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)

2 November 2022 (Y-paper)
13:00–15:30

This question paper consists of 14 pages.

023Q1N2202

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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. Leave a line open between answers.

6. Start each section on a new page.

7. Only use a black or blue pen.

8. Write neatly and legibly.

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SECTION A: COMPREHENSION

QUESTION 1

Read the passage below and answer the questions that follow.

Become a better leader

By Kendra Cherry

Medically reviewed by David Susman PhD, on 30 July 2021

1. How would you describe a strong leader? In one study, leadership qualities such as assertiveness, adaptability and dedication to duty were cited as most important. These qualities change the group for the better and the group transforms!

2. Transformational leaders are described as positive, empowering and inspiring. They value their followers. They are seen as enthusiastic, genuine and energetic. These leaders are not just concerned about helping the group achieve its goals; they also care about helping each member of the group reach his or her full potential.

3. Intellectual stimulation is one of the leadership qualities that define transformational leadership. Followers need to be encouraged to express their creativity. Effective leaders should offer new challenges with enough support to achieve these goals.

4. One way to encourage creativity is to offer challenges to group members, ensuring that the goals set are within reach. In this way you get people to stretch their limits but not become discouraged by barriers to success.

5. Serving as a role model is another key factor in transformational leadership. Transformational leaders practise what they preach. They walk the walk and talk the talk. As a result, group members admire them and work to imitate them.

6. Research suggests that good leaders are able to encourage certain beliefs and then transmit those inspirations to their followers. As a result, their followers become optimistic and have high standards for performance and achievement. To become a better leader, work on modelling the qualities that you would like to see in your team.

7. Great leaders are not just focused on getting group members to finish tasks; they also have a genuine passion for the projects. Develop leadership qualities by thinking of different ways to express your zeal. Let people know that you care about their progress. When one person shares something with the rest of the group, tell them how much you appreciate such contributions.

8. Another important quality of transformational leadership involves providing one-on-one communication with members. Transformational leadership is effective when leaders are able to communicate their vision to followers, who then feel inspired and motivated by this vision. Good leaders should express sincere care and concern for the members of their group.

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9. Transformational leaders have an upbeat, optimistic attitude that inspires their followers. Even when things look bleak and your followers feel disheartened, stay positive. This does not mean viewing things through rose-coloured glasses. It simply means maintaining a sense of optimism and hope in the face of challenges.

10. Let the members of your team know that you welcome their ideas. Such leaders are often referred to as democratic or participative leaders. Even though they make the final decision, they encourage team members to take an active role in coming up with ideas and plans. Research shows that using this leadership style fosters greater commitment, more creative problem-solving and improved productivity.

11. Transformational leaders inspire and motivate their followers to get into action. Being inspirational isn't always easy but you can invite a motivational speaker to address the team annually.

12. So, for inspirational leadership, be genuinely passionate about ideas or goals, help followers feel included in the process and offer recognition, praise, and rewards for people's accomplishments.

13. Offering effective recognition and reward is one of the best ways to help followers feel appreciated. Happy people tend to perform better at work.

(Source: *https://www.verywellmind.com/ways-to-become-a-better-leader-2795324*)

1.1 Who would be the audience for this passage? (2)

1.2 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 (1.2.1–1.2.4) in the ANSWER BOOK.

1.2.1 What is the purpose of this article?

A To inform
B To inform and inspire
C To criticise
D To complain

1.2.2 What best describes the main message of this passage?

A Leaders are most important and do not care about members.
B Followers are the most important.
C Strong leaders should tell members to do their jobs.
D Transformational leaders make the entire team grow in strength.

1.2.3 The word 'transform' as used in the passage means:

A to form something from scratch.
B to change someone for the better.
C to have something to do with a moving vehicle.
D to fix and mend.

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1.2.4 The synonym for the word ‘zeal’ in paragraph 7 is:

A Leadership
B Passion
C Progress
D Appreciation

(4 × 2) (8)

1.3 David Susman reviewed this article.

1.3.1 In what year was his medical review written?

1.3.2 Is the answer to QUESTION 1.3.1 a FACT or an OPINION?

(2 × 1) (2)

1.4 ‘Transformational leaders are described as positive, empowering and inspiring. They value their followers.’ (Paragraph 2)

1.4.1 What does ‘value their followers’ in the above sentence mean?

1.4.2 Provide TWO examples of how transformational leaders could show that they value their followers.

(2 × 2) (4)

1.5 ‘Transformational leaders practise what they preach.’

Name a professional who would actually preach a religious sermon to a group of people. (2)

1.6 Identify ONE word in paragraph 5 that shows transformational leaders will be copied. (1)

1.7 Transformational leaders have many good qualities. Name any FOUR qualities mentioned in the passage. (4)

1.8 The phrase ‘rose-coloured glasses’ is used in paragraph 9.

1.8.1 In the context of the passage, is this LITERAL or FIGURATIVE language? (1)

1.8.2 Substantiate your answer to QUESTION 1.8.1. (2)

1.9 Refer to paragraph 10.
What leads to better problem-solving and improved productivity? (2)

1.10 In order to have a good team, leaders need to offer praise, recognition and reward for people’s accomplishments.

Mention TWO possible ways that you as a leader could reward people’s accomplishments.

(2 × 2) (4)

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1.11 Read paragraph 13.

QUOTE EIGHT CONSECUTIVE WORDS that suggest that sad and unappreciated people do NOT do well at work. (2)

1.12 How often could you invite a motivational speaker to address the team? Do NOT use the same word used in the text. (2)

1.13 Provide an alternative title for this passage. (2)

1.14 What lesson have you learnt from the passage? (2)
[40]

TOTAL SECTION A: 40

SECTION B: SUMMARY

QUESTION 2

Leadership stories that inspire do not only come from decision-making and strategy. They also come from risk-taking; when you're driven by a deep care for others or the conviction that you're acting for the greater good. The passage below presents individuals who have shown leadership through their actions.

INSTRUCTIONS

- Make a point-form summary of the passage 'Acting for the greater good' by listing SEVEN examples of leadership.
- Your point-form summary must be between 70–80 words. Do not exceed this number of words. Only the first 80 words will be marked.
- Remember to extract only the main points or essential message for your summary.
- Write in full sentences with only one point per sentence.
- Use your OWN WORDs as far as possible. Marks will be deducted if you copy verbatim (word for word) from the passage.
- Count and indicate the number of words that you have used in brackets at the end of the summary.

MARK ALLOCATION

CONTENT	LAYOUT	GRAMMAR/LANGUAGE/STYLE	TOTAL
7	1	2	10

Acting for the Greater Good

In the 1980s, AIDS, an incurable disease, was spreading. People believed that you could get it from touching infected people. At the opening of a treatment unit, Princess Diana shook a patient's hand, thus changing people's perceptions of AIDS sufferers.

Malala lived in Pakistan where the Taliban banned girls from school. As a supporter of female education, she was shot in the head. She survived. She then addressed the UN and founded the Malala Fund.

Martin Luther King was a leader in the American human rights movement until his assassination. He modelled his strategy of non-violence.

Eleanor Roosevelt was a politician who changed the role of the first lady. She led by example, advocating for women's rights in the workplace.

In 2010, a collapse at a mine trapped 33 men underground. Luis Urzúa immediately took charge, organising men for a long-term survival situation and helping them to cope mentally.

Rosa Parks refused to give up her seat to a white passenger in a bus. Her 'non' action led to her arrest, job loss and death threats. Her action became a symbol of human rights.

Empathy is not what you think of when viewing politicians. Yet, it's this quality that draws people to Jacinda Ardern. The pandemic is a big test. In 2020 she hosted a live page and explained that she had just put her child to bed and wanted to 'check in' with everyone. Her style warmed people's hearts.

(Source: *https://www.roffeypark.ac.uk/knowledge-and-learning-resources-hub/7-of-the-most-inspiring-leadership-stories/)*

[10]

TOTAL SECTION B: 10

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SECTION C: VIEWING

QUESTION 3

Study the advertisement below and answer the questions that follow.



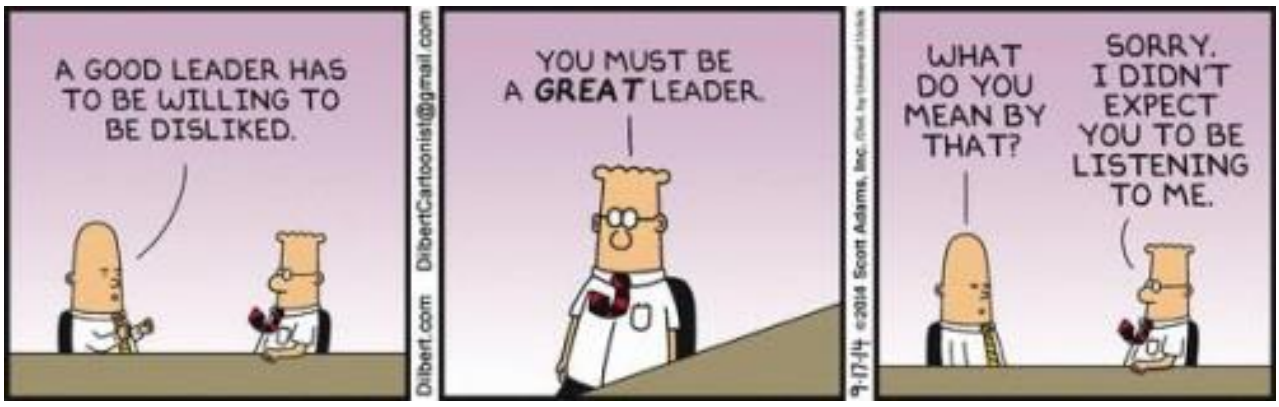
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3.1	Who is the target audience of this advertisement?		(2)
3.2	What catches your attention in this advertisement?	(2 × 1)	(2)
3.3	Name the product being advertised.		(2)
3.4	How long will the course be?		(2)
3.5	Many activities are offered in the course.		
3.5.1	Name FOUR of the activities.		(4)
3.5.2	Will this course be held online?		(1)
3.5.3	Give a reason for your answer in QUESTION 3.5.2.		(2)
3.6	Refer to when this course is being offered.		
3.6.1	Is the course being held in the Northern or Southern Hemisphere?		(1)
3.6.2	Give a reason for your answer in QUESTION 3.6.1.		(2)
3.7	Who would you contact if you needed information about the course?		(3)
3.8	Refer to the contact details for this course.		
3.8.1	Are the service providers for this course from South Africa?		(1)
3.8.2	Provide THREE reasons for your answer in QUESTION 3.8.1.		(3)

[25]

QUESTION 4

Study the cartoon below and answer the questions that follow.



FRAME 1 **FRAME 2** **FRAME 3**

(Source: https://larrycuban.wordpress.com/2019/03/21/cartoons-on-leadership /*https:/ /www.cartoonstock.com/directory/a/autocratic.asp)*

4.1 Who is the leader in Frame 1? (1)

4.2 Why is the word 'great' written in bold? (2)

4.3 The speaker in Frame 3 said: 'Sorry I didn't expect you to be listening to me'. What does this tell us about the leader in the cartoon? (2)
[5]

TOTAL SECTION C: 30

SECTION D: LANGUAGE IN PRACTICE

QUESTION 5

Complete the passage below by either
- filling in the missing words
- choosing the correct response
- giving the correct form of the word.

Write only the answers next to the question number (5.1–5.10) in the ANSWER BOOK.

Happy workers are productive workers

Leadership is such an important skill to acquire. Some people 5.1 (is/are) born with it; others develop it with age or through 5.2 (courses/causes) that they attend. Irrespective of how you get skilled, you need skills to lead a team.

Your ability to lead 5.3 (determines/determine) how well your team performs and gets the job done. Happy workers are productive workers. 5.4 (Would/wood) you want to work 5.5 (for/four) an unfair, grumpy or lazy boss? Of course not! Bosses need to be 5.6 (role/roll) models.

5.7 (Manage) as a 5.8 (whole/hole) needs to fully understand the concept of leadership. This will lead to 5.9 (productive) in the workplace. 5.10 (Last), a good leader knows the way, goes the way and shows the way.

(10 × 1) **[10]**

QUESTION 6

6.1 Refer to the passage in QUESTION 5.

6.1.1 Explain the term *productive workers* (line 5). (2)

6.1.2 Name the figure of speech in the last sentence of the passage. (1)

6.1.3 Rewrite the last sentence of the passage and underline the figure of speech that you identified in QUESTION 6.1.2. (1)

6.2

An eagle was sitting in a tree doing nothing. A small rabbit saw the eagle and asked him, 'May I also sit and do nothing?'

The eagle answered: 'Sure, why not?' So, the rabbit sat on the ground below the eagle and rested. All of a sudden, a fox appeared, jumped on the rabbit and ate it.

Moral of the story
To be sitting and doing nothing, you must be sitting very, very high up.

Refer to the tale above.

6.2.1 Rewrite the phrase 'Moral of the story' by adding the correct punctuation. (1)

6.2.2 Explain why we add the punctuation mark used in your answer to QUESTION 6.2.1. (1)

6.2.3 Explain why the word 'very' is repeated in the last sentence. (2)

6.3 Change the following sentence into INDIRECT/REPORTED SPEECH:

'I am the new leader for this team,' said Alan. (5)

6.4 Read the sentence: *I will help the team to prosper.*

Change the sentence into the PASSIVE VOICE.
Start as follows: *The team …* (3)

6.5 Join the following sentences by using a CONJUNCTION.

When I talk to managers, I get the feeling that they are important.
When I talk to leaders, I get the feeling that I am important. (2)

6.6 Refer to the sentence: *I will help the team to prosper.*

6.6.1 Identify the TENSE of the verb used in the sentence above. (1)

6.6.2 Rewrite the sentence using a CONDITIONAL verb. (2)

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6.7 Refer to the following sentence:

The leader adjusts the sails, while the pessimist complains about the wind and the optimist expects it to change.

6.7.1 Identify the underlined PARTS OF SPEECH. Write the underlined word next to the Part of Speech. (5)

6.7.2 The wind is used as a metaphor in QUESTION 6.7. What is the wind being compared to? (2)

6.7.3 What is the leader being compared to? (2)
[30]

TOTAL SECTION D: 40

SECTION E: COMMUNICATION IN PRACTICE

QUESTION 7: PRESENTATIONS

Study the pictures below and answer the questions that follow.



IMAGE A

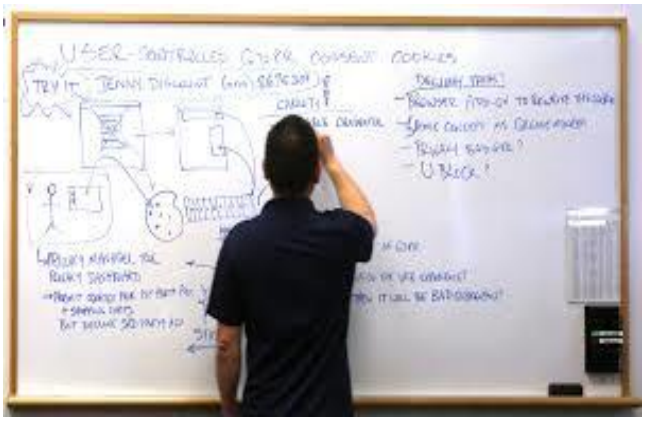


IMAGE B

7.1 Compare the presentation skills of the speakers in IMAGE A and IMAGE B.

Refer to the following:

7.1.1 Visual aids

7.1.2 Body language

(2 × 2) (4)

7.2 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 (7.2.1–7.2.3) in the ANSWER BOOK.

7.2.1 What is a good way to introduce a topic?

A Check your notes
B Smile
C Quote a famous person
D Test the mic

7.2.2 Why do speakers 'pause' in a presentation?

A To stop for a minute or two
B For emphasis
C When they do not know what to say anymore
D To check the time

7.2.3 Gestures

A are not needed in a speech
B only refer to nodding or shaking the head
C are the purposeful use of hands and head to support or emphasise a speaker's verbal message
D must be avoided at all costs during a speech

(3 × 2) (6)
[10]

QUESTION 8: INTERVIEWS

Siya is attending an interview by a panel at Volkswagen. Read through his interview below and answer the questions that follow.

Mr Nkoe:	Good morning. Please have a seat. We have your CV here, but tell us about yourself. What do you do for fun?
Siya:	I am not a very social, fun-loving person. I like to read over weekends.
Mr Abrahams:	What if you were asked to facilitate a social function for work, would you do it and take part in the activities?
Siya:	Well. If it is my job, I guess I would definitely do it.
Mr Nkoe:	I see that you did not complete the form in full. Do you have a driver's licence?
Siya:	No, but I have my learner's licence.

Mr Nkoe:	When do you intend to get your driver's licence?
Siya:	By the end of the year.
Mrs Muller:	We care about each other here at VW. We meet socially once every second month. We believe that interaction is important for the team, do you agree?

There are FIVE different types of interview questions in the above scenario.

Write down the FIVE different interview questions and identify what type of question each one is. Number your answers 8.1 to 8.5 in the ANSWER BOOK.

(5 × 2) **[10]**

QUESTION 9: MEETINGS

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–D) next to the question number (9.1–9.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
9.1	Quorum	A	detailed record of the meeting
9.2	Minutes	B	planned items of the meeting
9.3	Agenda	C	minimum number of members to proceed
9.4	Casting vote	D	created or done for a particular purpose as necessary
9.5	Ad hoc	E	an extra vote of the chairperson

(5 × 2) **[10]**

TOTAL SECTION E: 30
GRAND TOTAL: 150

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