**119463 & 119456 Knowledge Assessment**

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

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

# Marking Grid: (For Office Use ONLY)

|  |  |  |
| --- | --- | --- |
| **SECTION** | **TOTAL** | **Learner Achievement** |
|  |  |  |
|  | **36** | **%** |

|  |  |
| --- | --- |
| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
|  |  |
|  |  |
|  |  |
|  |  |

1. What is the purpose of a bilingual dictionary? {1}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

1. What is the purpose of an explanatory dictionary? {3}

|  |
| --- |
|  |
|  |
|  |

3. What is the purpose of a thesaurus? {1}

|  |
| --- |
|  |
|  |
|  |
|  |

1. What is the purpose of an instruction manual? {1}

|  |
| --- |
|  |

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

|  |
| --- |
|  |
|  |
|  |
|  |

1. Is the Internet a source of information? {1}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |

1. What is an idiom? {1}

|  |
| --- |
|  |
|  |
|  |
|  |

1. What is a proverb? {1}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

1. What is slang? {1}

|  |
| --- |
|  |
|  |
|  |

10. What is jargon? {1}

|  |
| --- |
|  |
|  |
|  |
|  |

1. Explain sarcasm. {1}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

1. What is a hyperbole? {1}

|  |
| --- |
|  |
|  |
|  |

13. What is a generalisation? {1}

|  |
| --- |
|  |
|  |
|  |
|  |

14. List four things you should do when you are planning your writing/signing. {4}

|  |
| --- |
|  |
|  |
|  |
|  |

1. List four things you can do to make your writing more interesting. {4}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

1. List four new words you learnt during this training intervention {4}

|  |
| --- |
|  |
|  |
|  |

17. Explain the narrative style. {3}

|  |
| --- |
|  |
|  |
|  |
|  |

1. Explain a multi-media presentation. {1}

|  |
| --- |
|  |
|  |
|  |
|  |

1. Where is a period used? {1}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |

1. Where is a comma used? Give one instance. {3}

|  |
| --- |
|  |
|  |
|  |
|  |

1. Name two things you should do to ensure your paragraphs are well written. {2}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

1. Name three techniques you can use to make sure that your paragraphs follow each other logically {3}

|  |
| --- |
|  |
|  |
|  |

1. Name three techniques you can use to make sure that your paragraphs follow each other logically. {3}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

1. List the four steps you should take when you are organising your material. {4}

|  |
| --- |
|  |
|  |
|  |
|  |
|  |