higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

DAY CARE COMMUNICATION N5

(5140225)

25 May 2021 (X-paper)
09:00–12:00

OPEN-BOOK EXAMINATION

Candidates may use THREE references, including a dictionary.

This question paper consists of 6 pages and an addendum of 2 pages.

044Q1J2125

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
DAYCARE COMMUNICATION N5
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Write neatly and legibly.

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SECTION A

Read the ADDENDUM (attached) and answer the following questions.

QUESTION 1

1.1 List TEN different types of communication that we use daily in our work place and at home. (10)

1.2 In ONE paragraph of TEN sentences describe how you would deal effectively with a conflict situation in the day-care centre, involving the use of cell phones during working hours. A senior staff member was complaining that a junior staff member was using her cell phone in the baby room during working hours.

The title of your paragraph must be:

Modern technology in the workplace – the rules. (10 × 2) (20)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 Proofread the following paragraph.
Correct all spelling and punctuation mistakes.
Rewrite the paragraph and underline the correct word(s) or punctuation.

The wonderfull dividend yield versus enorms growth potensial are the kind of things investors look at when deciding between Vodakom and MTN Vodakom and MTN signals are equally poor in Pretoria.

However the geographical distribution is different. (6)

2.2 Explain the meaning of the following words:

2.2.1 disastrous

2.2.2 competitive

2.2.3 extended

2.2.4 famous

2.2.5 strange

(5 × 2) (10)

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2.3 Use each of the following expressions in a sentence to make the meaning of the expression clear.

2.3.1 the best of two worlds (4)

2.3.2 to navigate around (4)

2.3.3 hard to criticize (4)

2.3.4 fans (2)

2.4 The function of punctuation marks and capitalisation are the basics of a language and help us read and write. Without these, the message could be misinterpreted.

Identify any TEN punctuation marks from the article.
Quote an example of each from the text to substantiate your answer. (10)
[40]

TOTAL SECTION B: 40

SECTION C

QUESTION 3

3.1 You are Annemarie Olivier from the Bopa Centre, who is responsible to arrange a one-day seminar about the use of modern technology in the classroom.

Write an invitation letter to Jeremy Sampson, chairperson of Interbrand Sampson-group, to invite him to be the guest speaker at the seminar, using a letterhead that you designed for the **BOPA** Centre. The topic of his speech must relate to the theme of the seminar. You may decide on the date, time and relevant topic of the speech, as well as accommodation arrangements for the guest speaker. (20)

3.2 After the seminar, Jeremy Sampson asked you to forward a letter of complaint to the manager of the Protea Hotel where he stayed while attending the seminar on his behalf.

You must bring the following to manager's attention:

*Poor service at reception
*Noisy cleaning staff (20)
*Unfriendliness of a waiter, Johan Visages. **[40]**

TOTAL SECTION C: 40

SECTION D

QUESTION 4

Read the following poem and answer the questions.

Indispensable man

Sometime, when you're feeling important,
Sometime, when your ego's in bloom,
Sometime, when you take it for granted
You're the best qualified in the room:

Sometime when you feel that your going,
Would leave an unfillable hole,
Just follow this simple instructions,
and see how it humbles your soul.

Take a bucket and fill it with water,
Put your hand in up to your wrist;
Pull it out and the hole that's remaining,
Is a measure of how you will be missed.

You can splash all you wish when you enter,
You may stir up the water galore,
But stop and you'll find that in no time
It looks quite the same as before.

The moral in this quaint example
Is do just the best that you can.
Be proud of yourself but remember,
There's no indispensable man.

Saxon White Kessinger

4.1 Who is the author of this poem? (2)

4.2 Explain the meaning of this poem in ONE paragraph of 10 sentences. The paragraph must be in your own words. (10)

4.3 From the poem, quote the part that is repeated. (2)

4.4 Why does the poet use repetition in a poem? (2)

4.5 Name the type of rhyme scheme used in this poem? (1)

4.6 Quote TWO examples of assonance from the poem. (2 × 2) (4)

4.7 Quote TWO examples of alliteration from the poem. (2 × 2) (4)

4.8 Explain the meaning of the words *indispensable man*. (5)

4.9 Read the text about the BlackBerry Torch in the ADDENDUM (attached).

Based on the text, explain in ONE paragraph of TEN sentences why children should not be allowed to have a cell phone from an early age (around 2 to 5 years). The paragraph should contain your own opinion. (10)
[40]

TOTAL SECTION D: 40

SECTION E

QUESTION 5

5.1 You need to write a children's story for 5–6 year olds. Which TEN elements should one take into account before attempting to write the story? (10)

5.2 Write a creative paragraph of TEN sentences on ONE of the following topics:

The disadvantages of modern technology

OR

The advantages of modern technology (10 × 2) (20)
[30]

TOTAL SECTION E: 30

SECTION F

QUESTION 6

After having read the text on the BlackBerry Torch in the ADDENDUM (attached), draw a mind map using of the keywords listed below. The keywords are not in the correct sequence.

The main topic is: BlackBerry Torch

storm; best; Apple; OS 6; Social Feeds; price; value rating; calendar; web browser; criticize; touch screen; operating system; BlackBerry Torch; Twitter; Facebook **[20]**

TOTAL SECTION F: 20
GRAND TOTAL: 200

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ADDENDUM

ROAD TEST: BLACKBERRY TORCH

YOU CAN'T TORCH THIS

BlackBerry's first entry into the touch phone market was disastrous with a device called the Storm (and its successor, the Storm 2), which impressed us at first look but showed serious hardware and software problems over extended use. It wasn't the big play against the iPhone that Canadian manufacturer Research in Motion (RIM) had hoped for, but now it's back with a new touchscreen that may be the competitive instrument the company has been looking for.

The BlackBerry Torch is the best of both worlds: it has a physical slide-out qwerty keyboard that resembles the BlackBerry Bold and a big touchscreen that uses the same capacitive technology that Apple made famous with its iPhone.

You might think the name 'Torch' somewhat strange, but it has in part to do with the fact that RIM acquired Torch Mobile in 2009 with a browser technology that's built into the BlackBerry OS 6 operating system – and this is a key addition.

REVIEW

VERDICT: The best of both worlds – touch and keyboard.
COMPLEXITY: BlackBerry users will know what to do.
PRICE: R8 000.
ALSO CONSIDER: Motorola Milestone.
VALUE RATING: 7/10

The Torch is the first device to ship with OS 6, and the new system is impressive. It features an intuitive interface that works just as well whether you're touching the screen or using the keyboard and tiny track pad to navigate around.

OS 6 has a new feature called Social Feeds, by which you can view messages from BlackBerry Messenger, Twitter, Facebook and other services all in one place. It also has a very handy drop-down summary of your calendar appointments and messages that can be accessed from a home screen.

The Torch and the new operating system built on what BlackBerry is famous for have sorted out problems previously experienced with the platform. For example, BlackBerry's web browser has been poor, but OS 6 has a new browser based on Apple's Web Kit technology and just plain rocks. Its interface is highly intuitive and even automatically organises your most-used applications in their own pop-up space for easy access.

I find it hard to criticise the Torch. Its screen isn't quite as good as the iPhone 4 or Samsung Galaxy S in terms of resolution, but it's not far off, and the camera is also slightly behind those of its competition.

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But the operating system is a pleasure to use and the touchscreen is on par. The slide-out keyboard is a nice addition and will be a welcome feature to users who want to touch but don't want to sacrifice their keyboard. And battery life is about what you'd expect from a smartphone.

But you soon forget the hardware when you dive into OS 6, which is simply one of the best mobile operating systems around. BlackBerry users are a different breed and look for different things in a phone than other people. But for its fans, this is the best device RIM has ever made.

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