**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}

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