higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N330**(E)**(N23)H

NATIONAL CERTIFICATE

DAY CARE COMMUNICATION N6

(5140236)

23 November 2018 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

THREE reference books, including ONE dictionary, are allowed.

This question paper consists of 7 pages and an addendum of 3 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
DAY CARE COMMUNICATION N6
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 question on a NEW page.
5. Use black pens only.
6. Write neatly and legibly.

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SECTION A

QUESTION 1: ORAL COMMUNICATION SKILLS

Read the article: 'Jealousy makes me nasty', on the ADDENDUM (attached) and answer the questions.

1.1 From the keywords listed below, write a speech for the parents' meeting at your college. The topic of your speech is: Jealousy in the workplace. Remember to use the correct structure for your speech (topic, introduction, body and conclusion).

perspective; success; respect; obsessive; time; money; talents; skills; values; gratitude; realistic; grateful; peace; focus; anxiety; positive; emotions; relationships; upwards; downwards; compare; envy; epidemic

(30)

1.2 Name FIVE types of interviews, as well as ONE example from the workplace for each type of interview. (5 × 2) (10)

[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2: LANGUAGE SKILLS

2.1 Explain the meaning of the following words or give a suitable synonym:

2.1.1 Gaining

2.1.2 Greedy

2.1.3 Volunteer

2.1.4 Gratitude

2.1.5 Obsessive

(5 × 2) (10)

2.2 Change the following statements to questions:

2.2.1 We were both happy when the little boy arrived.

2.2.2 This person's success really matters in my life.

2.2.3 Having so little means so much.

2.2.4 Jealousy can be turned into something positive.

2.2.5 You are ready for a new relationship.

(5 × 2) (10)

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2.3 Rewrite the paragraph below. Correct the underlined spelling and punctuation mistakes. Remember to underline the corrections in the paragraph as well.

the knew shopping centre owes it's exsistence to the vision of the last major. Enoch Malgas energy and great organising ability has produced a wonderful facility for a town whoes inhibitants couldnt even bye there bread and milk without traveling myles in busses or cars. (15)

[35]

TOTAL SECTION B: 35

SECTION C

QUESTION 3: READING AND WRITING SKILLS

Refer to the article, 'Jealousy makes me nasty', on the ADDENDUM (attached) and answer the questions.

3.1 Why must you stop obsessing, according to researchers Sendhil Mullainathan and Eldar Shafir? (2)

3.2 State FIVE ways to curb jealousy. Number them from the most important to the least important. (5)

3.3 'Jealousy triggers emotions such as anger, tension, depression and anxiety.'

Explain this statement in your own words. (5)

3.4 Why, according to Festinger, is looking down helping us to feel better rather than looking up? (4)

3.5 Interpret the implications of the social comparison made by Leon Festinger in today's life. Use your own words to explain. (4)

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3.6 Choose an item from COLUMN B that matches a person in COLUMN A. Write only the letter (A–E) next to the question number (3.6.1–3.6.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.6.1	Eldar Shafir	A	Journalist
3.6.2	Josua Becker	B	Cape town psychologist
3.6.3	Pieter Van Zyl	C	American minimalist
3.6.4	S.T. Potgieter	D	Researcher
3.6.5	Leon Festinger	E	American psychologist

(5 × 2) (10)
[30]

TOTAL SECTION C: 30

SECTION D

QUESTION 4: MEETINGS, SEMINARS AND CONFERENCES

You are planning a one-day seminar at your college. The topic will be on 'Jealousy in the workplace'.

Write an invitation letter to Dr S. T. Komalo to invite him to be the guest speaker at this one-day seminar. Use the following information in the letter:

Date: Own choice, but has to be on a Saturday
Place: At your college
Topic of his speech: Jealousy in the workplace
Length of speech: 15 minutes, excluding time for questions
Audience: Students, parents, lecturers and community leaders
Time: 19:00
Travel arrangement for Dr Komalo: A return ticket to travel with the train and one night at the West Inn hotel. **[20]**

TOTAL SECTION D: 20

SECTION E

QUESTION 5: TEXTUAL STUDIES

Read the following poem carefully, making sure you understand the content and then answer the questions.

THE BLIND BOY

O say what is that thing called light,
Which I never enjoy:
What are the blessings of the sight,
O tell your poor blind boy!

You talk of wondrous things you see,
You say the sun shines bright;
I feel his warmth, but how can he
Make it day or night?

My day or night myself I make
Whenever I sleep or play;
And could I ever keep awake
With me were it is always day.

With heavy sighs I often hear
You mourn my hapless woe;
But sure with patience I can bear
A loss I never can know.

Then let not what I cannot have
My cheer of mind destroy:
Whilst thus I sing, I am a king,
Although a poor blind boy.

By C. Cibber

5.1 Who is the poet of this poem? (2)

5.2 Give TWO suitable examples of each of the following:

5.2.1 Alliteration

5.2.2 Assonance

5.2.3 Repetition

5.2.4 Contrast

(4 × 4) (16)

5.3 Name THREE things, according to the poet, that are the wondrous things he cannot see. (3)

5.4 5.4.1 Name the rhyme scheme the poet is using in this poem. (1)

5.4.1 Give TWO examples of rhyming words from the poem. (2 × 2) (4)

5.5 Is this boy happy or sad? Motivate your answer by quoting from the poem. (3)

5.6 Complete the following sentence by only writing the missing words next to the question number (5.6.1–5.6.3) in the ANSWER BOOK.

In this poem the poet describes the (5.6.1 ...) of a (5.6.2 ...) who has never been able to (5.6.3 …). (3)

5.7 'With heavy sighs I often hear you mourn my hapless woe' (disability).

Explain, in your own words, the meaning of this sentence. (3)
[35]

TOTAL SECTION E: 35

SECTION F

QUESTION 6: JOURNALISM

6.1 Design a display advertisement to advertise the event mentioned in QUESTION 4. Remember to use the detail as mentioned in QUESTION 4. The AIDA principle is important. (20)

6.2 You need to send a newsletter (informative letter) to all your college students' parents. You are the principal and the topic for the newsletter is: Jealousy. The letter needs to have three paragraphs in the body of the letter, using the following headings:

- Facebook jealousy
- Jealousy in relationships
- Jealousy of others' wealth (20)

[40]

TOTAL SECTION F: 40
GRAND TOTAL: 200

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ADDENDUM

JEALOUSY MAKES ME NASTY

In the era of Facebook, where everyone seems to have it all, envy comes easily.

Here's how not to let it ruin your life.

By Pieter van Zyl

Over the weekend I visited a close friend. She and her husband had tried to fall pregnant with in vitro fertilisation for years, but after seven failed attempts had given up hope of ever having a child. Then, just when they'd decided to relax and let nature take its course, my friend discovered she was pregnant.

A few weeks ago their son arrived and, as I held the little chap in my arms, the childless, empty space in my heart suddenly felt emptier.

But what intensified my envy was their amazing home with its three fireplaces, wooden floors, large rooms with high ceilings and a swimming pool set in a huge garden in Cape Town's tranquil, leafy southern suburbs. Yes, it had taken blood, sweat and tears to renovate the house, but it was theirs.

'I'm happy for you,' I tell my friend before setting off to my rented flat.

We're both in our forties and have peaked in our careers. But she published a book with her name on the cover years ago - which was when the green monster started peering over my shoulder.

Back home I quickly check my Facebook page to see how many likes the pictures of my trip to the West coast have received. Instead I'm greeted by a bunch of new photos a school friend has posted of his idyllic life as an estate agent on a Caribbean island. I also can't help noticing his well-toned body.

One of the world's first 'comparison coaches', Lucy Sheridan from the UK, has given these emotions a name: 'comparison anxiety'. She believes we're all suffering from an epidemic of 'compare and despair' and that we should learn to correctly measure our life against others' and manage our jealousy.

'Rather than be inspired, we go down a rabbit hole of comparison, feeling jealous of people who in some cases we hardly even know,' Sheridan says.

In South Africa we sometimes see a different take on envy. 'South Africans might feel that others' success is due to unfair opportunities they themselves might not have had, rather than seeing success as the result of that person's efforts and skills', says psychologist Claudette Jordan from Westville, Durban.

Legislation to correct past inequalities can lead to some kind of envy. 'I'm not sure if there's any research to prove this, although it might be something worth investigating', Jordan says.

As far back as 1053, American psychologist Leon Festinger came up with the social comparison theory, which says people compare themselves with others to gain a sense of status and identity.

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ADDENDUM (Continued)

'We either look upwards to people who are more successful or downwards at people who might be lower in pecking order. 'Festinger wrote, 'Looking down helps us to feel better, but looking up, well, it's a recipe for envy and misery.'

Some weeks after visiting my friend I hear Cape Town's winter storms caused thousands of rand's damage to their home and that their baby is in hospital with pneumonia. Suddenly I'm not quite as envious of her life.

How does jealousy affect your health and happiness?

- 'Jealousy triggers emotions such as anger, tension, depression and anxiety.' Cape Town psychologist also says: 'Science tells us these emotions lead to illness such as heart attacks, spastic colon and ulcers.'
- You become obsessive and spend all your time brooding over your jealousy. It consumes your life, Potgieter adds.
- Jordan says that jealousy impedes your growth and prevents your own successes. It also stops you appreciating and celebrating your strengths.
- It can harm your relationships as you become unpleasant to be with, Jordan warns. Envious people often put others down or criticise them in order to feel better about themselves.

Ways to curb jealousy

- Make peace with what's on Facebook, Potgieter says. What people present there isn't the complete picture.
- Discover your true self. Your place in the universe isn't identical to anyone else's. You must discover and realise your own character.
- Focus on your aims, talents, abilities, interests and personality. In doing so you determine your own destiny.
- Spend more time with grateful people. Gratitude is contagious. Seek out grateful people online and in person.
- Avoid people who attach value to the wrong things, says American minimalist Joshua Becker, who writes about how to get by with as little as possible. If you spend all your time with people who compare their salaries, new cars and extravagant holidays, you'll fall into the trap of comparing your possessions with theirs. Keep your distance from such conversations and relationships.
- Be generous with your time, money, talents and skills. Volunteer to do work to improve your life and the lives of others. The more time and energy you spend with people who have less than you, the more you will find fulfilment.
- Stop obsessing. It's easy to become caught up in mental scripts about all the wrong decisions you've made or worries about 'what if,' write researchers Sendhil Mullainathan and Eldar Shafir in their book 'Scarcity: Why Having So Little Means So Much'.
- Don't be greedy. 'Being helpful to others can lead to deeper friendships, gaining respect and a good reputation, creative bartering or new allies', write Mullainathan and Shafir.

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ADDENDUM (Continued)

Jordan suggests that you ask yourself these questions: Does the person's success really matter in the bigger picture of my life? How much do I actually know about this person? If I could have what they have would it really make me happy? What is it I truly need?

Gaining perspective will give you a clearer view.

[Source: *YOU MAGAZINE*]

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