INSTITUTE OF BANKERS

COURSE: CERTIFICATE IN BANKING, FINANCE AND CREDIT

MODULE: END USER COMPUTING

MODULE CODE: EUC 100

EXAMINER: Mr. NKONGHO MARTIN

MODERATORS: MR SHADRECK CHITAUCRO

ASSIGNMENT 1/2018
Dear Student,

Welcome to End User Computing course. This course is aimed at providing you with the theoretical understanding of computer concepts as well as hands on skills with using the computer.

Some of the biggest frustrations that students experience include problems and queries not being resolved even after contacting the Institution; it is important to contact Institute of Bankers (IoB) and present your problems or queries to the right people involved with this course; In this tutorial, we would like to restrict your irritations to a minimum and assist you to spend more time effectively on your studies. Therefore, it is of utmost importance that you spare time and read this tutorial letter thoroughly in order not to experience frustrations.

Course Name: END USER COMPUTING

Course Code: EUC 100

Course Duration: One Semester

Course Content:

END-USER COMPUTING is a computer literacy course offered in two semesters. It comprises of theoretical concepts and practical concepts. The theory part comprises of learning various computing concepts whilst the practical part comprises of hands on experience with the basics of an operating system namely Windows 8, Microsoft Office 2010, and Internet and E-mail.

Learning Outcomes:
Upon successful completion of this course students should be able to:

- explain why computer literacy is vital to success in Today's world
• *describe the four components of a computer: input devices, output devices, system unit, and storage devices*

• *distinguish between system software and application software*

• *discuss the uses of the Internet and World Wide Web*

• *plan a document, set up the word window and create a new document*

• *create and edit a table*

• *create footnotes and end notes*

• *create headers and footers*

• *understand the use of spreadsheet and excel*

• *create and save a workbook file*

• *build formulas containing relative and absolute referencing*

• *create charts and legends*

**Prerequisites:**

None

**Assessment:** To qualify for the examination, you must obtain a CA mark of 40%, which means an average of 40% from your two assignments. All papers are set on your study material and course work. The examination consists of 1 paper of 3 hours.

**HOW TO START YOUR STUDIES**

After having read this first tutorial letter, you should read the study guide to get an overall impression of the nature and scope of the course(s) you are registered for. Once you have done this you must compile a study programme for the semester. Determine the dates for the submission of assignments, decide how much time you can allow for each course and how you are going to divide your time between working on assignments, reading of recommended books, and studying the study guide. If you do not do this, you might not be able to get through your work or be less successful than if you had planned your work. Study the contents of the tutorial letter and the study guide
before you consult the prescribed and recommended text book(s). If it becomes necessary to explain or to amend some study material, it will be done through tutorial letters. Please note that tutorial letters form part of your study material.

The Information Manual for Distance Education Students contains the assignment schedule with due dates. The due dates for the submission of assignments are regarded as very important by IoB (Institute of Bankers); therefore, you are requested to record and adhere to these dates. Adherence to these requirements is of utmost importance for admission to the examination at the end of this semester. You should thus familiarise yourself with the rules of submission of assignments.

PRESCRIBED INSTRUCTIONAL MATERIAL FOR YOUR COURSE

Prescribed materials of this course are found in the course outline. Please make sure you read your course outline and read those prescribed materials.

Administrative matters

You must make a distinction between administrative matters and academic matters. Tutors must only be phoned in connection with academic matters relating to the study of your course. Any administrative matter must be discussed with IoB staff members.

Enquiries about assignments (whether they were received by IoB, what mark was awarded, when they were returned to you, etc) should be addressed to your Student Support Officers. IoB staff members can be contacted at telephone numbers or e-mail addresses provided in the Information Manual for Distance Education Students.

Students in the regions may also consult their Regional Administrative and Student Support Officer.

Always have your student number at hand when you call the IoB.

COMMUNICATION WITH YOUR MARKER-TUTOR

Your marker-tutor for End-User Computing
The IoB has appointed the following tutor marker for End-User Computing

- Mr. Nkongho Martin       Telephone: 0813923405
- e-mail: nkonghomartin@gmail.com

This tutor marker will be at your service should you experience any problems with your studies or with the assignments.

ASSIGNMENTS

Experience has shown that there is a positive correlation between regular submission of assignments and success in examinations. Assignments establish tutor-student interaction. You will realise that this is essential in distance education tuition. The tutors spare no effort in maintaining this contact by means of individual comments on each of your assignments. Thus, the necessity and value of submitting regular work can hardly be overemphasised. The assignments, which must be submitted for comments enable you to:

- work systematically through representative parts of the syllabus;
- obtain the necessary experience in answering questions;
- receive guidance in drawing up answers as regards form and content;
- get to know the standard we expect of you; and
- Establish whether you are working along the right lines.

Your assignments are, after all, the only concrete standard by which the quality of your work can be assessed prior to the examinations.

You will receive feedback tutorial letters with your returned assignments. These letters will focus on the most common problems that students have experienced with the assignments. You are kindly advised to take these feedback letters seriously as they will assist you in your preparation for the examination.

HOW TO APPROACH YOUR ASSIGNMENT

The following steps are recommended before answering your assignment:
1. Study all the prescribed study material before you attempt to answer any question.

2. It is very important to generate your own information. If you are unable to find complete relevant information in your study guide, you are expected to read through additional reading sources. You may also do research on the topic on the internet and/or libraries. Through this practice, you are broadening your knowledge and understanding!

3. Read each question carefully and analytically. Focus on what is required from you to answer. Make sure you do understand the question. It often happens that more than one facet is required in an answer. Please make sure that you include all the facets.

4. If a question deals with a particular subject matter, but it is subdivided, first consider the whole question before answering any part of the question. This will avoid overlapping of facts.

5. Answer the question(s) asked. Do not deal with the question generally if you are asked to specifically apply it to a specific phenomenon.

6. Pay attention to key words in questions i.e. “Discuss”, “Name”, “Analyse, “Apply”, etc. and comply with the specific instruction. The marks allocated to a question also give an indication of what is required.

7. You should look at all relevant angles of the question, state all the relevant facts, discuss the interpretations and then reach your conclusion. If you are requested to “motivate” your answer, you must give detailed explanation or support for your answer. If you are requested to “define”, you should provide the particular definition.

8. Clearly reveal additional sources used, because failure to do this amounts to plagiarism.

9. The purpose of the assignment is to compel and motivate you to make a thorough use of study material as well as prescribed work to test your comprehension of the subject. Therefore, assignments are means of testing your ability to apply the relevant principles.

TECHNICAL CARE OF ASSIGNMENTS
Make sure that your cover page of the assignment has the following information before submission:

- Full Name
- Address (Postal)
- Student number
- Course Name (e.g. Introduction for Mathematics)
- Course Code (e.g. ITM111S)
- Correct number of the assignment

- Your assignment should be neat and please take note of language use and grammar.
- Please answer the questions set. If you do not understand the questions, contact your tutor for clarification.

Students may submit their assignments on a memory stick or CD/ DVD.

**ASSIGNMENT DUE DATES**

You have received an assignment schedule and it is expected that you acquaint yourself and keep to those due dates. Please consult IoB if you are unsure about assignment due dates.

**CONCLUSION**

Now that you have studied the conditions and requirements to comply with, you can start with the subject content. Please go through the contents carefully till you have mastered it. It is very important to practice often when it comes to the practical part of this course. Remember "Practice makes perfect". If you have any queries, please contact me at Tel: 0813923405 You can also e-mail me at nkonghomartin@gmail.com.

**INSTRUCTIONS/REQUIREMENTS FOR ASSIGNMENTS**
All assignments are to be submitted on a Memory Stick or Compact Disc. Please note that assignments should NOT be addressed directly to individual marker tutors but to IoB. Please ensure that the media on which the assignment is send is functional prior to forwarding it to IoB.

SECTION A: USING THE COMPUTER & MANAGING FILES [30 MARKS]

1. Which of the following arrangements has the units from the largest to the smallest?
   A. Kilobyte, gigabyte, bit, byte, megabyte.
   B. Gigabyte, megabyte, kilobyte, byte, bit.
   C. Bit, byte, kilobyte, megabyte, gigabyte.

2. In a filename, the file extension usually helps one to know the
   A. Person that created the file.
   B. Date and time the file was created.
   C. Program that the file was created on.

3. The location on a windows operating system where all the deleted files are stored is
   A. My computer.
   B. My documents.
   C. The recycle bin

4. Advantages of organizing files include all of the following EXCEPT
   A. It allows for quicker backup of important data.
   B. It separates users' data when using a shared computer.
   C. It is needed when using the Recycle Bin.

5. What is meant by the term folder?
   A. A named storage area in which files are located.
   B. A storage area which only contains directories.
   C. A file management system.

6. What is the name of the application used to manage files and folders in Windows?
   A. Internet Explorer.
   B. Document Explorer.
   C. Windows Explorer.

7. If you copy and paste a file
   A. The original file is deleted and a new file is created.
   B. The original file remains unchanged and a new file is created.
   C. The original file remains unchanged and a new file is not created.
8. If you move a file.
   A. The original file is deleted and a new file is created in a new location.
   B. The original file remains unchanged and a new file is created in a new location.
   C. The original file remains unchanged and a new file is not created.

9. A Web page file uses which of the following extensions?
   A. .xls
   B. .html
   C. .mdb

10. If you are working on an important document, when you make a backup, should you?
    A. Save the document to a backup directory on the same disk, so you don't forget where it is.
    B. Make a backup copy to another disk and store it in a different place.
    C. Only save one copy to ensure that you don't end up with several different versions of the same document.

11. Which of the following is NOT an item of computer hardware?
    A. Keyboard.
    B. Mouse.
    C. Icon.

12. Information stored in Random Access Memory (RAM) is volatile. This means that it
    A. Is kept in memory even when the computer is powered off.
    B. Is lost when the computer is switched off.
    C. Is automatically saved to disk when the computer is switched off.

13. What is the purpose of a scroll bar?
    A. Allows you to move the cursor up and down or left and right.
    B. Allows you to move the contents of a window up and down or left and right.
    C. Allows you to expand the contents of a window to fill the screen.

14. Which command would you use to save an existing document under a new name?
    A. Save As.
    B. Save New.
    C. Rename.

15. Which key is used to delete characters to the left of the cursor?
    A. Delete.
    B. Alt + Delete.
    C. Backspace.
16. What command can be used to check how a document will look before it is printed?  
   A. Pre-Print.  
   B. Print Preview.  

17. Which is the quickest and safest way to exit (close down) an application?  
   A. Switch of the computer.  
   B. Switch off the monitor.  
   C. Click on the red X in the top right corner of the window.

18. Which of the following is not a facility of the Print Dialog Box?  
   A. To cancel a print request.  
   B. To print more than one copy of a document.  
   C. To print a selected page or range of pages.

19. What is the Task bar?  
   A. It is a tool bar at the top of an applications window, usually positioned just below the menu bar.  
   B. It is an area at the edge of a window that contains a list of tasks that need to be done.  
   C. It is an area at the edge of the desktop that contains the Start button, shortcut buttons to all open applications and a clock.

20. What is the purpose of the icons on the desktop?  
   A. Desktop icons provide shortcuts to either programs, files or other areas of the computer.  
   B. Desktop icons are simply used to decorate the desktop area.  
   C. Desktop icons are useful reminders for any tasks you need to perform.

21. How many programs can you have open at the same time?  
   A. Five.  
   B. Twenty five.  
   C. As many as the system will allow (depending on available memory), however you can only work on one at a time.

22. File type can be represented by  
   A. File name.  
   B. File extension.  
   C. File identifier.

23. File system fragmentation occurs when  
   A. Unused space or single files are not contiguous.  
   B. Used space is not contiguous.  
   C. Unused space is non-contiguous.
24. What is operating system?
   A. Collection of programs that manages hardware resources.
   B. Link to interface the hardware and application programs.
   C. All of the mentioned.

25. Which of the following is system software?
   A. Operating system.
   B. Compiler.
   C. Utilities.

26. The ….is the drive containing the files to be copied
   A. Source drive.
   B. Destination drive.
   C. USB drive.

27. Recently deleted files are stored in
   A. Recycle bin.
   B. Desktop.
   C. Taskbar.

28. The date and time displays on
   A. Taskbar.
   B. Status bar.
   C. System tray.

29. To select a group of files that are contiguous in the file list:
   A. Click on the first file and drag it to the last file.
   B. Right-click on the folder and then choose Select Files.
   C. Click on the first file, hold Shift, and click on the last file.

30. Which one is a music file
   A. .mp3
   B. .jpeg
   C. .docx

SECTION B: WEB BROWSING AND COMMUNICATION [25 MARKS]

1. Give one example of a website address. [1]
2. Define the following abbreviations. [3]
   a. FTP
   b. HTML
   c. WWW
3. A word processing file can be attached to an e-mail message. True/false[1]
4. In http://www.letsdoit.co.za website address which part is the [3]
a. Domain name
b. Domain type
c. Country

5. State two advantages and two disadvantages of e-mail [4]

6. Internet explorer is an example of a search engine. True/false [1]

7. Sort the errors in the following website address: http://google.com.na [2]

8. Give 5 steps on how to attach a file on your computer with your message [5]

9. What is the feature of the e-mail message labeled A below (Consisting of the To, CC, Bcc fields and Subject line) and differentiate between the CC and Bcc fields [5]

SECTION C: SPREADSHEETS [20 MARKS]

1) Open the file STOCK CONTROL. Save the file in your Candidate folder under the same name.

2) Perform the following calculations.
   (Use Auto fill where necessary to save time):

   1. Calculate the Balance for the items for the range E5:E15. Use the formula Balance=Initial Stock + Purchases – Sales [1]
      a) Calculate the Cost Price Value for the items in the range G5: G15. Use the formula Cost price Value=Balance * Unit Price [1]
      b) Use the Sum function to calculate the total for the range B17:G17 [1]
      c) Use the Maximum function to calculate the Highest for the range B19:G19 [1]
      d) Use the Minimum function to calculate the Lowest for the range B20:G20 [1]
      e) Use the Average function to calculate the Average for the range B21:G21 [1]

3) Apply the following formatting to your data:
   a) Bold the data for the following cells A1, A3:G4, A17 and A19:A21 [1]
   b) Apply the Currency format to the data in the range F5:G15, F17:G17 and F19:G19 with one decimal place [1]
c) Apply a dark thick line for an outside border and a thin line for the inside border for the range A3:G21 [1]
d) Apply shading of your choice for the cells A1, A3:G4, A17, A19:A21 [1]

4) Create a chart for the data using the following information:
   a) Chart type: Line chart [1]

   b) Chart subtype: Stacked line with markers displayed at each data value [1]
   c) Data range: A4:E15 [1]
   d) Chart Title: Comparison of the Purchase, Sales and Balance of stock [1]
   e) X-axis title: Items [1]
   f) Y-axis title: Value [1]
   g) Chart location: Place the chart on a new sheet [1]
   h) Show the value data labels [1]
   i) Place the legend at the top of the chart [1]
   j) Show the Major gridlines from the X-axis [1]

SECTION D: WORD PROCESSING [25 MARKS]

1. Open a file called household spiders.
2. Insert a header with your Student Number left aligned. [1]
3. Insert footer with the current date center aligned. [1]
4. Change the font size of all the text to 12 pt. [1]
5. Center the main heading. [1]
6. Change the main heading to bold and 16pt font size [1]
7. Change the font type of the whole document to Arial. [1]
8. Change the line spacing of the whole document to 1.5. [1]
9. Apply Automatic Hyphenation to the whole document. [1]
10. Justify the text in the document except the main heading. [1]
11. Bold and underline all the sub-headings. [1]
12. Apply 1.15 line spacing to the whole document. [1]
13. Replace the word frequently with regularly. [1]
14. Change the right and left page margins to 2.5cm. [1]
15. Create a new paragraph by dividing the first paragraph into two. The new paragraph should start with the text “Wolf spiders are especially…….” Apply an outside border to the new paragraph. [3]
16. Apply a 6pt paragraph spacing to the paragraph after the first sub-heading. [1]
17. Apply a left indent of 3cm to the first line of the first paragraph. [2]
18. Apply bullets to the listed steps for Physical Control of Household Spiders. [1]
20. Perform a spell check and Save the document [2]
21. Print a copy [1]

END OF ASSIGNMENT 1