**11960 Knowledge Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| **Name:**  |  |
| **ID Number:**  |  |
| **Workplace:**  |  |
| **Region:**  |  |
| **Date:**  |  |
| **Signature (to verify this is my own work)**  |  |

# Marking Grid: (For Office Use ONLY)

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| **SECTION**  | **TOTAL**  | **Learner Achievement**  |
|  |  |  |
|  | **30**  | **%**  |

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| **Marked By:**  |  |
| **Date:**  |  |
| **Competent**  | **Not Yet Competent**  |
| **Assessor Sign off:**  |  |
| **Notes:**  |  |
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1. What is the purpose of a Contents Page in a text book? {1}

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1. What is the purpose of an Index? {1}

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3. Explain what an archive is. {1}

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1. Explain what a museum is. {1}

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1. What is a bibliography? {1}

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1. What information should you include in a bibliography? {5}

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1. Explain the Overview, Questions, Read, Summary, Memorise, Revise study method. {5}

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1. How will you check your information for validity and reliability? List two ways. {2}

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1. What does a team member have to commit to for the team to function effectively? Name 5 things. {5}

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10. List the steps in the negotiation process. {8}

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