higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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ENGLISH FIRST ADDITIONAL LANGUAGE
(First Paper)
NQF LEVEL 3

(4101113)

8 November 2019 (Y-Paper)
13:00–15:30

This question paper consists of 17 pages.

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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 the following passage and answer the questions.

STRESSED OR DEPRESSED? KNOW THE DIFFERENCE.

1. Stress is good if it motivates you, but it is bad if it wears you down. Many factors can contribute to the stress you experience, which can cause changes in your body that affect your overall physical, mental and emotional health. Depression is more serious and long-lasting than stress, and requires a different kind of help.

2. The good news is that depression is a highly treatable condition. However, it is not something you can snap out of by yourself, so it is important to get help. How do you tell the difference between stress and depression? Both can affect you in similar ways, but there are key differences. Symptoms of depression can be much more intense. They last at least two weeks. Depression causes powerful mood changes, such as painful sadness and despair. You may feel exhausted and unable to act.

The table below depicts common signs of stress and depression.

Which fits you best?

Common Signs of Stress	Common Signs of Depression
• Trouble sleeping • Feeling overwhelmed • Problems with memory • Problems concentrating • Change in eating habits • Feeling nervous or anxious • Feeling angry, irritable or easily frustrated • Feeling burnt out from studying or schoolwork • Feeling that you cannot overcome difficulties in your life • Trouble functioning in class or in your personal life	• Withdrawing from other people • Feeling sad and hopeless • Lack of energy, enthusiasm and motivation • Difficulty in making decisions • Being restless, agitated and irritable • Eating more or less than usual • Sleeping more or less than usual • Trouble concentrating • Trouble with memory • Feeling bad about yourself or feeling guilty • Anger and rage • Feeling that you cannot overcome difficulties in your life • Trouble functioning in your class or in your personal life • Suicidal thoughts
Reducing stress If you are stressed, there are many good ways to get relief. Here are some constructive choices:	

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3. **Make a plan.** Figure out what is really causing the stress. Think of as many possible causes as you can, and write them down. Brainstorm for solutions that will reduce the stress, and commit them to paper. Now choose a few solutions to start tackling the issues. If they are complicated, break them down into manageable chunks. Then give your plan a try. If one particular solution does not help, try another one. Do not be afraid to make mistakes. It is all part of the process.

4. **Get the stress out.** Remember to take breaks when you feel worried or stuck. Do something relaxing every day. Sing, dance and laugh – anything to burn off the energy.

5. **Take care of your body.** A healthy body can help you manage stress. Get seven to nine hours of sleep, eat healthy food, stay hydrated and exercise regularly. Go easy on the caffeine. Shorting yourself on sleep and especially pulling an all-nighter robs you of energy and your ability to concentrate. A healthy diet improves your ability to learn. Do not skip breakfast.

6. **Do not suffer in silence.** Get support. A heart-to-heart talk with someone you trust can help you get rid of toxic feelings and may even give you a fresh perspective. If these steps do not bring relief or if you are still unable to cope and feel as if the stress is affecting how you function every day, it could be something more acute and chronic, such as depression. Do not let it go unchecked!

7. **Get help for depression.** If you think you might be depressed, take a depression screening. Print the results or email them to yourself and then show them to a counsellor or doctor. Remember that depression and other mental health conditions are nothing to be ashamed of. Depression is not a sign of weakness, and seeking help is a sign of strength. Telling someone you are struggling is the first step toward feeling better. You will need the help of a mental health professional to beat depression. Talk therapy, antidepressant medication or a combination can be very effective.

[Adapted from: *http://www.mentalhealthamerica.net/stressed-or-depressed-know-difference*]

QUESTIONS

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. Give ONE reason for each response.

1.1.1 Stress can cause changes in your body. (2)

1.1.2 Depression is a disease that cannot be treated. (2)

1.1.3 Your ability to concentrate can be affected by how much you sleep. (2)

1.2 The table in the text compares the common symptoms of stress and depression, and indicates that there are many similarities between the two.

1.2.1 Examine the 'Common signs of Stress' section. Quote 1 point that is applicable to students. (2)

1.2.2 Which is the more serious problem; stress or depression? (1)

1.2.3 Substantiate your answer to QUESTION 1.2.2 above with evidence from the text. (2)

1.2.4 Identify one thought that a depressed person has, but a person with stress does not. (2)

1.2.5 Identify one similarity between stress and depression, which is related to eating. (2)

1.2.6 How will problems of memory and concentration impact on a person's job? (2)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write ONLY the letter (A–E) next to the question number (1.3.1–1.3.4) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Feeling overwhelmed	A	depression
1.3.2	Feeling bad about yourself	B	brainstorming
1.3.3	Telling someone you are suffering from depression	C	stress
		D	talk therapy
1.3.4	Choosing solutions	E	relaxing

(4 × 1) (4)

1.4 Refer to line 1.

'Stress is good if it motivates you, but it is bad if it wears you down.'

Explain the meaning of this statement in context. (2)

1.5 Refer to paragraph 2.

'However, it is not something you can snap out of by yourself.'

What do you understand by this statement? (2)

1.6 Refer to paragraph 3.

1.6.1 Why is it important to write down the causes of stress? (2)

1.6.2 Suggest why the writer wants you to write down the solutions as well. (2)

1.6.3 'If they are complicated, break them down into manageable chunks.'

In what way will this strategy benefit a person? (2)

1.7 Refer to paragraph 5.

'pulling an all-nighter robs you of energy and your ability to concentrate.'

What is meant by this statement? (2)

1.8 Refer to paragraph 6.

'A heart-to-heart talk'.

Is this statement literal or figurative? Give ONE reason for your answer. (3)

1.9 Why is the use of 'toxic' appropriate in describing a person's feelings? (paragraph 6) (2)

1.10 Why do you imagine would a depressed person feel embarrassed? (2)
[40]

TOTAL SECTION A: 40

SECTION B: SUMMARY

QUESTION 2

Summarise the passage below in which you advise your friends on **how to prepare for and function during a depression episode.** Write SEVEN points.

INSTRUCTIONS:

1. Do NOT use more than 80 words.
(Only the first 80 words will be considered.)

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.

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Ways to Do the Job When Depression Affects Functioning

Recognise if you are experiencing an episode of depression. If you are familiar with how your depression reveals itself, it will be easy to identify when an episode is coming on and how severe it is going to be.

Be sure to use coping skills and other depression treatment options that you know have served you well in the past. Once you have found the right treatment combination and have implemented it consistently over time, it should be easier to use these skills to help defeat a bout of depression.

Notify your support system, which may include your family, friends, therapist and/or psychiatrist.

It is important to let your supervisor know that you are sick (you do not have to reveal the nature of your illness). By communicating your status, your support system and your job can begin preparing to help accommodate you throughout your episode. Prioritise your work tasks based on deadlines and importance. Check with your supervisor to see if there is flexibility with certain tasks and other people who can assist. Make sure you commit your energy to the most pressing issues. Try to do your job to the best of your ability with the understanding that your best during a depressive episode will not look like your best when you are not depressed. If you have done all the appropriate things to ensure the most success while going through your spell, be confident that you have given it your best shot. **[10]**

[Adapted from: *https://www.healthyplace.com/blogs/workandbipolarordepression/2014/11/how-to-get-the-job-done-when-depression-affects-your-ability-to-function*]

TOTAL SECTION B: 10

SECTION C: VIEWING

QUESTION 3: POSTER

Greenpeace is an organisation of environmental activists who work to improve our environment. Examine the Greenpeace poster below and answer the questions.

[Source: *www.greenpeace.org/breakfreefromplastic*]

3.1 What is the general message of this poster? (2)

3.2 Why is the heading written as one word? (2)

3.3 Why is plastic production constantly increasing? (2)

3.4 What do you imagine will happen to people who drink plastic fibres in water? (2)

3.5 Refer to the picture below the words: THIS MUST CHANGE.

What emotion does the picture arouse in you? Give ONE reason for your answer. (2)

[10]

QUESTION 4: INTERNET TEXT: ADVERTISEMENT

Study the advertisement below and answer the questions.

Carpenter **Expires 09/28/2018**

Programme Overview

Learn to become a carpenter — at home at your own pace with **Penn Foster Career School International.** Skilled and experienced carpenters are in demand around the world, so you can look forward to plenty of opportunity to use your new skills.

Get started!

Enrol online and you could be working on your first lesson – and toward a new career – in a matter of minutes!

Here are some of the benefits of the carpenter programme:

- Hands-on training with professional, quality equipment, so that you can learn by doing.
- Books, lessons, learning aids, special supplements and equipment included at no additional cost.
- Access to Student Support Services on our website, including online examinations and an account review.

Your complete programme includes tools and practical exercises. You will learn the secrets of framing roofs, exterior and interior walls, floors, windows, doors, installation and much more.

[Source: *https://www.pennfosterglobal.com/carpenter/index.html?&mkwid=25CxeAh1_pcrid_201747319814_pkw_carpentry_pmt_p_pdv_c_slid__pgrid_44244391420_ptaid_kwd-296243277325_&adkey=P065846&gclid=EAIaIQobChMII_rkuqPH3QIVSrftCh1EUQETEAAYASAAEgJPK_D_BwE*]

4.1 Why would individuals be excited about 'working at home at your own pace'? (2)

4.2 How do you know that a job market for carpenters is available overseas? Quote in support of your statement. (3)

4.3 Quote TWO words that prompt the reader to take action immediately. (2)

4.4 Does the visual support the message of the advertisement? Give ONE reason for your answer. (3)
[10]

QUESTION 5: VISUAL PIECE

Study the pictures below and answer the questions.

PICTURE A

PICTURE B

[Source: *https://www.vectorstock.com/royalty-free-vector/harassment-vector-555356*]

5.1 What do these pictures have in common? (2)

5.2 Refer to PICTURE A and PICTURE B.

5.2.1 Who do you think is in a position of power in these pictures? (1)

5.2.2 Based on the pictures, what evidence do you see that supports your response in QUESTION 5.2.1 above? (2)

5.3 Examine PICTURE B.

5.3.1 Explain what the man's right hand suggests about his feelings. (1)

5.3.2 What does the body language of the woman convey? (2)

5.3.3 Where do you think this scene is taking place? Give ONE reason for your answer. (2)
[10]

TOTAL SECTION C: 30

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SECTION D: LANGUAGE IN PRACTICE

QUESTION 6

Complete the following passage by either:

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

Stress is (6.1 …) result of any emotional, physical, social, economic or other factors, (6.2 which/whom) require a response or change. It is (6.3 general) believed that some stress is okay (sometimes referred to as a 'challenge' or 'positive stress'), but when stress (6.4 occur) in amounts that you cannot handle, mental and physical changes may occur.

'Workplace stress' (6.5 to be) the harmful physical and emotional responses that can happen when (6.6 there/their) is conflict (6.7 among/between) job demands on the employee and the amount of control (6.8 a/an) employee has over (6.9 meet) these demands. In general, the (6.10 combine) of high demands in a job and a low amount of control over the situation can lead to stress.

[Source: *Canadian Mental Health Association, 'Sources of Workplace Stress' Richmond, British Columbia.*]
[Adapted from: *http://www.ccohs.ca/oshanswers/psychosocial/stress.html*] **[10]**

QUESTION 7

Study the picture below and answer the questions.

[Source:www.amazon.com]

7.1 Supply SYNONYMS from the text above for each of the following words/phrases:

7.1.1 Concentrate

7.1.2 Evolve

(2 × 1) (2)

7.2 7.2.1 Name the figure of speech in 'Life is like a camera'. (1)

7.2.2 What comparison is being made in QUESTION 7.2.1? (2)

7.3 'Take another shot' can have different meanings. Consider the context in which it is used and answer the following:

7.3.1 What is the literal meaning of ‘Take another shot?’ (2)

7.3.2 What is the figurative meaning of the above? (2)

7.4 Change the following sentence into the passive voice:

If things don't work out, take another shot. (3)

7.5 Use the word ‘shot’ in a sentence in a context different from the above. (2)

[14]

QUESTION 8

Read the cartoon below and answer the questions.

[Source: *Google - opiniosandexpressions.wordpress.com]*

8.1 Supply ANTONYMS for each of the following underlined words:

8.1.1 If I do not do something <u>against my will</u> (Frame 3), I do it …

8.1.2 If one's rights are not being <u>trampled</u> on, they are …

(2 × 1) (2)

8.2 The boy above obviously <u>got out on the wrong side of the bed</u>.

8.2.1 Explain the underlined idiom.

8.2.2 How does the cartoon illustrate this idiom?

(2 × 2) (4)

8.3 Join the following sentences by using the conjunction (joining words) given in brackets:

8.3.1 I don't want to know anything new.
I don’t want to go to school. (therefore) (2)

8.3.2 I liked things better when I didn't understand them.
I'm being educated against my will. (because) (1)

8.4 Change the following sentence into reported speech:

'I liked things better when I didn't understand them.'

Start with: He said that … (2)

8.5 Change the following sentence into the future tense:

‘My rights are being trampled on.’ (2)

8.6 ‘Don’t know but I refuse to find out!’

Explain the use of the exclamation mark. (1)

8.7 Write down the abbreviated word ‘Don’t’ in full. (2)

[16]

TOTAL SECTION D: 40

SECTION E: COMMUNICATION IN PRACTICE

QUESTION 9: INTERVIEWS

9.1 Read the following transcript of an interview and answer the questions.

Interviewer : I heard you say that you are very particular when it comes to attention to detail. How will this aspect of your character help you in this position?

Interviewee: I managed a large project in my last company.

Interviewer : Perhaps you would like to give me some details?

Interviewee: It was a big project.

Interviewer: OK. Tell me about the relationship you had with the people you worked with. How would you describe the best ones? The worst?

Interviewee: It was good. The worst one was that my horrible boss accused me of stealing money from the petty cash, which is why I was asked to resign.

Interviewer: Describe something specific that you accomplished in your last position, which indicates that you will do well in this position.

Interviewee: I was always punctual.

QUESTIONS

9.1.1 'I managed a large project in my last company.'

Explain whether the interviewee has answered the question successfully. (2)

9.1.2 What prompts the interviewer to ask this question: 'Perhaps you would like to give me some details?' (2)

9.1.3 Did the interviewee provide the details requested when he replied: 'It was a big project.'

Give ONE reason for your answer. (2)

9.1.4 'The worst one is that my horrible boss accused me of stealing money from
the petty cash, which is why I was asked to resign.'

Drawing on your knowledge of interviews, do you think that this was a good response?

Substantiate your answer. (3)

9.1.5 Is the interviewee's final answer, 'I was always punctual' appropriate in respect of the question that was asked?

Give ONE reason for your answer. (3)

[12]

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9.2 Focus on the pictures below and answer the questions.

PICTURE C

PICTURE D

9.2.1 Refer to PICTURE C.

List THREE positive words of your own that you think an interviewee should use in an interview. (3)

9.2.2 Describe the body language that an interviewee should present at an interview. (2)

9.2.3 Explain why the words in PICTURE D are unsuitable during an interview. (3)

9.2.4 Is there a contrast between the words in PICTURE C and PICTURE D?

Give ONE reason for your answer. (2)

[10]

QUESTION 10: MEETINGS

10.1 Study the pictures below and answer the questions.

PICTURE E

PICTURE F

10.1.1 What is the purpose of meetings in any workplace? (2)

10.1.2 Refer to PICTURE E.

What does the body language of the people suggest? Give ONE reason for your answer. (3)

10.1.3 Is the meeting in PICTURE E or PICTURE F more successful? How do you know? (3)

[8]

TOTAL SECTION E: 30
GRAND TOTAL: 150

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