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)

3 November 2022 (Y-paper)
13:00–15:30

This question paper consists of 6 pages and 4 addenda.

032Q2N2203

Copyright reserved

TIME: 2½ HOURS
MARKS: 100

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.

   Only answer TWO questions in SECTION C.

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

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 to each question.

7. Plan your time carefully.

8. Use only a blue or black pen.

9. Write neatly and legibly.

Copyright reserved

BACKGROUND INFORMATION

Read the background information below before answering the questions.

NOTE: All the questions in this paper are based on the background information.

CC Motors is an automobile company dealing with the manufacture and sale of cars. CC Motors has been in existence for over 30 years.

Working conditions are unfavourable for the staff. CC Motors still uses outdated equipment, and safety precautions are ignored. Workers are expected to work long hours without being paid for overtime. Supervision is inadequate and trainees are expected to learn on the job.

Mr Botha is the general manager who recently started working at the company. Mr Botha noticed that employees are leaving the employment of the company. He feels he and his management team need to address this situation as soon as possible.

The contact details of the company are as follows:

Address
55 Rockland Street
KIRKWOOD
6231

Tel: 041 996 4343
Fax: 086 996 4244
Email: info@ccmotorsauto@gmail.co.za

Copyright reserved

SECTION A: REPORT WRITING

Answer BOTH questions in this section.

QUESTION 1: INVESTIGATIVE REPORT

You are Fred Modise. As one of the supervisors in the company, you have noticed that many employees have left the company to join other automobile companies.

On 14 October 2022, Mr Botha (general manager) asked you to investigate why so many employees are leaving the company. He asked you to interview staff members and to draw up questionnaires to identify their concerns. The report must be in his office by 31 October 2022. The responses to the interviews and questionnaires confirmed the issues mentioned in the background information.

Use the following guidelines to design your report:

1. Provide a suitable heading for your report. (1 mark)
2. Terms of reference (4 marks)
3. Procedures (2 marks)
4. Findings: Provide at least FOUR findings (4 marks)
5. Conclusion (2 marks)
6. Recommendations: Make a recommendation for each finding. Arrange the recommendations in the same sequence as set out in the findings. (4 marks)
7. Provide the name, position and contact details of the compiler, as well as the date at the end of the report. (1 mark)

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
21	5	4	30

[30]

QUESTION 2: ACCIDENT/INCIDENT REPORT

Answer this question on ADDENDUM A.

On 20 October 2022 at 08:00, one of the cleaners named Lisa Smith found a bomb in the reception area of CC Motors. All staff members and visitors had to evacuate the building. The general manager, Mr Botha, phoned the police immediately. A bomb squad came to the premises, and the bomb was removed. After three hours, the area was declared safe by the police, and all staff and visitors were allowed to return.

After the bomb threat, Mr Botha wrote a report about the incident.

Use the form on ADDENDUM A to complete the incident report. Remember to hand in ADDENDUM A with the ANSWER BOOK.

CONTENT	GRAMMAR/STYLE	TOTAL
16	4	20

[20]

TOTAL SECTION A: 50

SECTION B: LONG FUNCTIONAL WRITING

Answer BOTH questions in this section.

QUESTION 3: NOTICE AND AGENDA OF A SPECIAL MEETING

On 21 October 2022, the CEO of CC Motors, Mr John Jacobs, circulated a notice and agenda informing staff about a special meeting. The reason for the meeting is to discuss the recent happenings in the company.

Compile the notice and agenda for this meeting. This must be presented on the letterhead of the company. The meeting will be held in the boardroom on Monday, 24 October 2022 at 09:00. The following points are to be discussed:

- The bomb scare
- The rate at which employees are leaving the company

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
11	5	4	20

[20]

QUESTION 4: MINUTES OF A SPECIAL MEETING

Write the minutes of the special meeting in QUESTION 3.

Use the information and headings of the notice and agenda that you compiled in QUESTION 3. Also use the core notes in the information box below to compile the minutes.

Write out the core notes in full, grammatically correct sentences.

Mr Jacobs opened – welcomed – register circulates for signing. Apologies – Ms Dlamini – attending graduation. Mr Jacobs – police investigation on bomb scare is ongoing. Mr Modise – compiling investigative report on the reason why employees leave the company. Closure – 13:00.

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

TOTAL SECTION B: 30

SECTION C: SHORT FUNCTIONAL WRITING

Answer any TWO questions in this section.

QUESTION 5: INTERNAL MEMORANDUM

The special meeting was a success. After the special meeting, Mr Botha (general manager) and his management team decided that a workshop on safety measures is necessary for all cleaning staff. He instructs you to send a memorandum straightaway to all cleaning staff informing them of the workshop that will take place in the company's boardroom at 08:30 on 31 October 2022.

In the internal memorandum, inform the staff that they will be addressed by an official from the South African Police Services (SAPS), Mr L Swart. Light refreshments will be served, and there will be a chance to speak to Mr Swart after the workshop. This is bound to be a productive day, and staff participation is encouraged.

Write the memo of 80 to 100 words on the attached ADDENDUM B. Remember to hand in ADDENDUM B with the ANSWER BOOK.

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

QUESTION 6: FAX COVER PAGE

Mr Swart has accepted your invitation to address the cleaning staff at the workshop. On 27 October 2022, he sends a fax to your office confirming the date. He also requests for a screen and loud speaker to be made available for the event. He stipulates that he would be speaking for an hour and would like to promote his new book, *Be Security Conscious,* on the day of the workshop.

Write Mr Swart's fax of 80 to 100 words on the attached ADDENDUM C. Remember to hand in ADDENDUM C with the ANSWER BOOK.

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

QUESTION 7: FORM

During the workshop, Mr Swart encourages the staff to join the Good Citizen's Safety Club. Applications for new memberships and renewals have been opened. You are interested to join as a new member and you will pay the R100 membership fee by EFT.

Use your own details and ADDENDUM D (attached) to complete an application form. Remember to hand in ADDENDUM D with the ANSWER BOOK. **[10]**

TOTAL SECTION C: 20
GRAND TOTAL: 100

Copyright reserved

ADDENDUM A

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

QUESTION 2: ACCIDENT/INCIDENT REPORT

CC MOTORS **ACCIDENT/INCIDENT REPORT FORM**	
NAME OF PERSON INVOLVED	
POSITION	
DATE OF ACCIDENT/INCIDENT	
TIME	
LOCATION	
DESCRIPTION OF ACCIDENT/ INCIDENT	
COMPILER OF THE REPORT	
POSITION OF COMPILER	
CONTACT NUMBER	
SIGNATURE OF COMPILER	
DATE	

Copyright reserved

ADDENDUM B

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

QUESTION 5: INTERNAL MEMORANDUM

CC MOTORS MEMORANDUM	
TO:	
FROM:	
DATE:	**EXT:**
SUBJECT:	

ADDENDUM C

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

QUESTION 6: FAX COVER PAGE

SOUTH AFRICAN POLICE **FAX COVER PAGE**
TO:
FROM:
DATE:
TEL:
SUBJECT:

Copyright reserved

ADDENDUM D

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

QUESTION 7: FORM

GOOD CITIZEN'S SAFETY CLUB **MEMBERSHIP APPLICATION FORM**
Surname:
Name(s):
Date of birth:
Membership category – Please indicate with an (x) where applicable.
New member: Renewal:
Full residential address:
Cell:
E-mail:
Membership fee R100 per annum
Payment method – Please indicate with an (x) where applicable
Cash: EFT:
Signature:

Copyright reserved