higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

ENGLISH FIRST ADDITIONAL LANGUAGE
(First Paper)
NQF LEVEL 2

(4101102)

8 November 2019 (X-Paper)
09:00–11:00

This question paper consists of 12 pages and an addendum of 2 pages.

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TIME: 2 HOURS
MARKS: 140

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FIVE sections.

   SECTION A: COMPREHENSION
   SECTION B: SUMMARY
   SECTION C: VIEWING
   SECTION D: LANGUAGE IN PRACTICE
   SECTION E: COMMUNICATION IN PRACTICE

2. Answer ALL the questions.

3. Read ALL the questions carefully.

4. Number the answers according to the numbering system used in this question paper.

5. Plan your time carefully

6. Write neatly and legibly.

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SECTION A: COMPREHENSION

QUESTION 1

Read the ADDENDUM carefully.

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.3) in the ANSWER BOOK. QUOTE from the passage on the ADDENDUM to prove each answer.

1.1.1 Being active online is important when job-hunting.

1.1.2 LinkedIn is not useful when it comes to interviews.

1.1.3 Certain information about you on Facebook should be public.

(3 × 2) (6)

1.2 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–E) next to the question number (1.2.1–1.2.4) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Social media director	A	LinkedIn
1.2.2	Focus on companies you want to work for	B	Facebook
1.2.3	The go-to network	C	FlexJobs
1.2.4	Industry-specific groups	D	Casanova/McCann
		E	Twitter

(4 × 1) (4)

1.3 Is the purpose of this passage to provide entertainment or is it for information? (1)

1.4 What message is conveyed in terms of the role of social media and job-hunting? (1)

1.5 Describe how LinkedIn can be used to your advantage when seeking a job. (2)

1.6 How could Twitter have a negative impact on your job search? (2)

1.7 While it is important to use privacy settings for personal information, you should keep some information public, such as your employment information, location and professional skills (paragraph 9).

1.7.1 Substantiate why you should keep certain information public on Facebook. (2)

1.7.2 Would you classify your answer to QUESTION 1.7.1 as a fact or an opinion? (1)

1.7.3 Explain the difference between a *fact* and an *opinion*. (2)

1.8 Read the opening sentence in the first paragraph.

1.8.1 Give TWO examples of the kind of social media content that may be seen as questionable and explain why the content is questionable. (2 × 2) (4)

1.8.2 Give an example of the kind of post that could help your job application succeed and explain how it could do so. (2)

1.9 Look at the concluding sentence in the last paragraph.

How does this relate to the opening sentence? (1)

1.10 Complete the following statement by writing only the missing words next to the question number (1.10.1–1.10.2) in the ANSWER BOOK.

When we add value to our personal brand, we (1.10.1) … it, which means that people are (1.10.2) … likely to hire us.

(2 × 1) (2)

[30]

TOTAL SECTION A: 30

SECTION B: SUMMARY

QUESTION 2

Read the passage below and answer the question.

BULLYING AND SOCIAL MEDIA

According to the Health Resources and Services Administration (HRSA), a division of the U.S. Department of Health and Human Services, bullying is when one person hurts, scares or harasses another person on purpose. This can be through punching, shoving, spreading rumours, exclusion or teasing. Additionally, cyberbullying is when bullies use the Internet, cellphones or other types of cyber technology to harass others. This might entail sending mean or threatening texts or emails, posting nasty pictures or messages about others on blogs or websites or using someone else's name to spread rumours.

Be sure to address the various ways bullying can take form. It is not merely about stealing lunch money anymore.

MONITOR INTERNET AND PHONE USE

The anonymity of the Internet makes cyberbullying a modern day threat. To help keep your child from being bullied online, keep all computers in a common area of your house and monitor his/her Internet use. Tell your child not to accept any texts, instant messages or friend requests from people he/she does not know. If he/she receives a harassing message or email, teach him/her not to reply or play into it and to tell you right away.

Online services often have a 'block' or 'ban' option to keep certain people from contacting you. Talk to your mobile and Internet services provider for additional privacy settings.

[Adapted from: *https://www.familyeducation.com/life/dealing-bullies/8-effective-ways-bully-proof-your-child*]

Draw a mind map in the ANSWER BOOK, summarising ways given in the passage to help a child handle cyberbullying.

INSTRUCTIONS

- You should have ONE central idea.
- Use half a page to show the mind map.
- Use your own words as far as possible. (You will be penalised for copying facts verbatim from the passage.)
- Your mind map must be presented neatly.
- You will be marked according to the rubric below.

MARK ALLOCATION

Content	Layout	Grammar/Language/Style	Total
5	3	2	10

[10]

TOTAL SECTION B: 10

SECTION C: VIEWING

QUESTION 3

Study the text below and answer the questions.

CELLPHONES AT SCHOOL: SHOULD IT BE ALLOWED?

by: Maya Cohen

The Pros

- You can be in touch with your children and know their whereabouts.
- Your children can reach you in the event of an emergency and vice versa.
- If in danger, your children can reach the authorities or a medical provider.
- Cellphones create a convenience, which was unavailable previously.

The Cons

- Students often forget to turn off their phones in class and ringing noises or text message alerts disrupt learning.
- Even if set to silent, cellphones can still cause a distraction as text messaging has become a high-tech method of passing notes in school.
- In the event of a widespread crisis, rampant cellphone use can overload communication systems and render them inoperable.
- Cellular phones with an Internet connection (Facebook, Twitter and other popular – and potentially dangerous – social media applications) can be even more of a distraction and can be used for cyberbullying.
- Phones can be used as cheating devices during examinations.

[Adapted from: *https://www.familyeducation.com/life/kids-cell-phones/cell-phones-school-should-they-be-allowed*}]

3.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (3.1.1–3.1.2) in the ANSWER BOOK.

3.1.1 Which ONE of the following is an advantage of having a cellphone at school?

A Cheating
B Safety
C Using social media
D Something to keep your mind occupied

3.1.2 Which ONE of the following does NOT describe a way in which cellphones can be a distraction at school?

A Passing notes
B Using social media
C Finding information about your schoolwork
D Text message alerts

(2 × 1) (2)

3.2 Name THREE people/groups of people your child can contact with his/her cellphone in an emergency. (3)

3.3 What problem can be caused by rampant cellphone use in a widespread crisis? (2)

3.4 3.4.1 Do you think cellphones should be allowed at school? State 'Yes' or 'No'. (1)

3.4.2 Substantiate your answer to QUESTION 3.4.1. (2)

3.5 Study the cartoon below and answer the questions.

[Source: *www.Facebook.com*]

Explain how the message in the cartoon is emphasised. (2)

3.6 Explain how people might be 'prisoners of their cellphones'. (2)

3.7 Study the picture and answer the questions.

[Source: *www.Facebook.com*]

This post is designed to give a message to people who think they are the most important people on this earth and who might be very selfish. Why does the writer use exclamation marks as part of the message? (2)

3.8 Why do people post this type of message on Facebook and other social media sites? (2)

3.9 Study the social media text below and answer the questions.

*** The boy you called lame,**
He has to work every night to support his family.
*** That girl u pushed down today,**
She's already being abused at home.
*** That girl you called fat,**
She has disease and starving herself.
*** The old man you made fun of cause of the ugly scars,**
He fought for his country.
*** The boy you made fun of for crying,**
His mother is dying.
You think you are funny ..Guess what?

You are not funny at all.

*** Share if you are against bullying and judging others.**
*** I bet 99% of u won't, but if you're that 1% with a heart**

Press Share .

Sound of My Heart

[Source: *www.Facebook.com*]

This Facebook post comes from a website that promotes an anti-bullying campaign.

3.9.1 Why do they ask people to press the share button? (2)

3.9.2 In your own words, give TWO reasons from the passage why people should not judge others. (2 × 2) (4)

3.9.3 Write a sentence to show another meaning of the word 'press'. (2)

3.10 What is the basic message of this post to those who bully and judge others? (2)

3.11 From which website was the post taken? (2)

[30]

TOTAL SECTION C: 30

SECTION D: LANGUAGE IN PRACTICE

QUESTION 4

4.1 Complete the following passage by either:

- Giving the correct form of the word
- Filling in the missing word
- Choosing the correct answer
- Filling in the correct punctuation

One (4.1.1) (…) the problems concerning social media is the elimination of face-to-face conversations. We (4.1.2) (has resort) to texting conversations, chat rooms, group texts and a lot of fighting. (4.1.3) (…) people are not in direct contact with one another. They tend (4.1.4) (two/to/too) lash out more. People feel empowered when they (4.1.5) (is/are) online. Their confidence in making a post or sending a message increases, because (4.1.6) (…) do not see or experience the other (4.1.7) (persons) reactions. All they have to do is type a few words and hit send. (4.1.8) (This/These) method of communication (4.1.9) (has/have) essentially led to cyberbullying. Nasty comments are exchanged (4.1.10) (dayly/daily) on the Internet, because users do not have to see the damage they are doing or carry the consequences.

[Adapted from: *https://www.theodysseyonline.com/five-problems-with-social-media?altdesign=so*]

(10 × 2) (20)

4.2 Study the ADDENDUM (attached) again and answer the questions.

4.2.1 Change the following sentence into the passive voice:

What you post could also propel your application to the top of the stack. (2)

4.2.2 Name the part of speech of each of the underlined words in paragraph 1 of the passage. Write each word followed by the part of speech. (5 × 1) (5)

4.2.3 Write your own sentence in which you use the homophone for the word 'not' to show its meaning. (2)

4.2.4 Add a prefix to 'engage' (paragraph 10) to make it negative. (2)

4.2.5 Change the following sentence from paragraph 1 into a question by making use of a tag:

Social media platforms are a great place to share accomplishments and volunteering activities. (2)

4.2.6 Change the following sentence into a question by changing the word order:

'LinkedIn is a great resource for interviews.' (2)

4.2.7 Select an antonym from paragraph 3 for 'minimise'. (1)

4.2.8 Select a synonym from paragraph 1 for 'ruin'. (1)

4.2.9 (a) What kind of question is the final sentence of this comprehension passage? (1)

(b) What is the purpose of asking the type of question you identified in QUESTION 4.2.9 (a)? (2)
[40]

TOTAL SECTION D: 40

SECTION E: COMMUNICATION IN PRACTICE

QUESTION 5

5.1 Study the invitation below and answer the questions.

You are cordially invited to the wedding of

Jacob Manala

and

Antonia Khumalo

Daughter of Gift and Clara Khumalo

To be held on

7 January 2019 at 14:00

at

Johannesburg City Hall

150 Knowledge Street

Johannesburg

RSVP: Grace (011 450 8764)

Dress code: Formal

5.1.1 Is the above invitation formal or informal communication? (1)

5.1.2 Is this an example of a social or academic channel of communication? (1)

5.1.3 Does the invitation above successfully communicate its intended message? Substantiate your answer. (2)

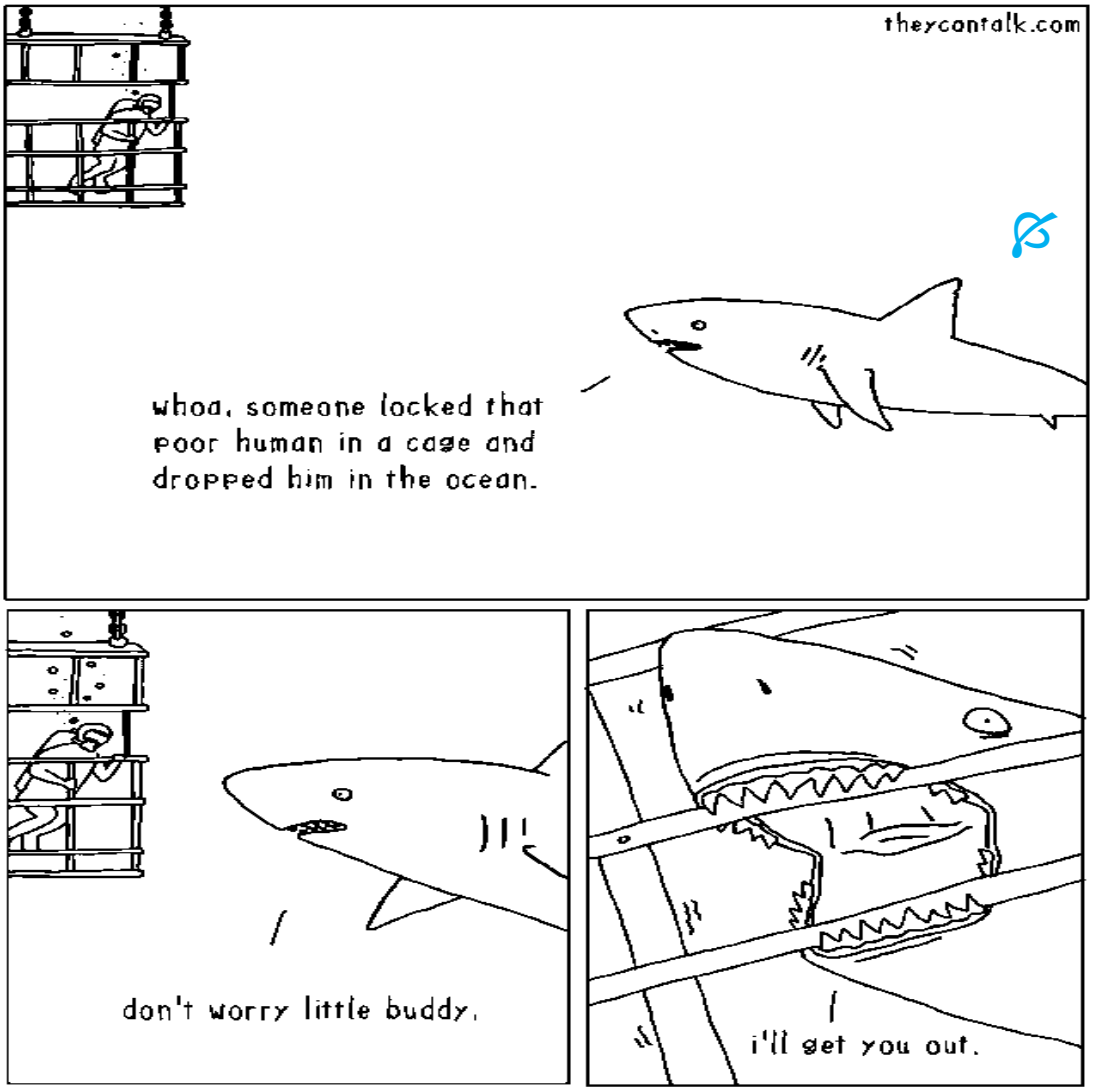
5.1.4 The channel used and the delivered message are TWO elements of communication.

Name THREE other elements of communication. (3)

5.1.5 Invitations, such as the one above, illustrate certain principles of communication.

Name THREE principles of communication that can be identified in the above invitation. (3)

5.2 Read the scenario below and answer the questions.



[Source: https://brightside.me/creativity-art/15-comic-strips-that-reveal-what-animals-think-about-173605/}]

5.2.1 Name the TWO common communication barriers this cartoon illustrates. (4)

5.2.2 Name THREE other common communication barriers. (3)

5.2.3	What message is the shark trying to communicate to the diver in the cage?	(2)
5.2.4	What does the diver probably think the shark is trying to do?	(2)
5.2.5	Why would he think that about the shark's intensions?	(2)
5.2.6	What term is used to classify communication between humans and other species?	(2)
5.2.7	Name the other THREE categories of communication.	(3)
5.2.8	Who is the sender in FRAME 2?	(1)
5.2.9	Who is the receiver in FRAME 2?	(1)
		[30]

TOTAL SECTION E: 30
GRAND TOTAL: 140

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ADDENDUM

SOCIAL MEDIA SUCCESS: A GUIDE FOR JOB SEEKERS

By Saige Driver, B2B Staff Writer, February 8, 2018

1. Posting **questionable** content on social media could kill your chances at getting a job, but what you post could also propel your application to the top of the stack. **If** done **correctly** and professionally, social media platforms are **a** great place to **share** accomplishments and volunteering activities.

2. Recruiters are looking for candidates online and what they find will help determine who gets the job. 'When a recruiter searches an applicant's name to learn more about him/her, it's actually a red flag nowadays if someone isn't found to be active online,' said Brie Reynolds, senior career specialist at HYPERLINK "C:\\Users\\jpalmer\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\J24E9HQX\\FlexJobs"../AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/J24E9HQX/FlexJobs.

3. Each social network has its own unique characteristics and best practices. We talked to hiring managers, recruiters and social media experts about how to use social media to optimise your job search.

LinkedIn

4. As the go-to network for both, job-seekers and hiring managers, your top priority should be making your LinkedIn profile work for you.

5. 'Hiring managers may look to your LinkedIn profile to learn more about you,' said Reynolds.

6. Angela Copeland, career coach at Copeland Coaching said LinkedIn is a great resource for interviews. 'If you're interested in a particular job, try to locate and reach out to the hiring manager via LinkedIn,' she said. 'If you have an interview already scheduled, you can use LinkedIn to learn more about the people who will interview you.'

Twitter

7. The brands and people you engage with on Twitter directly impact your followers' perception of you and may affect whether hiring managers believe you're worthy of working for the company or not. It's also a great place to listen to what people are saying about your future company.'

8. When you're looking for a job, a good percentage of your tweets, retweets and replies should focus on topics that are relevant to the companies you want to work for.

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Facebook

9. 'It's important to be careful with the type of content you post,' said Karla Ruiz, social media director at Casanova//McCann. While it's important to use privacy settings for personal information, you should keep some information public such as your employment information, location and professional skills. You should be searchable to hiring managers.

10. It's always a good idea to engage with industry leaders and portray yourself as a thought leader on all social media platforms. A great way to achieve this on Facebook is by commenting and contributing to industry-specific Facebook groups.

11. 'These groups can do quite a bit for you – assist and propel you in developing yourself professionally, connect you with other individuals in your field and/or get you in closer contact with an organisation that is looking for talent like you.'

12. While each platform serves a different purpose, it's also important to have a consistent voice and style throughout all your social media profiles. You should be utilising social media to build yourself as a brand.

13. 'Be sure to have a clean and consistent social media presence,' said Ruiz. 'Don't just share stuff just of the sake of sharing. Before posting, ask yourself – does this add value to my personal brand?'

Additional reporting by Nicole Fallon and Shannon Gausepohl. Some source interviews were conducted for a previous version of this article.

[Source: https://www.businessnewsdaily.com]

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