**7469 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** |
|  |  |  |
|  | **12** | **%** |

|  |  |
| --- | --- |
| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
|  |  |
|  |  |
|  |  |
|  |  |

# 7469 SUMMATIVE ASSESSMENTS

1. What is a budget? (1)
2. Give three reasons for budgeting for your expenses and savings. (3)
3. Explain the difference between savings and investments. (2)
4. What is interest? (1)
5. What is compound interest? (1)
6. What is the cost price of an item? (2)
7. How is the selling price calculated? (2)
8. What is profit? (1)

**TOTAL: 12**