**9009 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** |
|  |  |  |
|  | **12** | **%** |

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| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
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# 9009 SUMMATIVE ASSESSMENTS

## Knowledge Questionnaire 9009

1. Explain statistics. (1)
2. Give two examples from your work or home life where you can gather information and analyse this information. (2)
3. Explain what a bar graph is used for (1)
4. What is a pie chart used for? (1)
5. When would you use a stemplot? (1)
6. Explain frequency distribution (2)
7. Explain range (1)
8. Explain Arithmetic mean (1)
9. Explain Median (1)
10. Explain mode. (1)

**TOTAL: 12**