higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

ENGLISH FIRST ADDITIONAL LANGUAGE

(First paper)

NQF LEVEL 3

(4101113)

4 March 2020 (Y-paper)
13:00–15:30

This question paper consists of 16 pages.

252Q1S2004

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TIME: 2½ HOURS
MARKS: 150

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 PASSAGE A and B and answer the questions.

PASSAGE A

BULLYING IN THE WORKPLACE

Companies must deal with bullying in the workplace. If they overlook it, productivity will be affected and they'll lose key staff members.

Don't take that risk, because the biggest problem with bullying and harassment is that companies often do very little about it.

Why do so many employees not report bullying?

Firstly, employees don't like to speak openly about it. Secondly, it's often senior people doing the bullying, therefore nobody points it out and nobody takes action.

Furthermore, bullies are often manipulative and charming to the more senior managers and for that reason it goes unnoticed by management for a long time.

Luckily this can be avoided in a company. The reality is that once the bullying is exposed, it often stops. Having the spotlight on them is the most effective tool for starting to deal with bullies.

Use these eight methods to deal with bullying in the company

1: Have an anti-bullying policy or organisational statement that defines what won't be tolerated in a business.

2: Have clear procedures for victims of harassment to lay complaints when they feel they're victims of bullying or harassment.

3: Conduct an awareness campaign that defines what is considered to be workplace bullying. It must also outline how bullying will be dealt with.

4: Have an open environment by giving employees the chance to raise concerns about behaviour and bullying in the workplace.

5: Take immediate action to investigate claims of bullying or other forms of harassment.

6: Include bullying and other forms of harassment in the Code of Conduct. In addition, make employees aware of the sanctions that will be imposed on bullies when they are disciplined.

7: Create mentoring opportunities for managers to create awareness of what effects bullying has on the victims and staff.

8: Include counselling in the Employee Assistance Programmes to support employees who have been targets of workplace bullying.

Don't turn a blind eye on bullying. Use the above methods to deal with it before it affects your company and employees.

[Adapted from: *https://labourman.co.za/bullying-in-the-workplace*]

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PASSAGE B

HOW TO DEAL WITH SEXUAL HARASSMENT IN THE WORKPLACE

- Bring the seriousness of the harassment to the attention of management or your human resources (HR) unit.
- Help to formulate and implement appropriate policies.
- Help victims deal with the consequences of harassment.

Creating a safe work environment

Many practical steps can be taken, as part of an integrated programme to counter harassment:

1) **A clear policy from management**
2) **Awareness of the problem and of own and others' rights**
3) **Complaints and disciplinary procedure**
   There must be clear guidelines on reporting and disciplinary procedures in cases of harassment and these must be communicated to all staff members.
4) **Education**
   Employers should include the issue of sexual harassment in the orientation and training programmes of employees.
5) **Confidentiality**

What can you do if you're experiencing sexual harassment at work?

- **Be clear and firm.**
- **Tell others.**
- **Don't doubt yourself.**
- **Safety in numbers.**
- **Report the matter.**
- **Keep records.**

[Adapted from: *https://www.westerncape.gov.za/general-publication/how-deal-sexual-harassment-workplace*]

1.1 Indicate whether the following statements are TRUE or FALSE by writing 'True' or 'False' next to the question number (1.1.1–1.1.3) in the ANSWER BOOK. Quote ONE reason from the text for each answer.

1.1.1 More needs to be done about bullying and harassment in the workplace. (1 + 1) (2)

1.1.2 Bullies enjoy being in the spotlight. (1 + 1) (2)

1.1.3 There are no practical ways to counter harassment. (1 + 1) (2)

1.2 Provide TWO reasons why many employees do not report bullying. (2)

1.3 Give TWO reasons why bullying should be dealt with in the workplace. (2)

1.4 What is the purpose of having an anti-bullying policy in a company? (2)

1.5 Which TWO things must be covered in your company's awareness campaign regarding workplace bullying? (2)

1.6 1.6.1 State whether, according to the passage, any action against bullying should be taken PROMPTLY or should be DELAYED. (1)

1.6.2 Find ONE word from the text to support your answer to QUESTION 1.6.1. (1)

1.7 How can Employee Assistance Programmes support victims of workplace bullying? (1)

1.8 Explain the idiom: 'Don't turn a blind eye on bullying.' (2)

1.9 Choose a term from COLUMN B that matches an item in COLUMN A. Write only the letter (A–D) next to the question number (1.9.1–1.9.3) in the ANSWER BOOK.

COLUMN A	COLUMN B
1.9.1 Disciplinary procedure	A allows staff members to be comfortable to talk about bullying
1.9.2 Code of conduct	B clear official rules
1.9.3 Open environment	C practical steps against harassment
	D outlines the steps against the offenders

(3 × 1) (3)

1.10 How will awareness contribute to the well-being of employees? (2)

1.11 Why is it important to have mentors in the workplace? (2)

1.12 Explain how senior managers are protected by their titles. (2)

1.13 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 (1.13.1–1.13.2) in the ANSWER BOOK.

1.13.1 In terms of sexual harassment employees need to be aware of the following:

A The rights of others
B Their own rights
C The rights of management
D A and B

1.13.2 The biggest problem with bullying and harassment is that …

A bullies are charming.
B companies don't do enough about it.
C companies always put the welfare of their employees first.
D A and C

(2 × 1) (2)

1.14 In PASSAGE B, there is reference to 'Confidentiality'.

Quote a word(s) from the passage which mean(s) the opposite of confidentiality. (2)

1.15 Explain why management often fails to notice bullying and harassment. (2)

1.16 Why do people become bullies? (2)

1.17 Bullies are cowards.

Do you agree?

Quote in support of your point of view. (2)

1.18 Both these articles have been sourced from websites. What does this information tell you about bullying and harassment in general? (2)

[40]

TOTAL SECTION A: 40

SECTION B: SUMMARY

QUESTION 2

Employees often have to share their workspaces with others.

Summarise the passage below which advises employees on how to make use of shared spaces at work to enable everyone to work effectively.

INSTRUCTIONS

1. Do not use more than 80 words. Only the first 80 words will be marked.
2. Use your own words as far as possible.
3. Use full sentences with only one point per sentence.
4. Number the sentences from 1–7.
5. Indicate the total number of words at the end of your summary.

THE Ps AND Qs OF SHARED SPACE

By Langa Khanyile

Most working people spend more time at work than they do at home, so much so that work is virtually home-away-from-home. However, it is important to remember that when at work, one should not leave one's manners at home.

Etiquette expert, Myka Meier says: 'As a general rule of thumb, I always advise people to be extra conscious in any workspace that should be shared. Having good etiquette at work simply means being considerate and respectful toward everyone around you. 'Meier shares some cardinal etiquette sins, to avoid committing in the office.

If you work in an open-plan space keep private calls short and remember not to treat the conference room as your personal office. Remember that others need to use the communal kitchen too. Don't let your rubbish overflow into a colleague's space.
Keep loud conversations to a minimum. It can be a distraction for colleagues who need to focus on deadlines. Don't have such close friendships with your colleagues that you always have to take coffee or smoke breaks together as that can result in lost production time. If you have a contagious illness take sick leave so you don't infect others.

Colleagues deserve our consideration if we want a happy and productive working environment. It is not always bullying or harassment but often just a lack of consideration for those around us that leads to a hostile work environment.

[Adapted from: *Talent 360* Wednesday February 7, 2018] **[10]**

TOTAL SECTION B: 10

SECTION C: VIEWING

QUESTION 3: CARTOONS

The cartoons below illustrate possible solutions to behavioural problems in the workplace.

CARTOON 1

CARTOON 2

CARTOON 3

[Source: *https://www.google.co.in/search?q=i+dont+know+if+this+open+carry+cartoon&source=lnms&tbm=isch&sa=X&ved=0ahUKEwi9-96U3PXgAhUPx4UKHcJjCQoQ_AUIDigB&biw=1024&bih=651#imgrc=GeT0b0BJsVsdmM:&spf=1552157203210*]

3.1 Refer to Cartoon 1.

3.1.1 Explain the reference to 'open carry'. (2)

3.1.2 What does the facial expression of the speaker state about her feelings? (2)

3.2 Refer to Cartoon 2.

3.2.1 What does the speaker suggest as a way of dealing with rude people? (2)

3.2.2 Describe what the body language of the characters suggests about their feelings. List the body language and feeling for each character. (4)

3.3 Refer to Cartoon 3.

3.3.1 Describe the solution to dealing with harassment. (2)

3.3.2 Explain what you understand by the term 'harassment awareness course'. (2)

3.4 Examine CARTOON 1 and CARTOON 3 carefully. Which one do you think offers the best solution to sexual harassment at work?

Give a reason for your answer. (3)

[17]

QUESTION 4: VISUAL PIECE

IF YOU TURN AND FACE THE OTHER WAY WHEN SOMEONE IS
BEING BULLIED,
YOU MIGHT AS WELL BE THE BULLY TOO.

Unknown

4.1 At whom is this message aimed?

4.2 This text aims to teach the audience/reader something.

What important behavioural change does it wish to bring about?

(2 × 2) **[4]**

QUESTION 5: INTERNET TEXT (ADVERTISEMENT)

Study the advertisement below and answer the questions.

The words above read: An Interactive Sexual Harassment Workshop

[Source: int.search.miway.com]

5.1 What is the purpose of this advertisement? (2)

5.2 Who is the target audience? (1)

5.3 Explain in your own words the meaning of 'He Said She Said'. (2)

5.4 Explain how the body language of the two people supports the heading, 'He Said She Said'. (2)

5.5 What do you imagine is the meaning of 'interactive' in the context of this advertisement? (2)
[9]

TOTAL SECTION C: 30

SECTION D: LANGUAGE IN PRACTICE

QUESTION 6

6.1 Complete the following passage by:

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

Extract from: **BOOST FOR ENTREPRENEURS WITH 9-TO-5 JOBS**
By Thelma Ngoma

To boost (6.1.1 bud) entrepreneurs, (6.1.2 standard Bank) has launched (6.1.3 a/an) innovative campaign to help them turn their side aspirations (6.1.4 …) their main aspirations by providing them with funding which is equivalent to as (6.1.5 many/much) as one (6.1.6 year's/years') salary in order to encourage them to start their business without the fear of losing their monthly income.

The 'My Fearless Next Campaign' (6.1.7 be) targeted at young entrepreneurs who are (6.1.8 work) nine-to-five corporate jobs but (6.1.9 has/have) started a small business on the side either (6.1.10 …) earn additional income or to fulfil their entrepreneurial ambitions.

[Adapted from: *Afro Voice, Wednesday 6 June 2018*] (10)

6.2 Read the following extract and answer the questions.

Extract from: **BOOST FOR ENTREPRENEURS WITH 9-TO-5 JOBS**
By Thelma Ngoma

'A lot of young entrepreneurs are working eight or ten hours a day in corporate jobs and running their small businesses after hours and at weekends.' Cleo Zwane, senior marketing manager for business banking at Standard Bank, said. 'They are too afraid to quit their jobs and focus all their energy on their small businesses because they are reliant on their salaries. What we want to do is remove the real risk of being without a salary and provide a platform for young entrepreneurs to take their next entrepreneurial step without fear of losing their income. In essence we will be buying them time to focus on their business.'

[Adapted from: *Afro Voice, Wednesday 6 June 2018*]

6.2.1 Explain in your own words the meaning of the following:

(a) 'provide a platform'. (2)

(b) 'we will be buying them time'. (2)

6.3 Choose a figure of speech from the following list applicable to the sentence given below.

metaphor; personification; alliteration; simile; onomatopoeia

What we want to do is remove the real risk. (2)

6.4 State whether the tone and register of the passages in QUESTIONS 6.1 and 6.2 are FORMAL or INFORMAL. Give a reason for your answer. (2)

6.5 Change the following sentence into the past tense:

A lot of young entrepreneurs are working eight or ten hours a day in corporate jobs. (1)

6.6 'They are too afraid to quit their jobs'.

6.6.1 Is this statement a FACT or an OPINION?

6.6.2 Give a reason for your answer to QUESTION 6.6.1.

(2 × 1) (2)

[21]

QUESTION 7

[Source: *@NABS-_UK#timeto campaign*]

7.1 Change the following sentence into reported speech:

'We really want this client to have fun with you tonight.'

Start with: He said that … (5)

7.2 Change the following sentence into the passive voice:

You should wear that dress to work.

Start with: That dress … (3)

7.3 'We really want this client to have fun with you tonight so flirt like your job depends on it.'

7.3.1 Which word has been used to join the two simple sentences which make up this compound sentence? (1)

7.3.2 Choose a word from the following list to describe the word you chose in your answer to QUESTION 7.3.1.

adjective; pronoun; verb; conjunction; adverb

(1)

7.4 Join the following sentences by using the word given in brackets:

Your dress is very pretty.
You should wear it more often. (therefore) (2)

7.5 What is meant by the question, 'Where do you draw the line?' (2)

7.6 Is a LITERAL question or FIGURATIVE question asked in QUESTION 7.5?

Give a reason for your answer. (3)

7.7 Find a synonym in the text for each of the following words:

7.7.1 Customer

7.7.2 Seduce

(2 × 1) (2)
[19]

TOTAL SECTION D: 40

SECTION E: COMMUNICATION IN PRACTICE

QUESTION 8: MEETINGS

Read the scenario below and answer the questions.

Receptionist: *(Answers telephone while still talking to a colleague) ...* We had a wonderful time last night!
Hello ...?
Client: Hello. This is Mrs. Skosana. May I speak to Mr. Mokwena, please?
Receptionist: No.
Client: I beg your pardon?
Receptionist: He is not in the office right now.
Client: Could I perhaps leave a message for him then?
Receptionist: Ok.
Client: Please ask him to call Mrs Skosana at ...
Receptionist: *(Talking to a colleague again) ...* get me some nice grub when you go.
Client: Excuse me?
Receptionist: Sorry, just ordering my lunch. Just be quiet for a minute so I can finish doing so.
Client: I'm trying to leave a message for Mr Mokwena.
Receptionist: I told you he is out.
Client: I know, I just wanted you to take a message. (Silence) ... Hello?

After receiving complaints about such conversations the company's management decide to convene a meeting regarding a disciplinary interview for the receptionist who has received several warnings regarding her poor telephone etiquette.

8.1 State TWO duties of the chairperson of the meeting. (2)

8.2 What type of meeting would this be? (1)

8.3 Choose options from the following list to complete the sentences below. Write only the answer next to the question number (8.3.1–8.3.5) in the ANSWER BOOK.

member of a company; report; person with authority; agenda; give adequate notice; accordance with regulations; terms of minutes; quorum

A meeting should be organised by a/an (8.3.1) ... who should (8.3.2) ... and provide a/an (8.3.3) ... prior to the meeting. The meeting should be held in (8.3.4) ... which means there should be a/an (8.3.5) ... (5 × 1) (5)

8.4 Read the transcript above between the client and the receptionist.

Identify THREE things that the receptionist says or does that are offensive to clients. (3)
[11]

QUESTION 9: INTERVIEWS

After the management meeting mentioned in QUESTION 8, a disciplinary interview is arranged with the receptionist mentioned in the scenario. Following is a transcript of the interview:

Manager: I have received numerous complaints about your telephone etiquette with the last being from Ms Skosana.
Receptionist: Who? Oh ... that woman! I did nothing to her.
Manager: She claims that you failed to listen to her, because you were busy ordering lunch.
Receptionist: She is lying. I told her to be quiet for a moment so I could order lunch. I was listening to her.
Manager: Now you are contradicting yourself! Is it proper to ask a client to be quiet?
Receptionist: I had to order my food because I was hungry.
Manager: You do realise that there is time for work and time for lunch?
Receptionist: That lady has a problem. She called close to my lunch break. I have done nothing wrong.

9.1 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 (9.1.1–9.1.5) in the ANSWER BOOK.

9.1.1 Disciplinary interviews typically involve the following people:

A The employee and his/her colleagues
B The management team of the company
C The employee and his/her manager/supervisor/employer
D The employee, his/her manager and his/her family

9.1.2 Other than the relevant persons in the company, the … may also be involved in a disciplinary interview.

A legal representatives of both parties
B clients who made the complaints
C legal representatives of the employee
D legal representatives of the company

9.1.3 Disciplinary interviews should happen …

A immediately after the first complaint is received by management.
B after the employee has received a verbal warning.
C whenever management feels that it may be necessary.
D after the employee has received both verbal and written warnings.

9.1.4 Disciplinary interviews should be conducted …

A during a company meeting
B in private
C in an informal setting
D over the telephone

9.1.5 Before a disciplinary interview, the …

A employee should be informed of the purpose of the interview
B employee should not be informed of the purpose of the interview
C clients who complained should be informed about the interview
D employers should already have decided on the final outcome of the interview

(5 × 1) (5)

9.2 Read the transcript of the disciplinary interview between the manager and the receptionist, and answer the questions.

9.2.1 'I did nothing to her.'

What does this statement suggest about the receptionist's attitude? (2)

9.2.2 How does the receptionist show that she is guilty? (2)

9.2.3 'That lady has a problem.'

Do you agree with the receptionist's statement? Give a reason for your answer. (2)

[11]

QUESTION 10: PRESENTATIONS

At an event where various speakers present speeches there is usually a master of ceremonies or programme director.

10.1 Name THREE things that the master of ceremonies should do in preparation for doing the job effectively. (3 × 1) (3)

10.2 Describe TWO functions of the master of ceremonies. (2)

10.3 State TWO things the master of ceremonies can mention about a speaker to introduce him. (2)

10.4 Identify one gesture that the master of ceremonies can use to make the speaker feel welcome. (1)

[8]

TOTAL SECTION E: 30
GRAND TOTAL: 150

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