

නව නිර්දේශය/புதிய பாடத்திட்டம்/New Syllabus

NEW

ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව
இலங்கைப் பரீட்சைத் திணைக்களம்
Department of Examinations, Sri Lanka

94 E I, II

අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2016 දෙසැම්බර්
கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2016 டிசெம்பர்
General Certificate of Education (Ord. Level) Examination, December 2016

විද්‍යුත් ලේඛනකරණය හා ශ්‍රේණිලේඛනය - ඉංග්‍රීසි I, II
மின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும் - ஆங்கிலம் I, II
Electronic Writing and Shorthand - English I, II

පැය තුනයි
மூன்று மணித்தியாலம்
Three hours

Electronic Writing and Shorthand - English I**NB:** (i) Answer *all* questions.(ii) In each of the questions from **1** to **40**, pick one of the alternatives (1), (2), (3), (4) which you consider as **correct or most appropriate**.(iii) **Mark a cross (X) on the number corresponding to your choice in the answer sheet provided.**

(iv) Further instructions are given on the back of the answer sheet. Follow them carefully.

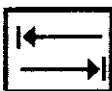
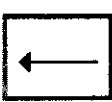
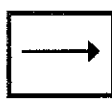
- Short hand methods have been created to,
 - (1) write in English.
 - (2) summarise the long documents.
 - (3) facilitate the government office work.
 - (4) write according to the speed of talking.
- Select the fact that should be paid more attention when preparing an advertisement using the computer.
 - (1) It should be creative and attractive too.
 - (2) It should consist of several languages and it should be short.
 - (3) It should be creative and only the numerical information should be included.
 - (4) It should be presented privately and the relevant information should be arranged in a numerical order.
- To inform the principal to participate in the party that is organized by your class at the end of the term you prepare
 - (1) a letter.
 - (2) a memo.
 - (3) an advertisement.
 - (4) an invitation.
- Select the answer that indicates an input device and an output device of a computer respectively.
 - (1) keyboard and printer
 - (2) pen drive and mouse
 - (3) monitor and keyboard
 - (4) printer and monitor
- Dinesha moved her fingers on the home keys of the keyboard as follows.
"Index finger of the right hand, small finger of the left hand, ring finger of the right hand, index finger of the left hand."
What is the word she has typeset?
 - (1) flag
 - (2) half
 - (3) hash
 - (4) dash
- Select the word that has been typeset using only the home keys and upper keys of the keyboard.
 - (1) wants
 - (2) match
 - (3) class
 - (4) story
- What are the correct fingers you should move on the home keys of the keyboard to typeset the word "sad".
 - (1) Ring finger of the right hand, small finger of the right hand, middle finger of the right hand
 - (2) Small finger of the left hand, ring finger of the left hand, middle finger of the left hand
 - (3) Ring finger of the left hand, small finger of the left hand, middle finger of the left hand
 - (4) Ring finger of the right hand, small finger of the left hand, middle finger of the left hand

8. Several typeset words and the rows of the keyboard used to typeset those words are given in columns X and Y respectively.

X	Y
1. large	A - Home keys and lower keys only
2. ball	B - All home keys, upper keys and lower keys
3. glass	C - Home keys and upper keys only
4. dream	D - Home keys only

When the words in column X are matched in correct order with the rows of the keyboard in column Y, the answer is

- (1) A, C, B and D. (2) B, A, D and C. (3) C, A, D and B. (4) C, B, A and D.
9. Several type of keys in the keyboard and examples for each type of key are given in columns X and Y respectively.

X	Y
1. Typewriter keys	A -   
2. Numeric keys	B -   
3. Arrow keys	C -   
4. Special keys	D -   

When the type of keys in column X are matched in correct order with the examples in column Y, the answer is

- (1) B, C, A, D. (2) B, C, D, A. (3) C, B, A, D. (4) C, B, D, A.
10. From the following, select the answer that includes only English fonts.
- (1) Times New Roman, Cambrian, Arial
 (2) Abhaya, Nadee, Times New Roman
 (3) Aradana, Akeleni, Cambrian
 (4) FM Abhaya, FM Nadee, Araliya

11. Petty cashier had Rs. 110 in hand as at 31.01.2016. On the same day Rs. 1 890 had been reimbursed to petty cashier by the main cashier. Select the answer that represents the total petty cash expenses of the month of January 2016 and the amount of the petty cash imprest of the institute respectively.

- (1) Rs. 110 and Rs. 1 890
 (2) Rs. 1 890 and Rs. 2 000
 (3) Rs. 1 890 and Rs. 2 110
 (4) Rs. 2 000 and Rs. 1 890

12. ① is the particular amount of money that is given by the main cashier to ② at the beginning of a particular period to spend on petty cash expenses.

Select the answer that shows the correct answers for the above ① and ② respectively.

- (1) The reimbursement of petty cash imprest, the petty cash imprest
 (2) The petty cash imprest, petty cashier
 (3) The petty cashier, petty cash imprest
 (4) The petty cashier, reimbursement of petty cash imprest

13. What is the position name that a person who is an expert in secretarial practice can hold from the following position names?

- (1) Marketing Manager (2) Human Resources Manager
(3) Office Manager (4) Chief Executive Officer

14. ① is a technical skill of the private secretary of a head of an institute while patience is ② that she has.

Select the answer that shows the correct answers for the above ① and ② respectively.

- (1) The typewriting skill, a human skill (2) The human skill, a technical skill
(3) Using fax machine, a technical skill (4) The trustworthiness, a human skill

15. Select the answer that includes communication methods used only for internal communication of an institution.

- (1) Letter, Telephone, Lecture (2) Memo, Bell, Fax machine
(3) Noticeboard, Fax machine, Circular (4) Noticeboard, Intercom, Memo

16. ① and ② are two peers of the private secretary of the head of an institution.

Select the answer that shows the correct answers for the above ① and ② respectively.

- (1) Clerk, Computer Operator (2) Management Assistant, Office Aid
(3) Watcher, Office Aid (4) Office Aid, Computer Operator

17. Situations that should be considered when organizing a meeting and the functions that should be done in those situations are given in columns X and Y respectively.

X	Y
1. Before the meeting	A - Prepare attendance sheets
2. On the meeting day	B - Prepare report of the meeting
3. After the meeting	C - Prepare agenda of the meeting

When the situations in column X are matched in correct order with the functions in column Y, the answer is,

- (1) A, B and C. (2) B, A and C. (3) B, C and A. (4) C, A and B.

18. Computer software can be divided into two groups as ① and ②

Select the answer that shows the correct words for the above ① and ② respectively.

- (1) Hardware, Software (2) Input devices, Output devices
(3) Hardware, Liveware (4) System Software, Application Software

19. The Icon  (open) of the MS Word document is in the

- (1) Rular bar. (2) Standard toolbar. (3) Formatting toolbar. (4) Drawing toolbar.

20. A letter typeset in the computer has to be prepared to be sent to various postal addresses. This can be easily achieved by

- (1) sending e-mails. (2) mail merging.
(3) uploading in to a web page. (4) uploading in to a facebook.

21. Following are a few advices that was received by Senaka who wanted to typeset the topic of a document in the middle of the line.

A - First click on the icon of  center, then typeset the topic.

B - First typeset the topic then select it and click on the icon of  center.

C - First typeset the topic then put the cursor at the beginning of the topic and press the space bar until it comes to the middle.

Select the answer that include/s correct advice/advices out of the above.

- (1) A only (2) A and B only (3) B and C only (4) A, B and C all

22. The cursor was in between the two words "Sustainable Development" in a MS Word document. Which of the following activities will **not** delete the word "Sustainable"?
- (1) Press the backspace key of the keyboard several times.
 - (2) Select both words and press any typewriter key of the keyboard.
 - (3) Select the word Sustainable and press the delete key of the keyboard.
 - (4) Press the left arrow key of the keyboard several times.
23. The icon ① in the MS Word is in the standard toolbar and the icon ② is in the formatting toolbar.
Select the answer that shows the correct icon for the above ① and ② places respectively.
- (1)  .  (2)  . 
- (3)  .  (4)  . 
24. Select the answer that **does not** include a function of a mouse of computer.
- (1) Copy, Paste, Data entering
 - (2) Select, Drag, Numbering
 - (3) Cut, Paste, Retrieving
 - (4) Select, Drag, Drag and Drop
25. Following are statements about drawing a boarder in a MS Word document.
- A – Boarder can be drawn around a text.
B – Boarder can be drawn around a paragraph.
C – Boarder can be drawn around a picture (an image).
Select the answer that include/s the correct statement/statements mentioned above.
- (1) A only
 - (2) A and C only
 - (3) B and C only
 - (4) A, B and C all
26. In a document prepared in the MS Word Header and Footer are used to,
- (1) develop the image of the document.
 - (2) know the starting point and the ending point of the page.
 - (3) separate a page from another page.
 - (4) show the headers and footers of the printing copy.
27. To add a new paragraph to a document prepared in MS Word the key that should used is
- (1) Enter key.
 - (2) Space bar.
 - (3) Shift key.
 - (4) Page down key.
28. From which toolbar in the MS Word can the font and the font size of a document be changed?
- (1) Drawing toolbar
 - (2) Standard toolbar
 - (3) Formatting tool bar
 - (4) Task bar
29. When setting up a page of MS Word, what **will not** be an adjustment of the margins of the document?
- (1) Preparation of top margin
 - (2) Preparation of bottom margin
 - (3) Preparation of left margin
 - (4) Justifying the document
30. Drop Caps editing tool is used to
- (1) delete all capital letters of the document.
 - (2) start each paragraph with a capital letter.
 - (3) prepare a large first letter using few lines for a paragraph.
 - (4) use capital letters for the relevant places.
31. The total value of the cells A1 and B1 of a spread sheet has to be in the cell C1. The formula that should be written in the cell C1 is
- (1) =Add(A1+B1)
 - (2) =Sum(A1:B1)
 - (3) =Sum(A1:C1)
 - (4) =Sum(A1-B1)
32. The formula =A2*B2 has been written in cell C2 of a spread sheet. When it is copied into the cell C3 the formula is
- (1) =A2*B2
 - (2) =A3*B3
 - (3) =A2*:B2
 - (4) =A3:B3

33. The formula =Sum(D1:D5) has been written in the cell D6 of a spread sheet. It means
- (1) that the total value of cells from D1 to D5 is in cell D6.
 - (2) that the total value of cells from D1 to D6 is in cell D6.
 - (3) that the total value of cells D1 and D5 is in cell D6.
 - (4) that the total value of cells D1 and D6 is in cell D6.

34. The last column of a spread sheet is

(1) XZ. (2) AZ. (3) XZZ. (4) XFD.

35. Following is a selected cell range of a spread sheet. Select the correct answer that shows the correct cell range.

	A	B	C	D	E
1					
2					
3					
4					
5					
6					

(1) B2—D2 (2) B2:D4 (3) B2:D2 (4) B2—D4

36. A border has to be inserted only around a table which has been prepared in a spread sheet. The icon / icons should be selected for that is / are,

(1)  (2)  (3)  (4)  and 

37. Select the answer that indicates only English shorthand methods.

(1) Pitman Shorthand, Greage Shorthand, Lorence Shorthand
 (2) Pitman Shorthand, Greage Shorthand, Sloan Shorthand
 (3) Pitman Shorthand, Sloan Shorthand, Canter Shorthand
 (4) Canter Shorthand, Greage Shorthand, Lorence Shorthand

38. When writing in shorthand, how should you indicate a word that begins with a capital letter?

(1) Write a circle around the relevant stroke.
 (2) Write two light dashes under the relevant stroke.
 (3) Cut the stroke using two light dashes.
 (4) Write the stroke larger than the other strokes.

39. In Pitman shorthand, the vowels are represented by ① and ② written alongside the consonant strokes.

Select the answer that shows the correct words for the above ① and ② respectively.

(1) heavy, light (2) dots, dashes
 (3) straight lines, curves (4) sounds, strokes

40. From the following e-mail addresses, a Sri Lankan e-mail address is

(1) perera@yahoo.com (2) silva@gmail.com
 (3) senevi@acauto.lk (4) bandara@outlook.com

* *

නව නිර්දේශය/புதிய பாடத்திட்டம்/New Syllabus

NEW

ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව
இலங்கைப் பரீட்சைத் திணைக்களம்
Department of Examinations, Sri Lanka

94 E I, II

අධ්‍යයන පොළ සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2016 දෙසැම්බර්
கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2016 டிசம்பர்
General Certificate of Education (Ord. Level) Examination, December 2016

විද්‍යුත් ලේඛනකරණය හා ලඝුලේඛනය - ඉංග්‍රීසි I, II
மின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும் - ஆங்கிலம் I, II
Electronic Writing and Shorthand - English I, II

Electronic Writing and Shorthand - English II

* Answer **five** questions altogether including the **first**. Select at least **one** question each from part **I, II** and **III**.

- I. (i) (a) Write **two** types of documents that are used by a business organization to collect information.
(b) Name **two** reports that are prepared by business institutions.
- (ii) (a) Write **two** situations that the computer system used in an organization can be damaged.
(b) Write remedies that can be used to minimize each damage you mentioned in (ii) (a) above.
- (iii) (a) Write **two** situations that use formal oral communication and **two** situations that use formal written communication.
(b) Write **two** advantages of using the written communication media rather than using oral communication media in the process of official communication.
- (iv) Draw the organizational structure of your school or institute in an organizational chart.
- (v) Thushari who is the private secretary of the head of the institution, is preparing a presentation with calculations using the computer.
(a) Write **two** computer software you recommend for her use.
(b) If a picture should be included in that presentation, write how she should include that picture in the presentation.
- (vi) (a) Write **two** devices use to store data outside the computer.
(b) "A task that can be done by using the mouse, can also be done using the keyboard". Explain using an example.
- (vii) Write the functions of each of the following icons on the desktop of a computer.



(a)



(b)



(c)



(d)

- (viii) (a) Write **two** types of graphs that can be created by using MS Excel.
(b) Write down **two** mathematical operators that can be applied on two numbers in spread sheet of MS Excel.
- (ix) Write **four** words that can to typeset only using home keys and lower keys in the key board.
- (x) Write following sentence in shorthand. "We must do our office work on time".

(02 × 10 = 20 marks)

Part I - Secretarial Practice

2. (i) A fax has been sent by the chief executive officer of the Indunil Apparels (pvt) Limited Company in Ampara to the marketing manager of the branch office of the company in Mathara by informing him to participate in the progress review meeting of the company to be held on 10th January 2017 at 10.00 a.m. at the main office. An e-mail has been sent by the marketing manager to the chief executive officer immediately confirming the participation in the meeting.
(a) Write the sender, the receiver, the message and the response of the above case. (02 marks)

[See page seven.

- (b) Write the letter that had been faxed by the chief executive officer of the Indunil Apparals Company Limited. (04 marks)
- (c) Write a similarity and a difference between two communication methods of sending a fax message and sending an e-mail message. (02 marks)
- (ii) Write **two** old methods of filing and **two** modern methods of filing that can be used to file the documents of a business organization. (02 marks)
- (Total 10 marks)**
3. (i) Sandamalee the petty cashier of the Sithara Company Limited is the private secretary of the Chief Executive Director of the institute. The balance of petty cash as at 30 September 2016 was Rs. 180. The amount of petty cash imprest of the institute is Rs. 1 500. The petty cash imprest is reimbursed on the first day of each month.
- (a) Explain the term, 'petty cash imprest'. (01 mark)
- (b) What is meant by petty cash reimbursement? (01 mark)
- (c) What is the amount that should be reimbursed as at 01.10.2016? (02 marks)
- (d) Is the petty cash reimbursed by whom to whom? (02 marks)
- (ii) A workshop will be held on 30th December 2016 at the factory to introduce the new machine to the employees of the production division and the employees who wish to participate in that workshop must put their signatures in the signature sheet at the factory. This was announced by the production manager through the internal addressing system. According to that, the employees who wish to participate in the workshop have signed the signature sheet.
- (a) Write **two** communication media that has been used in this case. (02 marks)
- (b) Write a communication method that has been used in this institute for each communication media you wrote for the (a) above. (02 marks)
- (Total 10 marks)**

Part II - Electronic Documentation

4. The following poster has prepared using word processing software (MS Word).



- (i) Write down the steps to prepare the above part named as ①. (02 marks)
- (ii) Mention **four** icons which are used to create the part ② above. (02 marks)
- (iii) Write down steps taken to create the part ③ above. (02 marks)
- (iv) Write down **two** methods to add the list named as ④ above. (02 marks)
- (v) Write down steps to prepare the part ⑤ above. (02 marks)
- (Total 10 marks)**

[See page eight.

5. The following spread sheet shows a part of a bill.

	A	B	C	D	E	F
1	Item Type	Amount	Unit price Rs.	Price Rs.		
2	Exercise Book	50	80.00			
3	Foot Ruler	12	10.00			
4	File cover	100	5.00			
5	Bottle of glue	8	40.00			
6	Total					
7	10% discount					
8	Paying Amount					
9						
10						

- Write down the formula to be written in the cell D3 in the above worksheet to show the total price of exercise books. (02 marks)
 - Write down the easiest way to get the total prices to the cells from D4 to D6. (02 marks)
 - Write down the formula that should be written on cell D7 to get the total of the bill. (02 marks)
 - Write down the formula that should be written on cell D8 to get the discount value according to the total bill value in the cell D7. (02 marks)
 - The paying amount should be calculated on cell D9. Write down the formula that should be in cell D9. (02 marks)
- (Total 10 marks)**

Part III - Shorthand

- Write the consonants that represent by light straight strokes with their sounds.
 - What is the rule of joining of consonants? (02 marks)
 - Write the following words in shorthand.

(a) tape	(b) shade
(c) came	(d) mail

 (02 marks)
 - Write the following phrases in shorthand.
 - Have a bath
 - pay the money
 (02 marks)
 - Write the following sentences in shorthand.
 - They make a cake today.
 - Have you find a job?
 (04 marks)

(Total 10 marks)
- Write the consonants that represent by heavy straight strokes with their sounds.
 - Name the three vowel places and their positions. (02 marks)
 - Write the following words in shorthand.

(a) date	(b) faith
(c) name	(d) make

 (02 marks)
 - Write the following phrases in shorthand.
 - Pack the bag
 - Check the lunch
 (02 marks)
 - Write the following sentences in shorthand.
 - We will come to the party today.
 - Have they paid them?
 (04 marks)

(Total 10 marks)