NC: Contact Centre Support NQF 2: SAQA ID 71490 LP 73269 – Module 1

Vn 4 (2020) Page 1

# 9009 LEARNER FORMATIVE ASSESSMENT PACK

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

|  |  |  |  |
| --- | --- | --- | --- |
| Assessor Sign Off:  |   | Learner Sign Off & Date (Feedback):  |   |
| Date:  |   | Coach Sign Off & Date:  |   |
| Decision  |   | Moderator Sign Off & Date:  |   |

Feedback/Notes:

|  |
| --- |
|        |

 Learner Name: Learner ID:

Learner Signature: Date:

## Activity 1 (SO1, AC1-7)

1. Study the bar graph above and then answer the questions.



|  |  |
| --- | --- |
| How many ice creams were sold during January? |  |
| During which month were the most ice creams sold? |  |
| In which month were the least ice creams sold? |  |
| What was the total number of ice creams sold for the period? |  |

1. Study the line chart on the next page and then answer the questions below

|  |  |
| --- | --- |
| What tendencies do you pick up from this graph? |  |
| When would be a good time to start a new ice cream business? |  |

0

10

20

30

40

50

60

70

80

90

100

Jan

Feb

March

April

May

1. Study the pie chart below and then answer the questions

|  |  |
| --- | --- |
| Which company sold most cars? |  |
| Which company sold the smallest percentage of cars? |  |
| How many cars did Chevrolet sell during 1996? |  |



1. In a group draw a column chart or a bar chart for the following information. Use the grid on the next page to help you.

|  |  |  |
| --- | --- | --- |
| Why do you use a taxi to and from work | Cheap | 1631 |
| Fast | 1091 |
| Safe | 312 |
| Convenient | 1849 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2200 |  |  |  |  |
| 2000 |  |  |  |  |
| 1800 |  |  |  |  |
| 1600 |  |  |  |  |
| 1400 |  |  |  |  |
| 1200 |  |  |  |  |
| 1000 |  |  |  |  |
| 800 |  |  |  |  |
| 600 |  |  |  |  |
| 400 |  |  |  |  |
| 200 |  |  |  |  |
|  | Cheap | Fast | Safe | Convenient  |

1. In a group, draw a pie chart for the following information. A total of 2000 replies were received. Use the pie below to help you.

|  |  |  |
| --- | --- | --- |
| Which taxi route do you use every day? | Route A | 755 |
| Route B | 830 |
| Route C | 415 |

1. Draw a column chart to show the average marks per term.

|  |  |  |  |
| --- | --- | --- | --- |
| 1st quarter | 2nd quarter | 3rd quarter | 4th quarter |
| 55.16 | 54.16 | 53.50 | 59.16 |

Ideally, your charts should look as follows:

Your information as a column chart



Your information as a bar chart



Pie Chart



Average of school marks for the year:



## Activity 2 (SO1, AC4-7)

1. Use the names of learners in your class and the number of children they have to complete the table on the following page:

|  |  |
| --- | --- |
| Names of Learners in your class | Number of Children |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 |   |   |   |   |   |   |
| 2 |   |   |   |   |   |   |
| 3 |   |   |   |   |   |   |
| 4 |   |   |   |   |   |   |
| 5 |   |   |   |   |   |   |
| 6 |   |   |   |   |   |   |
| 7 |   |   |   |   |   |   |
| 8 |   |   |   |   |   |   |
| 9 |   |   |   |   |   |   |
| 10 |   |   |   |   |   |   |
| 11 |   |   |   |   |   |   |
| 12 |   |   |   |   |   |   |
| 13 |  |  |  |  |  |  |
| 14 |  |  |  |  |  |  |
| 15 |  |  |  |  |  |  |
| 16 |  |  |  |  |  |  |
| 17 |  |  |  |  |  |  |
| 18 |  |  |  |  |  |  |
| 19 |  |  |  |  |  |  |
| 20 |  |  |  |  |  |  |
| 21 |  |  |  |  |  |  |
| 22 |  |  |  |  |  |  |

We would like to indicate how many learners (number of cases) fall within the class intervals.

The class intervals range from 0 – 1 child, 2 – 3 children etc.

|  |  |  |
| --- | --- | --- |
| **Class Interval** | **Tally (number of learners)** | **Number of children** |
| **0 - 1** |   |   |
| **2 - 3** |   |   |
| **4 - 5** |   |   |
| **6 and more** |   |   |
| **TOTAL:** |   |   |

What is the range of the data set?

|  |
| --- |
|  |

1. From the table below, calculate the average for the other subjects:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter |
| subject |  |  |  |  |
| English | 60 | 62 | 66 | 71 |
| Geography | 73 | 69 | 61 | 76 |
| History | 51 | 49 | 55 | 53 |
| Mathematics | 43 | 41 | 39 | 45 |
| Science | 46 | 43 | 47 | 53 |
| Second language | 58 | 61 | 53 | 57 |

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1. Calculate the average per term:

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1. In a group, do the following: In each case state which of the three statistics is not an appropriate description of the given data. Order the data and draw a histogram of the data to see how it is distributed. If it is evenly distributed, the mean is most probably the best summary. If not, consider the median. If there are many occurrences of the same value, consider using the mode.

5 7 2 3 8 1 5 2 6

6 2 9 0 3 2 0 2 1 3 1 0 2

21 30 14 5 16 24 17 3 29

###

## Activity 3 (SO2, AC1-3), (SO1, AC3-6)

In a group, study the tables and graphs that follow and answer the following questions:

Which male age group is the biggest percentage?

|  |
| --- |
|  |
|  |

What percentage of females falls into the 35-29 age group?

|  |
| --- |
|  |
|  |

Which gender makes up the bigger percentage of the total population?

|  |
| --- |
|  |
|  |

In the age group 80 to 84, which gender is the bigger percentage?

|  |
| --- |
|  |
|  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Age** | Male | % | Female | % | Total | % |
| **0-4** | 2,223,731 | 10.3% | 2,226,085 | 9.5% | 4,449,816 | 9.9% |
| **5-9** | 2,425,804 | 11.3% | 2,427,751 | 10.3% | 4,853,555 | 10.8% |
| **10-14** | 2,518,956 | 11.7% | 2,542,961 | 10.8% | 5,061,917 | 11.2% |
| **15-19** | 2,453,079 | 11.4% | 2,528,642 | 10.8% | 4,981,721 | 11.1% |
| **20-24** | 2,099,293 | 9.7% | 2,195,230 | 9.3% | 4,294,523 | 9.5% |
| **25-29** | 1,899,124 | 8.8% | 2,035,814 | 8.7% | 3,934,938 | 8.7% |
| **30-34** | 1,594,488 | 7.4% | 1,746,412 | 7.4% | 3,340,900 | 7.4% |
| **35-39** | 1,441,507 | 6.7% | 1,630,264 | 6.9% | 3,071,771 | 6.8% |
| **40-44** | 1,233,632 | 5.7% | 1,385,832 | 5.9% | 2,619,464 | 5.8% |
| **45-49** | 967,604 | 4.5% | 1,119,776 | 4.7% | 2,087,380 | 4.6% |
| **50-54** | 769,499 | 3.5% | 868,521 | 3.7% | 1,638,020 | 3.6% |
| **55-59** | 552,323 | 2.5% | 652,943 | 2.7% | 1,205,266 | 2.6% |
| **60-64** | 444,510 | 2.0% | 620,784 | 2.6% | 1,065,294 | 2.3% |
| **65-69** | 304,763 | 1.4% | 483,164 | 2.0% | 787,927 | 1.7% |
| **70-74** | 232,547 | 1.0% | 398,922 | 1.7% | 631,469 | 1.4% |
| **75-79** | 136,436 | 0.6% | 231,101 | 0.9% | 367,537 | 0.8% |
| **80-84** | 90,835 | 0.4% | 180,111 | 0.7% | 270,946 | 0.6% |
| **85+** | 45,907 | 0.2% | 111,425 | 0.4% | 157,332 | 0.3% |
| **Total** | **21,434,038** | **99.1%** | **23,385,738** | **99.0%** | **44,819,777** | **99.1%** |



The table below shows the number of units that were sold per item. Of which item were the most products sold?

|  |
| --- |
|  |
|  |

During which month were the sales of this item the highest?

|  |
| --- |
|  |
|  |

Which item sold the least number of units?

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| --- |
|  |
|  |

During which month were the sales of this item the lowest?

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| --- |
|  |
|  |

|  |
| --- |
| **Sales** |
|  | **Jan** | **Feb** | **Mar** |
| **Item 1** | 1000 | 700 | 900 |
| **Item 2** | 400 | 600 | 700 |
| **Item 3** | 100 | 500 | 200 |
| **Item 4** | 5000 | 7000 | 6000 |
| **Totals** | 6500 | 8800 | 7800 |



In which quarter did the learner get the highest marks for English?

|  |
| --- |
|  |
|  |

In which quarter did the learner get the highest marks for geography?

|  |
| --- |
|  |
|  |

In which quarter did the learner get the lowest marks for Mathematics?

|  |
| --- |
|  |
|  |

In which quarter did the learner get the lowest marks for Science?

|  |
| --- |
|  |

In which quarter did the learner get the highest average?

|  |
| --- |
|  |

**School subjects:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter |
| subject |  |  |  |  |
| English | 60 | 62 | 66 | 71 |
| Geography | 73 | 69 | 61 | 76 |
| History | 51 | 49 | 55 | 53 |
| Mathematics | 43 | 41 | 39 | 45 |
| Science | 46 | 43 | 47 | 53 |
| Second language | 58 | 61 | 53 | 57 |

Refer to the HIV AIDS handout and do the following:

1. Refer to table 2 in this article and draw up a column chart to compare HIV prevalence per province. If possible, do this on a computer or graph paper.
2. Refer to table 1 in this article and draw up a pie chart to compare HIV prevalence between male and female. The total number of people in South Africa who are infected with HIV is 8 428 000, of which 3 772 00 are male and 4 656 000 are female.
3. The article makes the following statement regarding the age of people infected with HIV: Age: “The highest prevalence rate was among the 25-29 age group (28%), followed by the 30-34 group (24%). “ If we assume, based on these statistics, that in your organisation 28% of workers in the age group 25 to 29 are infected with HIV and 24% of workers in the age group 30 to 34 are infected, how would this affect your organisation in terms of absenteeism and productivity?

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Create a stemplot for the average daily temperatures for July

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| --- | --- | --- | --- | --- | --- | --- |
| **July 1** | **July 2** | **July 3** | **July 4** | **July 5** | **July 6** | **July 7** |
| 22 | 23 | 21 | 22 | 20 | 21 | 21 |
| **July 8** | **July 9** | **July 10** | **July 11** | **July 12** | **July 13** | **July 14** |
| 14 | 13 | 11 | 9 | 9 | 8 | 12 |
| **July 15** | **July 16** | **July 17** | **July 18** | **July 19** | **July 20** | **July 21** |
| 17 | 18 | 17 | 19 | 18 | 17 | 19 |
| **July 22** | **July 23** | **July 24** | **July 25** | **July 26** | **July 27** | **July 28** |
| 21 | 22 | 24 | 16 | 15 | 16 | 14 |
| **July 29** | **July 30** | **July 31** |  |  |  |  |
| 12 | 11 | 17 |  |  |  |  |

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What does the stemplot tell you about the average temperature in July?

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|  |

What is the range of the dataset?

|  |
| --- |
|  |

What does this mean in terms of the stemplot?

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| --- |
|  |

What is the mean of the dataset?

|  |
| --- |
|  |

What is the mode of the dataset?

|  |
| --- |
|  |

What is the median of the dataset?

|  |
| --- |
|  |

Which method would most accurately describe the temperatures in July?

|  |
| --- |
|  |

Calculate the minimum, maximum and median of the stemplot dataset.

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Calculate the lower quartile (Q1) and the upper quartile (Q3),

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| --- |
|  |
|  |

Show the dataset as Q0, Q1, Q2, Q3, and Q4

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| --- |
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What do the quartiles tell you about the temperatures in July?

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Use the table below and draw a graph to compare truck hijackings from 2001 to 2007 for Gauteng Province. Also discuss what conclusions can be drawn from these statistics.

