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)

**8 November 2024 (Y-Paper)**
**13:00–15:30**

**This question paper consists of 6 pages and 4 addendums on 5 pages.**

040Q2N2408

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# DEPARTMENT OF HIGHER EDUCATION AND TRAINING
# REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
ENGLISH FIRST ADDITIONAL LANGUAGE
NQF LEVEL 3
(Second paper)
TIME: 2½ HOURS
MARKS: 100

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**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. Answer ALL the questions in SECTION A and SECTION B.

3. Only answer TWO questions in SECTION C.

4. Read the background information and all the questions carefully.

5. Number the answers in accordance with the numbering system used in this question paper.

6. Start each question on a new page.

7. Take note of the number of marks allocated for each question and plan your time carefully.

8. Write neatly and legibly.

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## BACKGROUND INFORMATION

Carefully read the BACKGROUND INFORMATION below so that you can use the details appropriately to answer the questions.

At the end of November 2024 the Electoral Commission of South Africa (IEC) will be conducting municipal by-elections. Eligible residents from Rhodesfield are required to register to vote at the IEC offices in Kempton Park on Saturday,16 November 2024.

Mr JR Peters is the IEC officer in charge of the voting station. His extension is x441. Mrs Mary Sithole works in reception doing all the necessary administration. She can be reached on x443. All correspondence must be sent to her email address. Thabo Sekhu is one of the part-time field workers for the IEC.

**Contact details**

IEC Voting Station
Corner of York and Gladiator Street
KEMPTON PARK
0150

Telephone: 011 743 1212
Fax: 011 743 1234
Email: marysithole@iec.co.za

## SECTION A: REPORT WRITING

Answer BOTH questions in this section.

### QUESTION 1: ACCIDENT REPORT

On Saturday, 16 November 2024 Thabo Sekhu was assisting with the registration of Rhodesfield voters at the IEC municipal voting station in Kempton Park. At 10:00 in the morning a woman by the name of Susan Ndlovu was hit by a car while waiting outside the voting station. A crowd gathered around her and Thabo decided to call an ambulance. Paramedics arrived and applied first aid before taking her to hospital. On arrival at the hospital, the doctor found that she had sustained head injuries. She was kept in hospital for the weekend as the doctor wanted to monitor the extent of her injuries. Mr Peters requested Thabo to write and hand in an accident report straightaway giving details of what happened.

Complete the accident report on ADDENDUM A (attached) and hand it in with your ANSWER BOOK. Remember to write your EXAMINATION NUMBER in the spaces provided.

| CONTENT | GRAMMAR/STYLE | TOTAL |
|---|---|---|
| 15 | 5 | 20 |

**[20]**

## QUESTION 2: PROGRESS REPORT

Mr Peters requested the management of Ekurhuleni Municipality to improve the conditions of the building they were using as a voting station. The municipality agreed to renovate the IEC voting station office. The renovation plans would include a little staff kitchen and a small staff dining area. The dining area will have its own internet and landline connection. The municipality agreed to purchase extra chairs for elderly voters.

Thus far the staff kitchen has been completed with everything fitted as planned. The dining room equipment that Khula Catering Services ordered has been delivered. The municipality is in the process of getting quotes for the extra chairs. People from Eskom came and connected the electricity last week. The internet and landline connection must still be installed. There was a problem about where to place the chairs for the elderly but Public Works Department is now busy making place for chairs under the veranda.

Mrs Mary Sithole is responsible for making arrangements to get everything done before 16 November. On 14 October 2024, Mr Peters asked her to report on the progress of the renovations at the voting station. The report must be submitted on 18 October 2024.

Complete the progress report on ADDENDUM B (attached) and hand it in with your ANSWER BOOK. Remember to write your EXAMINATION NUMBER in the spaces provided.

| CONTENT | GRAMMAR/STYLE | FORMAT | TOTAL |
|---|---|---|---|
| 21 | 5 | 4 | 30 |

**[30]**

**TOTAL SECTION A: 50**

## SECTION B: LONG FUNCTIONAL WRITING

Answer BOTH questions in this section.

## QUESTION 3: NOTICE AND AGENDA OF A MONTHLY MEETING

On 5 November 2024, Mr Peters sent out a formal notice and agenda for the monthly meeting that he holds with IEC staff and part-time workers. The notice serves to inform them that the next monthly meeting will be held on Tuesday, 12 November 2024 at 10:00 in his office at the Kempton Park Voting Station. New items to be discussed are progress of voting station renovations; the delivery of extra chairs for the elderly; security company to guard the voting station.

Use your ANSWER BOOK to send out a formal notice of the meeting from Mr Peters on an IEC letterhead. Include the Agenda for the meeting.

| CONTENT | GRAMMAR/STYLE | FORMAT | TOTAL |
|---|---|---|---|
| 10 | 4 | 6 | 20 |

**[20]**

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## QUESTION 4: MINUTES OF A MONTHLY MEETING

Write the minutes for items 4, 5 and 6 of the monthly meeting referred to in QUESTION 3. Number the items for each heading correctly in your minutes. Use the information of the notice and agenda that you compiled and also the core notes in the information box below.

Complete the minutes full, grammatically correct sentences in your ANSWER BOOK.

| |
|---|
| Minutes, taken as read, approved and signed – Matters arising: Department of Education agreed to pay for the t-shirts. Other business – Mrs Sithole progress report on the voting station renovations – Mr Bokaba, delivery of extra chairs for the elderly confirmed – Security company to guard the voting station – Ms Clive to find out |

| CONTENT | GRAMMAR/STYLE | FORMAT | TOTAL |
|---|---|---|---|
| 5 | 2 | 3 | 10 |

**[10]**

**TOTAL SECTION B: 30**

## SECTION C: SHORT FUNCTIONAL WRITING

Answer any TWO questions in this section.

## QUESTION 5: FLYER

The management team of the Electoral Commission of South Africa (IEC) has decided to arrange a voter registration awareness walk to be held on Saturday, 9 November 2024 from 08:00 to 15:00. The aim is to raise awareness of different methods of registering to vote. The event will be held at the Pretoria Gardens, Corner Pretoria Road and DF Mooi Rivier Drive, Kempton Park. Anyone interested should contact Mary Sithole at the IEC office, Kempton Park.

Use an A5 page (half an A4 page) in your ANSWER BOOK to design a flyer advertising this event. Include contact details as well as any appropriate information.

The flyer should have the following:

- Page border
- Clear and interesting heading
- Varied use of font
- Distinct design

| CONTENT | GRAMMAR/STYLE | FORMAT | TOTAL |
|---|---|---|---|
| 6 | 2 | 2 | 10 |

**[10]**

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## QUESTION 6: FORM

Everyone participating in the voter registration awareness walk has to fill in a registration form.

Complete the registration form on ADDENDUM C and hand it in with your ANSWER BOOK. Remember to write your EXAMINATION NUMBER in the spaces provided.

| CONTENT | GRAMMAR/STYLE | TOTAL |
|---|---|---|
| 8 | 2 | 10 |



**[10]**

## QUESTION 7: TELEPHONE MESSAGE

On Monday, 11 November 2024 at 09:00, Mr Reddy from the Department of Education called. The receptionist, Mrs Mary Sithole, took the call.

Read the telephone conversation below and complete the telephone message form on ADDENDUM D and hand it in with your ANSWER BOOK. Remember to write your EXAMINATION NUMBER in the spaces provided.

| | |
|---|---|
| Ms Sithole: | Hello, Mary speaking, how may I help you? |
| Mr Reddy: | Hello, Mr Reddy from the Department of Education. May I speak to Mr Peters, please? |
| Ms Sithole: | I'm sorry, but Mr Peters is not in the office at the moment. I am the receptionist. May I take a message, Sir? |
| Mr Reddy: | Sure, please tell him that Mr Reddy from the Department of Education called in connection with the voter registration awareness walk. I would like to know how many people have registered so far. Please tell him that the Department of Education has agreed to carry the cost of the T-shirts. We will also find a music band to provide entertainment for the participants of the walk. My mobile number is 073 422 4761. |
| Ms Sithole: | I will deliver the message, Sir. Thank you very much. Enjoy your day. |
| Mr Reddy: | Thank you. I hope to hear from you soon. |

| CONTENT | GRAMMAR/STYLE | FORMAT | TOTAL |
|---|---|---|---|
| 5 | 2 | 3 | 10 |

**[10]**

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

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**ADDENDUM A**

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

**QUESTION 1: ACCIDENT REPORT**

| **ELECTORAL COMMISSION (IEC)**<br>**ACCIDENT REPORT FORM** | |
|---|---|
| Full name of person involved | |
| Date of accident | |
| Time of accident | |
| Place of accident | |
| Description of accident | |
| Action taken | |
| Name of compiler | |
| Position of compiler | |
| Signature of compiler | |
| Date | |

**[20]**

**ADDENDUM B**

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

**QUESTION 2: PROGRESS REPORT**

## ELECTORAL COMMISSION (IEC)

### MEMORANDUM

To: _____ Date: _____

From: _____ Ext: _____

SUBJECT: _____

BACKGROUND

_____

_____

_____

_____

_____

_____

_____

PURPOSE

_____

_____

_____

_____

_____

TASKS COMPLETED

_____

_____

_____

_____

_____

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**ADDENDUM B**
**(continued)**

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

TASKS CURRENTLY BEING ATTENDED TO

_____

_____

_____

_____

_____

_____

_____

_____

TASKS STILL TO BE COMPLETED

_____

_____

_____

_____

_____

_____

_____

_____

CONCLUSION

_____

_____

_____

_____

_____

_____

**[30]**

**ADDENDUM C**

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

**QUESTION 6: FORM**

## ELECTORAL COMMISSION (IEC)

## REGISTRATION FORM

## VOTER AWARENESS WALK

**9 November 2024**

Telephone: 011 743 1212
Fax: 011 743 1234
Email: marysithole@iec.co.za

Corner of York and Gladiator Street
KEMPTON PARK
0150

Please complete application form below and email it back before 14 November 2024.

**FULL NAME**_____

**STREET ADDRESS**_____

**SUBURB/TOWN/CITY**_____

**DATE OF BIRTH (mm/dd/yy)** ____/_____/_____

**SEX (CIRCLE ONE) M F**

**SHIRT SIZE (CIRCLE ONE) S, M, L, XL, XXL**

**SIGNATURE**_____

**DATE**_____

**Pick up your pack at the venue.**

**Refreshments will be provided after the walk.**

**[10]**

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**ADDENDUM D**

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

**QUESTION 7: TELEPHONE MESSAGE**

## ELECTORAL COMMISSION (IEC)

### TELEPHONE MESSAGE

**TO:** _____

**FROM:** _____

**TEL:** _____

**DATE:** _____

**TIME:** _____

**MESSAGE:** _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

**Message taken by:** _____

**[10]**

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