higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

ENGLISH FIRST ADDITIONAL LANGUAGE
(Second Paper)
NQF LEVEL 3

(4101113)

5 March 2020 (Y-paper)
13:00–15:30

This question paper consists of 7 pages and 4 addenda.

264Q2S2005

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TIME: 2½ HOURS
MARKS: 100

NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out all work you do not want to be marked.

INSTRUCTIONS AND INFORMATION

1. This paper consists of THREE sections:

   SECTION A: REPORT WRITING: 50 marks
   SECTION B: LONG FUNCTIONAL WRITING: 30 marks
   SECTION C: SHORT FUNCTIONAL WRITING: 20 marks

2. Read all the questions carefully.

3. Answer all the questions in SECTIONS A and B.
   Answer any TWO questions in SECTION C.

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

5. Start each section on a NEW page.

6. Take note of the marks allocated for each question.

7. Hand in all ADDENDA with the ANSWER BOOK.

8. Write neatly and legibly.

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BACKGROUND INFORMATION

Read the following background information before answering the questions.

Ferguson College is a private nursing college situated in Mahikeng, North West. It is a non-governmental organisation which helps students who cannot be admitted to government institutions to study. The college receives sponsors from various companies and Ms Jansen is the CEO.

Contact details of Ferguson College:

Mr B Moseki: Principal
20 Moroka Road
Mahikeng
0745
Telephone number: 018 384 2348
Fax: 0864333669

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SECTION A: REPORT WRITING

Answer all the questions in this section.

QUESTION 1: INVESTIGATIVE REPORT

You are the principal of Ferguson College, Mr Boemo Moseki. Recently the CEO has been receiving reports about students dropping out of the college at an alarming rate. The CEO has asked you to establish the reasons for the increasing dropout rates.

On Monday, 18 November 2019, she asked you to write a formal investigative report. You decided to call a meeting with the remaining students, as well as speak telephonically to 20 of the students who had left.

Write an investigative report of 150 to 250 words using the following core notes, as well as incorporating your own ideas:

The following reasons for the dropout were provided by the students who were interviewed:

- High tuition fees
- College not easy to reach with public transport
- Lecturers harassing students
- Lecture halls not conducive to learning
- Lecturers not teaching effectively

Use the following information to draft your report on a letterhead:

- Provide a **heading** for your report. (1 mark)
- **Terms of reference**: State who instructed you to write the report. What is the instruction? (2 marks)
- **Procedure**: List two methods used to obtain the information. (2 marks)
- **Findings**: Provide at least five findings. (5 marks)
- **Conclusion**: Make a summary based on the findings. (2 marks)
- **Recommendations**: Make a recommendation for each problem. Arrange the recommendations in the same sequence as set out in the findings. (5 marks)
- **Provide the full name and position** of the compiler at the end of the report. (1 mark)

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
18	8	4	30

[30]

QUESTION 2: FEEDBACK REPORT

Dr Aaron Motsoaledi called on all private nursing college principals to attend a workshop at the Mmabatho Civic Centre at 09:00 on 13 January 2020. Some of the items on the agenda include how to run a private nursing college, private nursing college curricula and regulated fees of private nursing colleges.

On your arrival at the workshop, you found the venue filled to capacity. You were forced to stand throughout the session. Although your college paid for registration and meals, you were unable to eat because the food was finished before you reached the serving station. Presenters were not audible enough, because of technical issues with the sound system. Furthermore, presenters were not well prepared.

Use the given information to write a feedback report as requested by the CEO Ms Jansen. Use the form in ADDENDUM A (attached) to complete the report. Hand it in with your ANSWER BOOK.

CONTENT	GRAMMAR	FORMAT	TOTAL
13	4	3	20

[20]

TOTAL SECTION A: 50

SECTION B: LONG FUNCTIONAL WRITING

Answer all the questions in this section.

QUESTION 3: NOTICE AND AGENDA OF A SPECIAL MEETING

Mr Moseki, the college principal, is quite concerned about the stern words of Minister Motsoaledi about colleges that do not operate according to the approved policies of the Department of Health.

He therefore requests you to send a notice and agenda of a special meeting. The meeting is going to take place in the boardroom at 09:00 on 20 January 2020. This must be presented in a memorandum format.

Draft the notice and agenda for the meeting for members of staff.

The following points are to be discussed:

- High tuition fees
- Private colleges not adhering to Department of Health policies
- Lecture halls not conducive to learning

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
11	4	5	20

[20]

QUESTION 4: MINUTES OF A SPECIAL MEETING

Answer this question on ADDENDUM B (attached). Hand it in with your ANSWER BOOK.

Use the information in the notice and agenda in QUESTION 3, as well as, the information box below to write the minutes. The notes are not written in complete sentences. You will need to write full, grammatically correct sentences.

Both your notice/agenda and minutes should be approximately 120 to 125 words in length.

Mr Moseki opened the meeting – welcomed all present – attendance register circulated – signed – Mr Laurance attending a funeral – Mrs Dikotsi gone for a doctor's appointment. Matters of discussion: High tuition fees – private colleges not adhering to Department of Health policies – lecture halls not conducive to learning – closure – 11:30.

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

TOTAL SECTION B: 30

SECTION C: SHORT FUNCTIONAL WRITING

Answer any **TWO** of the questions in this section.

QUESTION 5: MEMORANDUM

Answer this question on ADDENDUM C (attached.) Hand it in with your ANSWER BOOK.

You are the college principal, Mr Moseki, who just received a call from Minister Motsoaledi's office. You have been informed that Minister Motsoaledi will be coming to your college on 14 February 2020. The purpose of the visit is to check whether the college is running according to departmental policies. The Minister is also going to talk about bursaries for nursing students. You would like every member of staff to take part in the preparation for the visit. Ask the maintenance supervisor to ensure that the college premises is thoroughly cleaned as the Minister is likely to inspect every corner of the premises. Classes need to continue as usual.

Write an internal memorandum of 80-100 words to all staff members informing them of the Minister's visit and providing them with all the necessary information.

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

QUESTION 6: FAX

You are the college principal, Mr Moseki. The meeting with the Minister went well and he was impressed by the improvements at the college. He even offered to provide bursaries for the three best-performing first-year students at the college. He asked you to give him the names of those students who excelled in the first quarter. The names must be submitted by 15 March 2020.

On 15 March 2020, you sent a fax to the Minister's office.

Write a fax of 80 to 100 words using the information below:

- The introduction must include the Minister's instruction to you.
- Provide the names of the three students you have chosen. Include their contact details.
- Show appreciation for the fact that the Minister chose students from your college.
- End with a statement of goodwill.

Use ADDENDUM D (attached) to write this fax in 80–100 words. Hand it in with your ANSWER BOOK.

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

QUESTION 7: FLYER

At the end of 2019, plans are being made to recruit new students for 2020. The manager of the marketing department decides to advertise for interested students to apply to study at the college.

Design a flyer on behalf of the marketing department manager, giving prospective students all the information needed (including registration dates, registration fees, re-opening date, contact details and any other information you deem important).

Remember to take note of the following:

- Catchy heading
- Frame
- Font variation
- Distinct design

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
5	3	2	10

[10]

TOTAL SECTION C: 20
GRAND TOTAL: 100

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ADDENDUM A

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 2: FEEDBACK REPORT

FERGUSON NURSING COLLEGE

To: _____ Date: _____

From: _____ Tel: _____

Subject: _____

BACKGROUND: (2 marks)

_____

_____

_____

PURPOSE: (2 marks)

_____

_____

_____

PROBLEMS: (Mention 4 for 4 marks)

_____

_____

_____

_____

CONCLUSION: (1 mark)

_____

_____

RECOMMENDATIONS: (Mention 4 for 4 marks)

_____

_____

_____

SIGNATURE:_____

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ADDENDUM B

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 4: MINUTES OF A SPECIAL MEETING

FERGUSON NURSING COLLEGE

Minutes of a _____ meeting held in the _____ on

_____ at _____.

1. Opening and welcome

_____

_____

2. Attendance Register

_____

_____

3. Apologies

_____

_____

4. Matters discussed

4.1 High tuition fees

_____

_____

4.2 Private colleges not adhering to the policies of the Department of Health

_____

_____

4.3 Lecture halls not conducive to learning

_____

_____

5. Closure

_____

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ADDENDUM C

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 5: MEMORANDUM

FERGUSON NURSING COLLEGE

MEMORANDUM

To: _____ Date: _____

From: _____ Tel: _____

SUBJECT: _____

ADDENDUM D

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 6: FAX

FERGUSON NURSING COLLEGE

FAX COVER PAGE

To: _____

From:_____

Date: _____

Tel: _____

SUBJECT: _____

MESSAGE:

_____

_____

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