**National Certificate: Contact Centre Support NQF Level 2 ID 71490 LP 73269**

**Module 2: Communication Fundamentals**

**119463 FORMATIVE ASSESSMENT PACK**

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| **Learner Name:** |  |
| **Learner ID:** |  |
| **Group:** |  |
| **Date of Completion:** |  |
| **Signature to verify work is my own:** |  |

Learner Name: Learner ID:

Learner Signature: Date:

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| **ELO** | **US Type** | **NLRD** | **US Title** | **Level** | **Credits** | **Summative**  **Result** |
|  | Fundamental | 119463 | Access and use information from texts..  *SO1: Use a range of reading and/or viewing strategies to make meaning of texts.*  *SO2: Identify the main ideas in different text types.*  *SO3: Read/view and respond to texts for a variety of purposes.*  *SO4: Identify and discuss how language structures and features may influence a reader/audience.* | 2 | 5 |  |

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| Assessor Sign Off |  | |  |  |
| Assessor Name: |  | |
| Assessor ID: |  | |
| **Result Round 1 Assessment:** |  | **Result Round 2 Assessment:** | | **Final Summative Result:** |
|  |  |  | |  |
| Date: |  | Date: | | Date: |
| Assessor Signature: |  | Assessor Signature: | | Assessor Signature: |
| Learner Signature for feedback: |  | Learner Signature for feedback: | | Learner Signature for feedback: |
| Date: |  | Date: | | Date: |

Learner Name: Learner ID:

Learner Signature: Date:

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| ***Activity 1:*** |  |  |  | ***US 119463 SO2 AC1 – AC4; SO3 AC3 & AC6; SO4 AC1 & AC2*** |

1. Read the sentences below and **identify the assumptions** regarding age, ability, appearance, ethnicity, gender, race, religion, sexual orientation, and socio-economic power or status. **Rephrase the sentences** to be more acceptable and freer of any bias.

Fashion Tights are available in black, suntan, and flesh colour

E.g. The stereotyping implication in the statement is that flesh colour is “beige” such as the colour of white people, and that only white skin is flesh coloured. It has a deeper connotation, as SA has a history where people of other races were dehumanised. This innocent statement is made frequently to describe beige coloured stockings and the inference reinforces an old painful legacy i.e. white skin is flesh toned = human. Black skin is not flesh coloured and is not = human. Do you see how innocent statements can lead to stereotyping and hurt? You need to be aware of other people’s feelings and the unintended consequences of your words all the time.

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|  | **Identify the Assumption** | **Assumption** |
| 1.1 | Mrs. Zulu is remarkably mentally alert for her age. |  |
| 1.2 | The service in this call centre is so third world. |  |
| 1.3 | Our facilities all provide handicapped access. |  |
| 1.4 | I see she forgot to sign her time sheet. She’s acting a little blonde today. |  |
| 1.5 | He only became a policeman because he couldn’t get any other job. |  |
| 1.6 | Who does she think she is leading the team? Rumour has it that she does not even have a degree? |  |
| 1.7 | I didn’t employ her because our customers prefer people with a certain profile. Someone like you, dressed in Queens Park clothing and from the Northern Suburbs. |  |
| 1.8 | She was promoted to the position as an affirmative action initiative |  |
| 1.9 | Mr. Du Toit gave me a poor performance rating because he doesn’t like to see women of another race progressing in this company |  |

1. Explain three reading strategies and provide an example when you would use each.

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| **Strategy** | **Explanation** |
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