**119463 & 119456 Workplace 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**  |
| **Activity 1**  |  |  |
| **Activity 2**  |  |  |

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| --- | --- |
| **Marked By:**  |  |
| **Date:**  |  |
| **Competent**  | **Not Yet Competent**  |
| **Assessor Sign off:**  |  |
| **Notes:**  |  |
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### Assignment 1: Use a Range Of Reading Strategies

#### Activity 1.1

Read the following text and then follow the instructions below.

**CHECK YOUR ATTITUDE**

A positive, enthusiastic attitude makes all the difference. If you allow yourself to get down-hearted you will convey this frame of mind to your colleagues and employees. One of the problems with a negative attitude is that it destroys action. People who have failed spend so much time negatively analysing their business, that they take no action. Winners do not have time for this. They simply carry on with the tasks that have to be done.

Associate with successful people. Meet with other business people who feel excited about what they are doing. Enthusiasm is a wonderful thing. It is contagious. Just think of how quickly a crowd at a soccer match or other sport gathering can become enthusiastic. As a leader, you have to set an example for everyone in your business. If you are confident, have a positive attitude and act as though you are a winner, you will find that you are surrounded by other high performers.

Checklist: how do you match up?

|  |  |
| --- | --- |
| Do you: | Yes/No |
| Project an attitude of success |  |
| Have confidence in what you do |  |
| Encourage yourself all the time that you are doing the right thing |  |
| Associate with other successful and positive people – the winners of this world |  |
| Know what you are doing |  |
| Work at building up relationships and providing your customers with complete satisfaction.  |  |

#### Activity 1.2

Which reading strategy did you use when you read the above text?

#### Activity 1.3

Give examples of the following questions as they relate to the text:

Who? (1)

What? (1)

When? (1)

Where? (1)

Why? (1)

How? (1)

#### Activity 1.4

Make rough notes of the text. (3)

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#### Activity 1.6

Summarise the text in point form (1)

#### Activity 1.7

Summarise the text as a mind map. (1)

### Assignment 2: Identify the Main Idea

#### Activity 2.1

1. Refer to the text of the previous assignment. What is the purpose of the text? Quote from the text to motivate your answer.
2. Did the author make use of headings, sub-headings and numbers or bullets? Give an example of each one you can identify.
3. What is the main idea of the text quoted above?
4. What is the purpose of the author?

### Assignment 3: Read and Respond To Texts

#### Activity 3.1

Select an article from a newspaper or a magazine that deals with a subject that you feel strongly about. (For example, the performance of the soccer team, crime, the lack of service delivery, etc.) Attach the article or a copy to your assignment. Answer the following questions.

Did the author of the text make use of different text types? Why?

#### Activity 3.2

Do you agree with the writer of the text? Motivate your answer.

#### Activity 3.3

Are there are implicitly stated messages in the text? Name and explain one.

#### Activity 3.4

Are there are explicitly stated messages in the text? Name and explain one.

#### Activity 3.5

Do you agree with the author? Give reasons for your answer.

#### Activity 3.6

Discuss the relevance of the article in terms of what it means to you and the community.

### Assignment 4: Language Structures

#### Activity 4.1

Refer to the article in assignment 3 and discuss the following:

1. Does the author of the text use stereotyping? Motivate your answer.
2. Does the author discriminate? Explain your answer
3. How many short sentences are there in the text? Write down one.
4. Are the short sentences effective in that they create a sense of pace and urgency? Explain your own feelings about the short sentences in the text.
5. Does the author make use of humour?
6. Is the author sarcastic?
7. Does the author make use of generalisation?

### Assignment 5: Write For a Specific Audience and Purpose Using Grammatical Structures and Writing Conventions

#### Activity 5.1

Write an e-mail to a friend about the plans you have for the weekend. Write in the narrative style. The text should not be more than two paragraphs.

#### Activity 5.2

Write a reply to the author of the article in assignment 3, expressing your own ideas about the article. Make sure that you write in the correct register. Make sure that your sentences are well structured and that you vary the length of the sentences. Avoid using offensive language, stereotyping and beware of your own biases. Make use of paragraphs

#### Activity 5.3

Identify a social issue that is close to your heart. You have been invited to act as a guest speaker at a community event and you want to address the social issue. Prepare for the presentation, including visual aids. Make sure that you use headings, sub-headings, paragraphs, numbers and/or bullets. Also make sure that you write in the correct register.

### Assignment 6: Produce Coherent Texts

#### Activity 6.1

Rewrite the presentation from assignment 6.3 as though you were going to address a group of business people. Prepare for the presentation, including visual aids. Make sure that you use headings, sub-headings, paragraphs, numbers and/or bullets. Also make sure that you write in the correct register

### Assignment 7: Rewrite Text to Adapt Language and Edit Own writing

#### Activity 7.1

Rewrite the presentation from assignment 6.1. Make changes to the layout, check your grammar and make corrections where needed. Also check your use of jargon and possible offensive language. Make sure that you use headings, sub-headings, paragraphs, numbers and/or bullets. Also make sure that you write in the correct register

#### Activity 7.2

Rewrite your reply to the author of the article in assignment 3, expressing your own ideas about the article. Make changes to the layout, check your grammar and make corrections where needed. Also check your use of jargon and possible offensive language. Make sure that you write in the correct register. Make sure that your sentences are well structured and that you vary the length of the sentences. Avoid using offensive language, stereotyping and beware of your own biases. Make use of paragraphs

#### Activity 7.3

Paraphrase the text from assignment 1.1. Write in the informal register as though you were explaining this to a friend. Make sure that you use headings, sub-headings, paragraphs, numbers and/or bullets

#### Activity 7.4

Rewrite your text from assignment 7.3. Make changes to the layout, check your grammar and make corrections where needed. Also check your use of jargon and possible offensive language. Make sure that you write in the correct register. Make sure that your sentences are well structured and that you vary the length of the sentences. Avoid using offensive language, stereotyping and beware of your own biases. Make use of paragraphs