

NATIONAL CERTIFICATE (VOCATIONAL)

ENGLISH FIRST ADDITIONAL LANGUAGE

LEVEL 3

SEPTEMBER EXAMINATION 2018

PAPER 2

EXAMINER: J. LAUBSCHER (WCC)

MODERATOR: S. KLOPPER (WCC)

INTERNAL MODERATOR: F GUMUNYE/ T MUKASA

Time: 2½ hours

Marks: 100

Date: September 2018

Topic 3: Writing and Presenting

SO3.1: Write and present for a specified range of purposes and audiences using correct language and grammar structures and conventions as well as formats and layouts appropriate to workplace contexts/settings.

INSTRUCTIONS AND INFORMATION

1. This paper consists of THREE sections:

SECTION A:	LONG FUNCTIONAL WRITING (compulsory)	50
SECTION B:	SHORT FUNCTIONAL WRITING (compulsory)	30
SECTION C:	VISUAL (choice of two questions)	20
 2. Answer ALL the questions in SECTION A and SECTION B.
 3. Answer any ONE of the TWO questions in SECTION C.
 4. Read ALL the questions carefully.
 5. Number the answers according to the numbering system used in this question paper.
 6. Start each section on a NEW page.
 7. Take note of the number of marks allocated per question.
 8. Plan your time carefully.
 9. Write neatly and legibly.
-

BACKGROUND INFORMATION**Implementing an Employee Training and Development Programme**

Ms C Naidoo is the CEO of FrontElectric, a big company manufacturing electric home appliances. Employee training is important to the organisation and much time and money is invested in it. Employee development is a shared responsibility of management and the individual employee. The responsibility of management is to provide the right resources and an environment that supports the growth and development needs of the individual employee.

Front Electric is situated at the following address:

21 Main Road, CAPE TOWN, 8000

The contact details are as follows:

Phone: 021 772 1566

Fax: 021 772 1567

Email: frontelectric@afrihost.co.za

[Adapted from: <http://hrcouncil.ca/hr-toolkit/learning-implementing.cfm>]

SECTION A: LONG FUNCTIONAL WRITING**QUESTION 1: NOTICE AND AGENDA FOR A MONTHLY MEETING**

On 21 August 2018, the CEO of FrontElectric, Ms C Naidoo, requests her Personal Assistant, Ms D Cloete to compile the notice and agenda for the next monthly management meeting. The meeting will take place in the Boardroom on Friday, 28 August 2018 at 13:00.

Write the notice and agenda on a company letterhead to inform the management team about the meeting. Include the following new items on the agenda: An Advanced Computer Training Workshop (AECE) is to be held for all administration staff members; overtime rates for technicians will be determined and the layout of the new workshop is to be discussed.

At the previous meeting, Ms A Kropmann was requested to identify a company to present the training for the Advanced Computer Training Workshop (AECE). She will report back on this matter.

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
15	4	6	25

(25)

QUESTION 2: PROGRESS REPORT

The HR Manager, Mr Mokoena, is organising the training session for the administration staff. Stoltz Computers will offer a 4-day training session in advanced computer literacy, namely AECE. Two weeks before the training session is planned to take place, the CEO requested Mr Mokoena to write a progress report regarding the arrangements for the training session. The progress report is due on 18 September 2018 and is to be written in memorandum format.

Use the following core notes to write the report:

AECE training will take place from Wednesday 3 October to Saturday 6 Oct '18 from 08:00 to 17:00 in Room 137. Morning and afternoon tea and refreshments have been arranged with CJ Caterers. Flight Q347 with SAA is booked for two presenters for 2 Oct from Durban to Cape Town International and a return flight for 6 Oct at 21:00. Transport to and from airport not arranged yet. Have confirmed accommodation with Blue Bay Lodge in Langebaan, but deposit of R1450 still to be paid. IT will upload necessary software on 1 Oct. Still busy identifying and notifying staff members who have to attend the training.

Carefully read the information given in the background section and use it to complete the missing sections on the template marked **ADDENDUM A: PROGRESS REPORT** (in memorandum format).

Remember to attach ADDENDUM A to your answer sheet.

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
16	5	4	25

(25)

TOTAL SECTION A: [50]

SECTION B: SHORT FUNCTIONAL WRITING**QUESTION 3: INTERNAL MEMORANDUM**

Due to unforeseen circumstances the AECE training dates have to be changed. Training will now be from Thursday, 4 October to Sunday, 7 October 2018. As 7 October is a Sunday, attendees will have to make special arrangements. Transport will be arranged for everyone and overtime will be paid as it is not an official work day. Should any of the employees be unable to attend the Sunday session, they must inform HR by email before or on 1 October.

The HR Manager, Mr T Mokoena, sends out an internal memorandum on 27 September 2018 in which he informs the attendees of the above issues. End on a note of goodwill.

Fill in your answer on **ADDENDUM B: INTERNAL MEMORANDUM**.

Remember to attach ADDENDUM B to your answer sheet.

Content	Grammar/Language/Style	Format	Total
7	4	4	15

(15)

QUESTION 4: EMAIL

Zolani Majola will not be able to attend the Sunday training session on 7 October as arrangements have already been made for her to fly to Johannesburg on 7 October for work-related matters. She will however attend the 4–6 October sessions. She informs the HR manager regarding this matter via email and apologises for not being able to attend the last day. The HR manager's email is mokoena@frontelec.co.za. Zolani cc'd this email to the CEO as well.

Write the email which is attached as **ADDENDUM C: EMAIL**.

Remember to attach ADDENDUM C to your answer sheet.

Content	Grammar/Language/Style	Format	Total
7	4	4	15

(15)

TOTAL SECTION B: [30]

SECTION C: VISUALS

Answer only **ONE** of the following two questions in **SECTION C** (either **QUESTION 5** or **QUESTION 6**).

QUESTION 5: DISPLAY ADVERTISEMENT

As two employees are unable to attend the AECE training and this is a highly sought after qualification, it has been decided to advertise the workshop locally in order to invite two members of the public to attend at a much reduced cost of R 1 550 each for the four days. They will receive the internationally recognised NQF Level 5 AECE Certificate. For more information, Mr Mokoena can be contacted on 021 772 1566 on or before 1 October 2018. He may also be contacted via email at mokoena@frontelec.co.za.

Create a display advertisement for the local newspaper.

Content	Grammar/Language/Style	Format	Total
13	3	4	20

(20)

OR**QUESTION 6: FORM**

Although FrontElectric carries the cost of its employees' training, each employee has to complete a registration form for the AECE Computer training. You are one of the employees who will attend the course. On 10 September 2018, you complete the registration form **ADDENDUM D: FORM**, providing your own personal details. Your current position at the company is Senior Administrative Manager. Use your company's telephone and fax number.

Remember to attach **ADDENDUM D** to your answer sheet.

Content	Grammar/Language/Style	Total
18	2	20

(20)

TOTAL SECTION C: [20]**GRAND TOTAL: 100**

ADDENDUM A: PROGRESS REPORT

QUESTION 2



PROGRESS REPORT

TO: _____ DATE: _____

FROM: _____ EXT: _____

SUBJECT: _____

BACKGROUND _____

_____ (5)

PURPOSE _____

_____ (1)

TASKS COMPLETED _____

_____ (5)

TASKS CURRENTLY BUSY WITH _____

_____ (1)

TASKS STILL TO BE COMPLETED _____

_____ (3)

CONCLUSION _____

_____ (1)

SIGNATURE: _____

ADDENDUM B: INTERNAL MEMORANDUM

QUESTION 3



INTERNAL MEMORANDUM

TO: _____ DATE: _____

FROM: _____ EXT: _____

SUBJECT: _____

From: _____

ADDENDUM C: EMAIL

QUESTION 4

UNTITLED MESSAGE		-	□	X
<input type="checkbox"/> File <input type="checkbox"/> Edit <input type="checkbox"/> View <input type="checkbox"/> Insert <input type="checkbox"/> Format <input type="checkbox"/> Tools <input type="checkbox"/> Table <input type="checkbox"/> Window <input type="checkbox"/> Help				
<input type="checkbox"/> Send <input type="checkbox"/>				
To...				
Cc...				
Subject:				
Start	Inbox -Microsoft Out...	Untitled Message		

**ADDENDUM D: FORM
QUESTION 6**

**STOLTZ COMPUTERS - AECE Computer Workshop Registration Form
4 – 7 October 2018, Cape Town, South Africa**

ORGANISATION DETAILS

Participant's name MUST appear as you wish to see it on the course certificate!!

Title & Name:
Organisation and Country:
Position:
Tel:
Fax:
Cell:
Email:

Please specify how you heard about the event: (please tick✓ to indicate)

Email	
Fax	
Web	
Word of mouth	

State any food preferences:

Halaal	
Kosher	
Vegetarian	
NONE	

WORKSHOP FEES

R 3100,00 (excl. VAT) per delegate. Fees include refreshments, luncheons & programme materials & certificate.
 R 3100,00 (incl. VAT) per delegate. 10% discount per delegate if an organisation sends 3 or more delegates.
 Early bird discount: full payment by 12 September 2018 and receive a 10% discount.

METHOD & TERMS OF PAYMENT

Please indicate your payment method: (please tick✓ to indicate)

Bank transfer:	
Cheque:	

FAX PROOF OF PAYMENT TO +27 (0) 21 4247965 or email training@stoltzcomputers.co.za

• **Do you have any disabilities? yes or no? If yes, please describe:**

.....

AUTHORISATION

By signing, I fully understand and agree with the terms and conditions as set out above and realise that this document constitutes a legally binding sales contract.

Signed at:	Langebaan	On this date of:	10 September 2018
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<p style="text-align: center;">FOR DELEGATE</p> <p>Signature:</p> <p>Name:</p> <p>Date: dd / mm / yy</p> <p>Witness:</p>	<p style="text-align: center;">FOR Stoltz Computers only: Do not complete</p> <p>Signature:</p> <p>Name:</p> <p>Date: dd / mm / yy</p> <p>Witness:</p>
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THIS BOOKING IS INVALID WITHOUT A SIGNATURE

NATIONAL CERTIFICATE (VOCATIONAL)

ENGLISH FIRST ADDITIONAL LANGUAGE

LEVEL 3

SEPTEMBER EXAMINATION 2018

PAPER 2

MARKING GUIDELINE

SECTION A: LONG FUNCTIONAL WRITING**QUESTION 1: NOTICE AND AGENDA FOR A MONTHLY MEETING**

X Tel: 021 772 1566
 Fax: 021 772 1567
 e-mail: frontelectric@afrihost.co.za

X 21 Main Road
 CAPE TOWN
 8000

X 21 August 2018

X Dear Colleague

X NOTICE OF A MONTHLY/MANAGEMENT MEETING

Please take note that the monthly/management meeting ✓ will be held in the boardroom ✓ on Friday, 28 August 2018 ✓ at 13:00. ✓

X Yours faithfully

X *C Naidoo* (Signature)

X C NAIDOO (CAPS)

X MANAGER (CAPS)

OR

Yours faithfully

D Cloete (Signature)

D CLOETE (CAPS)

PERSONAL ASSISTANT (CAPS)

X AGENDA

1. Attendance register
2. Apologies
3. Opening and welcome (ONE mark only for points 1-3 in any order) ✓
4. Minutes of previous meeting ✓
5. Matters arising ✓
 - 5.1 Company to present the training ✓
6. New business ✓
 - 6.1 Advanced Computer Training (AECE) workshop ✓
 - 6.2 Overtime rates for technicians ✓
 - 6.3 Layout of the new workshop ✓
7. General ✓
8. Date of the next meeting ✓
9. Closure ✓

X Correct numbering.

Content: 15 indicated with ✓

Layout /Format: 6 indicated with X
(Negative marking: minus 1 mark/error to a maximum of 4 marks)

Grammar/Language/Style: 4 refer to the rubric.
The mark awarded for language must be in proportion to the content mark.

LANGUAGE AND STYLE (4)	
4	Excellent, consistent style that maintains appropriate register. Excellent use of vocabulary, correct spelling and punctuation; mainly correct language usage. (No errors: 4 marks)
2-3	Moderately successful use of appropriate register and tone. Wide range of vocabulary; few errors in language usage, spelling and punctuation. (1 to 3 errors: 3-2 marks)
1	Style and tone not consistent or appropriate at all. Long sentences; errors in language, spelling and punctuation. (4+ errors:1 mark)

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
15	4	6	25

(25)

QUESTION 2: PROGRESS REPORT

FrontElectric 
PROGRESS REPORT
Memorandum

X To: Ms Naidoo

X Date: 17 September 2018
(Any date from 1-18 Sept)

X From: Mr Mokoena

X Ext: 356 (ANY)

X SUBJECT: PROGRESS REPORT ON TRAINING SESSION FOR
ADMINISTRATION STAFF

BACKGROUND

The CEO (Ms Naidoo) requested ✓ the HR manager (Mr Mokoena) to provide information regarding the planned AECE training ✓ that will take place from 3 - 6 October 2018 ✓ from 08:00 to 17:00 ✓ in Room 137. ✓

(5)

PURPOSE

The purpose is to give a breakdown of which tasks have been completed, which tasks are currently being attended to and those that still need to be completed. ✓
(Any sentence regarding the purpose)

(1)

TASKS COMPLETED

Morning and afternoon tea and refreshments have been arranged with CJ Caterers. ✓
 Flight Q347 with SAA is booked for two presenters for ✓ 2 October 2018 from Durban to Cape Town International ✓ and the return flight on 6 October 2018 at 21:00. ✓
 Accommodation has been confirmed with Blue Bay Lodge in Langebaan. ✓

(5)

TASKS CURRENTLY BUSY WITH

We are busy identifying and notifying all attendees. ✓

(1)

TASKS STILL TO BE COMPLETED

Transport to and from the airport has not been arranged yet. ✓ IT will upload the necessary software on 1 October 2018. ✓ A deposit of R1450 ✓ is still to be paid for Blue Bay Lodge.

(3)

CONCLUSION

All the arrangements are running smoothly. ✓ (Any relevant conclusion)

(1)

X T Mokoena (Signature)

Content: 16 indicated with ✓

Layout /Format: 4 indicated with X

(Negative marking: minus 1 mark/error to a maximum of 4 marks)

Grammar/Language/Style: 5 refer to the rubric.

The mark awarded for language must be in proportion to the content mark.

LANGUAGE/GRAMMAR (5)	
5	Excellent, consistent style that maintains a formal tone. Excellent use of vocabulary, correct spelling and punctuation; mainly correct language usage. Correct use of past tense in sentences. (No errors: 5 marks)
3-4	Moderately successful use of a formal style and tone. Wide range of vocabulary; few errors in language usage, spelling and punctuation. (1 to 4 errors: 4–3 marks)
1-2	Style and tone not consistent or appropriate at all. Long sentences; errors in language, spelling and punctuation. (5 to 6+ errors: 2–1 marks)

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
16	5	4	25

(25)

TOTAL SECTION A | [50]

SECTION B: SHORT FUNCTIONAL WRITING**QUESTION 3: INTERNAL MEMORANDUM****INTERNAL MEMORANDUM****X To:** Admin staff/All attendees**X Date:** 27 September 2018**X From:** Mr T Mokoena**X Ext:** 356 (ANY)**X Subject:** TRAINING DATES CHANGED (Any relevant subject heading)

Due to unforeseen circumstances the AECE training dates have to be changed to 4–7 October 2018. ✓ As the 7 October 2018 is on a Sunday, you will have to make special arrangements. ✓ Transport ✓ will be arranged for everyone and overtime ✓ will be paid as it is not an official work day .Please inform me by email ✓ on or before 1 October 2018, ✓ if you are unable to attend the Sunday session.

Thank you for your cooperation. ✓

X T Mokoena**Content:** 7 indicated with ✓**Layout /Format:** 4 indicated with **X**

(Negative marking: minus 1 mark/error to a maximum of 4 marks)

Grammar/Language/Style: 5 refer to the rubric.

The mark awarded for language must be in proportion to the content mark.

LANGUAGE AND STYLE (4)	
4	Excellent, consistent style that maintains appropriate register. Excellent use of vocabulary, correct spelling and punctuation; mainly correct language usage. (No errors: 4 marks)
2-3	Moderately successful use of appropriate register and tone. Wide range of vocabulary; few errors in language usage, spelling and punctuation. (1 to 4 errors: 3–2 marks)
1	Style and tone not consistent or appropriate at all. Long sentences; errors in language, spelling and punctuation. (5+ errors: 1 mark)

Content	Grammar/Language/Style	Format	Total
7	4	4	15

(15)

QUESTION 4: EMAIL

To	<input checked="" type="checkbox"/> mokoena@frontelec.co.za
Cc	<input checked="" type="checkbox"/> frontelectric@afrihost.co.za OR <input checked="" type="checkbox"/> naidoo@frontelec.co.za
Subject	<input checked="" type="checkbox"/> APOLOGY (Any relevant/upper or lower case)

Dear Mr Mokoena

I will not be able to attend the Sunday training session ✓ on 7 October 2018 ✓ as arrangements have already been made ✓ for me to fly to Johannesburg ✓ on that day for work-related matters. ✓

I will however attend the 4-6 October 2018 sessions. ✓

I trust that you will accept my apology and that you find it in order. ✓

Kind regards

Zolani Majola/Z Majola (Do NOT accept a signature.)

Content: 7 indicated with ✓

Layout /Format: 4 indicated with
 (Negative marking: minus 1 mark/error to a maximum of 4 marks)

Grammar/Language/Style: 4 refer to the rubric.
 The mark awarded for language must be in proportion to the content mark.

LANGUAGE AND STYLE (4)	
4	Excellent, consistent style that maintains appropriate register. Excellent use of vocabulary, correct spelling and punctuation; mainly correct language usage. (No errors: 4 marks)
2-3	Moderately successful use of appropriate register and tone. Wide range of vocabulary; few errors in language usage, spelling and punctuation. (1 to 4 errors: 3-2 marks)
1	Style and tone not consistent or appropriate at all. Long sentences; errors in language, spelling and punctuation. (5+ errors: 1 mark)

Content	Grammar/Language/Style	Format	Total
7	4	4	15

(15)

TOTAL SECTION B: [30]

SECTION C: VISUALS

QUESTION 5: DISPLAY ADVERTISEMENT

<p>FrontElectric </p> <p>X AECE Computer Training (Any relevant heading)</p> <p>From 4 to 7 October 2018 ✓</p> <p>SPECIAL! First come, first served! ✓ (Any phrase pertaining Action)</p> <p>Apply now for this much sought after four-day ✓ internationally recognised ✓ NQF 5 ✓ AECE ✓ training.</p> <p>We have openings for TWO members of the public. ✓ Pay half price ✓ (only R1550) ✓</p> <p>Please contact Mr Mokoena ✓ on or before 1 October 2018 ✓</p> <p>Tel: 021 772 1566 ✓ email: mokoena@frontelec.co.za ✓</p>

FORMAT: 4

- X Heading and/or logo
- X Border
- X Layout neat and legible, good spacing
- X Made use of different font/colour

LANGUAGE AND STYLE: 3	
3	Full sentences. Excellent, consistent style that persuades. Excellent use of vocabulary, correct spelling and punctuation.
2	Some full sentences. Moderate range of vocabulary; few errors in language usage, spelling and punctuation.
1	Style and tone not consistent/persuasive at all. Abbreviations used, written in telegram style.

Content	Grammar/Language/Style	Format	Total
13	3	4	20

(20)

OR

QUESTION 6: FORM (see attached)

LANGUAGE AND STYLE: 2	
2	Correct spelling and punctuation
1	Errors in language, spelling and punctuation

Content	Grammar/Language/Style	Total
18	2	20

(20)**TOTAL SECTION C: [20]****GRAND TOTAL: 100**

QUESTION 6: FORM

STOLTZ COMPUTERS - AECE Computer Workshop Registration Form
 4 – 7 October 2018, Cape Town, South Africa

ORGANISATION DETAILS

Participant name MUST appear as you wish to see it on the course certificate!!

Title & Name:	Ms [✓] Andiswa Ndaba [✓] (ANY)
Organisation:	FrontElectric [✓]
Country:	South Africa/SA [✓]
Position:	Senior Administrative Manager [✓]
Tel:	021 772 1566 [✓]
Fax:	021 772 1567 [✓]
Cell:	082 646 3900 [✓] (ANY)
Email:	ndaba.frontelectric@afrihost.co.za [✓] (Accept ANY relevant email address)

(9)

Please indicate with a tick[✓] where applicable

Please specify how you heard about the event:

State any food preferences:

Email	
Fax	
Web	
Word of mouth	[✓]

Halaal	
Kosher	[✓]
Vegetarian	
NONE	

(ANY)

(2)

WORKSHOP FEES

R 3100,00 (excl. VAT) per delegate. Fees include refreshments, luncheons & programme materials & certificate.
 R 3100,00 (incl. VAT) per delegate. 10% discount per delegate if an organisation sends 3 or more delegates.
 Early bird discount: full payment by 12 September 2018 and receive a 10% discount.

METHOD & TERMS OF PAYMENT

Please indicate your payment method: (please tick[✓] to indicate)

Bank transfer:	
Cheque:	[✓]

(Tick ANY box)

(1)

FAX PROOF OF PAYMENT TO +27 (0) 21 4247965 or email training@stoltzcomputers.co.za

• Do you have any disabilities? yes or no? If yes, please describe:

..... No [✓] (ANY relevant response).

(1)

AUTHORISATION

By signing, I fully understand and agree with the terms and conditions as set out above and realise that this document constitutes a legally binding sales contract.

Signed at: LANGEBAAN **On this date of:** 10 September 2018

FOR DELEGATE

Signature:	<i>A Ndaba</i> [✓] (Same as above)
Name:	Andiswa Ndaba [✓] (Same as above)
Date:	10 /09 / (20)18 [✓]
Witness:	<i>Jo Black</i> [✓] (ANY)

FOR Stoltz Computers only: Do not complete

Signature:	
Name:	Allocate ONE mark if this part is NOT
Date:	completed [✓]
Witness:	

(5)

THIS BOOKING IS INVALID WITHOUT A SIGNATURE

PRE-ASSESSMENT ANALYSIS GRID

SUBJECT& LEVEL: English FAL Level 3	EXAMINER: J. Laubscher(WCC)
TASK: September Internal 2018 Paper 2	MODERATOR: S Klopper (WCC)

Topic(s)	SO(s)	LO(s)	Item No.	Format/ Type			± Time (Min)	Mark allocation and Cognitive Level			Total
				Short Response	Medium Response	Extended Response		1 Knowledge	2 Application	3 Analysis, Synthesis and Evaluation	
2-4	All	1,2,3,5,6	1		✓		30	10	15		25
2-4	All	1,2,3,5,6	2			✓	40		20	5	25
2-4	All	1,2,3,5,6	3		✓		20	5	10		15
2-4	All	1,2,3,5,6	4		✓		15	4	11		15
2-4	All	1,2,3,5,6 <i>choose ONE of 5-6</i>	5	✓			15	3	17		20
			6								
		Reading time					30				
TOTAL			5 items				150	22	73	5	100

SR = Short Response (multiple-choice, one-word, definitions, bulleted list, etc.)

MR = Medium Response (short explanations / descriptions requiring a couple of sentences)

ER = Extended Response (long explanations / descriptions requiring several or more sentences)

	Signature	Date
EXAMINER:	J. Laubscher	1 May 2018
MODERATOR:	S. Klopper	5 May 2108