct 1992 Shamwari was officially opened and received its first in full  
 guests in Long A Manor, / original house manor once owned by the A Lee trs  
 Fowld family.

**QUESTION 2: TABULAR STATEMENT (CONTINUED)**

runs on

Right-align contents in PRICE column and shade

<u>Facilities</u> ← uc, bold →	<u>Relaxation retreats</u>	<u>Price</u>
Library Bar/Cigar lounge with fireplace Big-screen television Gift boutique	<ul style="list-style-type: none"> <li>• 2 treatment rooms</li> <li>• Hydro bath</li> </ul>	R6957 pps <sup>1</sup> ↓
Outdoor swimming pool Library collection Wine cellar <del>Gift boutique</del> del	<ul style="list-style-type: none"> <li>• Sauna and <del>steam</del> bath</li> <li>• Tesla meditation deck</li> <li>• Yoga studio</li> <li>• Fitness room</li> <li>• Steam room and sauna</li> </ul>	R52380 pu <sup>2</sup> ↓
Rim-flow swimming pool Supervised playroom Jungle gym	Spa and } runs on beauty treatments can [be arranged NL	R6230 pps <sup>1</sup> ↓
Heated swimming pool Lounge with fireplace	Centre column vertically	R5905 pps <sup>1</sup> ↓

Insert any bullets

[45]

**QUESTION 3: CIRCULAR LETTER****TIME: 31 minutes****MARKS: 50**

<b>MARGINS:</b> <b>LEFT: 2.54 cm/1"</b> <b>RIGHT: 2.54 cm/1"</b> <b>LINE SPACING: Single (1)</b> <b>(Except where indicated otherwise)</b>	<b>PAPER: Letterhead</b> <b>(Only ONE per candidate)</b> <b>HYPHENATION: Yes</b> <b>JUSTIFICATION: Left</b> <b>FONT: Courier New 12 pt</b> <b>(Except where indicated otherwise)</b>
1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header. 2. Take ALL proofreading signs into consideration. 3. Key in as indicated. 4. Proofread, save and print the document as Q3. 5. Put the printout in your EXAMINATION FOLDER.	

#

Insert today's date in descending order

#

To all companies      uc

#

Candidate:

1. Change all main paragraph headings that are underlined to capital letters and bold.
2. Paragraphs must be inserted in correct numerical order.
3. Replace bullets with subparagraph numbers (2.1, etc.) and TWO letter spaces.
4. Insert a page break after 2.2.

Corporate events      uc, centre, CN 16 pt, bold, double u/line

#

2. Tranquil thinking space

#

If you want to host clients high-profile at a conference with a      trs difference, this is / ideal place. [Shamwari Game Reserve has three NP in figures spaces on offer, each with its own corporate areas and unique amenities:

- The Barn at Long Lee Manor -Accommodating up to 50 people      italics you can enjoy all / amenities that Long Lee Manor has to offer. [You      NP can have your seating      runs on

arranged in a variety of styles, namely:

#

**QUESTION 3: CIRCULAR LETTER (CONTINUED)**

Candidate: Insert double border as indicated, shade table, insert bullets, centre and change to Comic Sans 14 pt.

<u>U-shaped</u> - 25 people	<b>bold</b>
<u>Boardroom</u> - 35 people	<b>bold</b>
<u>School room</u> - 35 people	<b>bold</b>
<u>Cinema</u> - 50 people	<b>bold</b>

‡

- Eagles Crag Boardroom - Our premier lodge which includes a library *italics*  
~~savanna~~  
and ~~spa~~ can accommodate up to 18 delegates in / boardroom. *stet*

Insert page break

‡

At R350 per person your package also includes:

‡

1. African safari inspired **A** events **A** corporate

‡

You and your delegates can conduct your business in our top-quality facilities whilst staying at our 5-star luxury accommodation. *sp*

‡

Give your clients / safari experience of a life time by booking your next corporate event here by Shamwari. *del*

Candidate: Insert double border as indicated, shade table, insert bullets, centre and change to Comic Sans 14 pt.

Flip charts and white boards Data projector and screen Sound system 2 tea and coffee breaks
--

‡

→ Move

‡

‡

Insert a line tabular stop at 6.35 cm/2.5" in.

A Mason

CEO *sp caps, bold*

**QUESTION 4: INVITATION****TIME: 13 minutes****MARKS: 20**

<b>MARGINS:</b> <b>LEFT: 1.27 cm/0.5"</b> <b>RIGHT: 1.27 cm/0.5"</b> <b>LINE SPACING: As indicated</b>	<b>PAPER: A5 portrait</b> <b>HYPHENATION: No</b> <b>JUSTIFICATION: Left</b> <b>FONT: Comic Sans 12 pt</b> <b>(Except where indicated otherwise)</b>
1. Key in your <b>EXAMINATION NUMBER</b> , the <b>QUESTION NUMBER</b> and your <b>STATION/COMPUTER NUMBER</b> as a header. 2. Take <b>ALL</b> proofreading signs into consideration. 3. Key in as indicated. 4. Proofread, save and print the document as Q4. 5. Put the printout in your <b>EXAMINATION FOLDER</b> .	

Candidate:

1. Insert a triple page border.
2. Centre the invitation vertically.

You are invited to an

#

Art Works shop uc, bold [with NP

#

Simon Logan sp caps, bold, double u/line

#

at the Shamwari Game Reserve NP italics, uc

#

on 19-20/06/2017 NP month in full u/line

#

second

Mr Simon Logan will be the ~~first~~ resident

runs on

artist at / spectacular Shamwari Game Reserve in /  
 Eastern Cape of South Africa to the

del

#

**QUESTION 4: INVITATION (CONTINUED)**

Canvas, paints and art supplies are provided.    **A** other    shade text

Candidate: Insert any bullets and indent.

conduct different art workshops;    I talk to guests wanting to learn    NL  
 more about / art world and    I assist them to fine-tune their own    NL sp  
skills artistic.    trs

‡

→ Move

‡

Cost: R900 per person    bold

[20]

**QUESTION 5: FINANCIAL STATEMENT****TIME: 27 minutes****MARKS: 45**

<b>MARGINS:</b> <b>LEFT: 2.54 cm/1"</b> <b>RIGHT: 2.54 cm/1"</b> <b>LINE SPACING: Single (1)</b> <b>(Except where indicated otherwise)</b>	<b>PAPER: A4 landscape</b> <b>HYPHENATION: Yes</b> <b>JUSTIFICATION: As indicated</b> <b>FONT: Courier New 12 pt</b> <b>(Except where indicated otherwise)</b>
<b>1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a header.</b> <b>2. Take ALL proofreading signs into consideration.</b> <b>3. Key in as indicated.</b> <b>4. Proofread, save and print the document as Q5.</b> <b>5. Put the printout in your EXAMINATION FOLDER.</b>	

runs on

Annual Financial Statement uc, bold, double u/line

for / year ended

runs on

2016-03-31

in full

#

centre Notes

Income sp caps, bold Revenue from exchange transactions NL u/line

Tourism, retail, A and other

A concessions

1

Sales - fauna and flora

2

Other operating income

3

Interest and royalties received

4

Total revenue from exchange transactions italics

#

Revenue from non-exchange transactions 3 uc, bold Transfer revenue NL u/line

Government grants and other funding

5

Donations ~~Gifts~~ del

6

Total revenue from non-exchange transactions italicsTotal income bold #Surplus for the year uc, boldExpenditure sp caps, boldEmployee related ~~assets costs~~ stet

7

Depreciation and amortisation sp

8

Finance costs

9

Operating lease payments

10

Repairs and maintenance

11

Operating income

12

Total expenditure boldOperating surplus bold

Loss on disposal of assets

13

→ Move

**QUESTION 5: FINANCIAL STATEMENT (CONTINUED)**

runs on

Align columns right

Shade column

2016

R'000



2015

R'000

149 7892

48791

37134

37189

1621006

1355861

31368

26324

31070

1444623

bold

1265772

16936

1282708

2903714

1341169

12664

1353813

2798436

bold

bold

-907600

-82601

-1088

-115142

-80618

-1434360

-2621512

282202

-3204

278998

-871215

-71380

-1191

-112974

-76963

-1373975

2507495

290941

-3003

287938

trs

bold

bold

bold

**[45]**



**QUESTION 6: AFRICAN LANGUAGE****TIME: 12 minutes****MARKS: 20**

<b>MARGINS:</b> <b>LEFT: 2.54 cm (1")</b> <b>RIGHT: 2.54 cm (1")</b> <b>LINE SPACING: Double (2)</b>	<b>PAPER: A4 portrait</b> <b>HYPHENATION: No</b> <b>JUSTIFICATION: Left</b> <b>FONT: Courier New 12 pt</b>
<ol style="list-style-type: none"><li>1. Key in your <b>EXAMINATION NUMBER</b>, the <b>QUESTION NUMBER</b> and your <b>STATION/COMPUTER NUMBER</b> as a header.</li><li>2. Key in the following text exactly as it is.</li><li>3. Do not break off the words at the end of a line, but key in the whole word on the next line.</li><li>4. Proofread, save and print the document as Q6.</li><li>5. Put the printout in your <b>EXAMINATION FOLDER</b>.</li></ol>	

**WILD IQELA BUILDING**

Ukunyanga abathunywa bakho, abasebenzi kunye nabathengi ukuba amava riveting ngokusebenzisa ezinye iinkonzo zethu kwi-ndlu. Thina wosondeza umkhosi lwemisebenzi zazenzelwe ezifana:

- Ranger Ukunikezelwa - One kwabakhokeli bethu abazinikeleyo kwaye ndiyazingca nabo ukunikezela intetho kwiindawo zorhwebo. Ngamnye kwabakhokeli zethu emasimini abo umdla, ngoko ungenza amalungiselelo ukuba ngaphezu kwintetho enye.
- Potjie Cook Valiwe - Amaqela

**[20]****TOTAL SECTION A: 200**

## **SECTION B**

### **AUDIO TRANSCRIPTION**

**WORK FAST AND ACCURATELY**

	<b>TIME</b>	<b>MARKS</b>
<b>QUESTION 7: ADVERTISEMENT</b>	<b>21 minutes</b>	<b>35</b>
<b>QUESTION 8: APPLICATION LETTER</b>	<b>15 minutes</b>	<b>25</b>
<b>QUESTION 9: TABULAR WORK</b>	<b>24 minutes</b>	<b>40</b>
<b>TOTAL</b>	<b>60 minutes</b>	<b>100</b>

**AUDIO TRANSCRIPTION PAPER****INFORMATION REGARDING THE EXAMINATION QUESTIONS**

You are a personal assistant. Your manager handed you a cassette with recorded tasks which you have to complete in an hour while he/she is away.

1. Your first task (**QUESTION 7**) is to key in and print the **ADVERTISEMENT**.

**WORDS:**

conservation; enthusiasm; vacancies; representatives

2. Your second task (**QUESTION 8**) is to key in and print the **APPLICATION LETTER**.

**WORDS:**

Tipperie; Paterson; match; Hospitality; opportunity; Langa

3. Your third task (**QUESTION 9**) is to key in and print the **TABULAR WORK**.

**WORDS:**

world-renowned; Shona; gazing; Eagles Crag; Lobengula Lodge; Bayethe Lodge; Long Lee Manor; rehabilitation; Born Free; rescue; humane; compassionate; welfare; exploited

**NOTES REGARDING THE EXAMINATION QUESTIONS****QUESTION 7: ADVERTISEMENT****MARKS: 35**

<b>MARGINS:</b> <b>LEFT: 2.54 cm/1"</b> <b>RIGHT: 2.54 cm/1"</b> <b>LINE SPACING: Single (1)</b> <b>(Except where indicated otherwise)</b>	<b>PAPER: A4 portrait</b> <b>HYPHENATION: No</b> <b>JUSTIFICATION: Left</b> <b>(Except where indicated otherwise)</b> <b>FONT: Tahoma 12 pt</b> <b>(Except where indicated otherwise)</b>
1. Key in your <b>EXAMINATION NUMBER</b> , the <b>QUESTION NUMBER</b> and your <b>STATION/COMPUTER NUMBER</b> as a footer. 2. The starting point on the counter/index is ..... 3. The reading time is $\pm 18$ minutes. 4. Proofread, save and print the document as Q7. 5. Put the printout in your <b>EXAMINATION FOLDER</b> .	

[35]

**QUESTION 8: APPLICATION LETTER****MARKS: 25**

<b>MARGINS:</b> <b>LEFT: 2.54 cm/1"</b> <b>RIGHT: 2.54 cm/1"</b> <b>LINE SPACING: Single (1)</b> <b>(Except where indicated otherwise)</b>	<b>PAPER: A4 portrait</b> <b>HYPHENATION: No</b> <b>JUSTIFICATION: As indicated</b> <b>FONT: Arial 12 pt</b> <b>(Except where indicated otherwise)</b>
1. Key in your <b>EXAMINATION NUMBER</b> , the <b>QUESTION NUMBER</b> and your <b>STATION/COMPUTER NUMBER</b> as a footer. 2. The starting point on the counter/index is ..... 3. The reading time is $\pm 12$ minutes. 4. Proofread, save and print the document as Q8. 5. Put the printout in your <b>EXAMINATION FOLDER</b> .	

[25]

**QUESTION 9: TABULAR WORK****MARKS: 40**

<b>MARGINS:</b> <b>LEFT: 2.54 cm/1"</b> <b>RIGHT: 2.54 cm/1"</b> <b>LINE SPACING: Single (1)</b> <b>(Except where indicated otherwise)</b>	<b>PAPER: A4 landscape</b> <b>HYPHENATION: No</b> <b>JUSTIFICATION: Left</b> <b>FONT: Batang 12 pt</b> <b>(Except where indicated otherwise)</b>
<ol style="list-style-type: none"> <li>1. Key in your EXAMINATION NUMBER, the QUESTION NUMBER and your STATION/COMPUTER NUMBER as a footer.</li> <li>2. The starting point on the counter/index is .....</li> <li>3. The reading time is <math>\pm 20</math> minutes.</li> <li>4. Proofread, save and print the document as Q9.</li> <li>5. Put the printout in your EXAMINATION FOLDER.</li> </ol>	

**[40]**

**TOTAL SECTION B: 100**  
**GRAND TOTAL: 300**

**LETTERHEAD**

**QUESTION 3**

