This memorandum consists of 12 pages.
INSTRUCTIONS TO MARKERS

1. Candidates are required to answer ALL the questions.

2. This memorandum has been finalised at a memorandum discussion session at DBE at which all provinces were represented. Any omissions or queries should be referred to Chief Markers/analytical Moderators/Internal Moderators at marking centres. All protocol must be followed.

3. Candidates' responses should be assessed as objectively as possible.

Marking the Comprehension

- Because the focus is on understanding, incorrect spelling and language errors in responses should not be penalised unless such errors change the meaning/understanding. (Errors must still be indicated.)

- If a candidate uses words from a language other than the one being examined, disregard those words, and if the answer still makes sense, do not penalise. However, if a word from another language is used in a text and required in an answer, this will be acceptable.

- For open-ended questions, no marks should be awarded for YES/NO or I AGREE/I DISAGREE. The reason/substantiation/motivation is what should be considered.

- When one word answers are required and the candidate gives a whole sentence, mark correct provided that the correct word is underlined/highlighted.

- When two/three facts/points are required and a range is given, mark only the first two/three.

- Accept dialectal variations.

- For multiple-choice questions, accept BOTH the letter corresponding with the correct answer AND/OR the answer written out in full.
SECTION A: COMPREHENSION

QUESTION 1

1.1 There are not many facilities available/People do not have enough money. ✓ They do not have transport. ✓ Clinics and healthcare centres are far away. ✓

NOTE: Accept any TWO of the above answers. (2)

1.2 They provided three coaches ✓ to be used as an eye clinic. ✓

(2)

1.3 The (Sesotho and Setswana) word means 'good, clean health'. ✓ Good, clean health is what the train provides. ✓ The trains go around providing healthcare ✓ and educating people about diseases. ✓

NOTE: Accept any TWO of the above answers. (2)

1.4 The project uses student volunteers, ✓ providing them with an opportunity to gain experience in/prepare for their career fields. ✓

(2)

1.5 1.5.1 A/technologically advanced ✓

1.5.2 It means that Phelophepa started operating/was launched. ✓ It is suitable because the word 'tracks' is associated with railway lines and Phelophepa is a train travelling on a track. ✓

(2)

1.5.3 It has the latest medical and information technology. ✓ The number of people who receive care/benefit has increased. ✓

(2)

1.6 Accept a suitable text-based response, e.g.

The train has been in operation for 20 years/a long time. ✓ It is no longer a stranger as it visits once a year for a week/ regularly/often. ✓ Communities rely on the train/staff to assist them/people have come to love the train and its services. ✓

(3)

1.7 1.7.1 The writer shows how those in need of health care have benefited significantly. ✓ The writer shows the positive impact that Phelophepa has had on communities. ✓ The writer provides a human perspective to the article. ✓ It is a good example of the relationship between the communities and the staff of Phelophepa. ✓

NOTE: Accept any TWO of the above answers. (2)
1.7.2 Open-ended. Accept a suitable response which reflects the candidate’s understanding of the passage and of the impact the train has on individuals and/or communities.

**NOTE:** Do not award a mark for stating an initial feeling. A candidate can score 1 mark for an answer that is not well-substantiated.

1.8 Phelophepa offers people hope through the services it offers to communities across South Africa. It helps people who do not have access to health care.

**NOTE:** Accept suitable answers that reflect candidates’ understanding of the figurative meaning of the title of the passage.

1.9 Opinion. Accept two suitable and relevant suggestions, e.g.

More mobile clinics should be introduced. ✓
These clinics should visit the communities more often. ✓
They should remain in the community for more than one week. ✓
They need to partner with the Department of Health. ✓
More volunteers should be employed. ✓

**NOTE:** Accept any TWO answers which reflect that a candidate understands the kind of services offered by Phelophepa.

1.10 1.10.1 Healthcare ✓
1.10.2 Clothes/clothing ✓

1.11 To show the imbalance in spending ✓ between alcohol and healthcare, and between clothes and education. ✓

**OR**

To show that more money is spent ✓ on less important things. ✓

**OR**

To show that less money ✓ is spent on more important things. ✓
1.12 Open-ended. Accept a suitable response, e.g.

Yes.
It is easier to understand numbers than to interpret an illustration./Statistics are more accurate than illustrations.

OR

No.
Illustrations attract more people and they are more interesting than numbers/statistics./People tend to pay more attention to illustrations rather than writing/numbers/figures.

NOTE: Do not award a mark for Yes/No only. The above are merely examples. A candidate can score 1 mark for an answer that is not well-substantiated. (2)

TOTAL SECTION A: 30
## SECTION B: SUMMARY

### QUESTION 2

The following points form the answer to the question:

<table>
<thead>
<tr>
<th>QUOTATIONS</th>
<th>FACTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ‘... has an embedded microchip that prevents fraud.’</td>
<td>1. The card has an implanted microchip.</td>
</tr>
<tr>
<td>2. ‘Your personal information is laser-engraved into the identity card.’</td>
<td>2. Your personal information is engraved into the card using a laser.</td>
</tr>
<tr>
<td>3. ‘Your photograph is laser-engraved, making it impossible for fraudsters to swap it with another picture, as was the case with the green identity book.’</td>
<td>3. Your photograph is laser-imprinted.</td>
</tr>
<tr>
<td>4. ‘The card also includes detailed fingerprint analysis to identify a person on an electronic system.’</td>
<td>4. The card contains your fingerprints.</td>
</tr>
<tr>
<td>5. ‘Each card has a unique identity card number.’</td>
<td>5. Each card has a distinctive/its own card number.</td>
</tr>
<tr>
<td>6. ‘One-dimensional and two-dimensional barcodes are used to scan the cards.’ / ‘The one-dimensional barcode uses the old technology, while the two-dimensional barcode uses the newer scanner technology.’</td>
<td>6. One-dimensional and two-dimensional barcodes are used. / Two different barcodes are used.</td>
</tr>
<tr>
<td>7. ‘Your card is read using portable verification machines with which the police are issued.’</td>
<td>7. Police will be able to authenticate/scan/check the cards by using portable identity scanners.</td>
</tr>
<tr>
<td>8. ‘Institutions that require your identity details will have to buy the necessary scanning machines. This means that they know with whom they are dealing.’</td>
<td>8. By buying scanning machines, all institutions will be able to verify people’s identity details.</td>
</tr>
</tbody>
</table>
Marking the summary

The summary should be marked as follows:

- **Mark allocation:**
  - 7 marks for 7 points (1 mark per main point)
  - 3 marks for language
  - Total marks: 10

- **Distribution of language marks when candidate has not quoted verbatim:**
  - 1–3 points correct: award 1 mark
  - 4–5 points correct: award 2 marks
  - 6–7 points correct: award 3 marks

- **Distribution of language marks when candidate has quoted verbatim:**
  - 6–7 quotes: award no language mark
  - 1–5 quotes: award 1 language mark

**NOTE:**

- **Format:** Even if the summary is presented in the incorrect format, it must be assessed.
- **Word count:**
  - Markers are required to verify the number of words used.
  - Do not deduct any marks if the candidate fails to indicate the number of words used or if the number of words used is indicated incorrectly.
  - If the word limit is exceeded, read up to the last sentence above the stipulated upper limit and ignore the rest of the summary.

**NOTE TO MARKERS:**

- Credit only ONE fact per point.
- In order for the fact to be credited, it must be coherent.

**TOTAL SECTION B: 10**
SECTION C: LANGUAGE

NOTE:
- One-word answers must be marked correct even if the spelling is incorrect, unless the error changes the meaning of the word.
- In full-sentence answers, incorrect spelling should be penalised if the error is in the language structure being tested.
- Sentence structures must be grammatically correct and given in full sentences/as per instructions.

QUESTION 3: ANALYSING AN ADVERTISEMENT

3.1 SMS/Text 'sunshine' to 38051/the number provided/the South African Guide-Dogs association for the blind. (1)

3.2 Visual: The picture of a sun is provided. ✓
   Verbal: The word 'lighten' has been used./The word 'sunshine' is repeated/
   ‘Sunshine’ is the keyword of the SMS. ✓ (2)

3.3 A dog is like a 'friend' because it can be trusted/be faithful/loyal to this blind person/ A donor is like a ‘friend’ because he/she helps the blind. ✓

   A dog is like 'eyes' because it guides the blind person wherever she needs to go./ A donor is like ‘eyes’ because he/she provides the blind with the means to afford/keep a guide dog. ✓

   A dog/donor is like 'sunshine' because it/he/she adds brightness/hope/cheer to the blind person’s life/is essential/allows her to function in society. ✓ (3)

NOTE: Award one mark for each of the three aspects.

3.4 Potential sponsors/donors ✓
   People who want to support the blind. ✓
   People who are charitable. ✓
   People who can afford to make a donation. ✓ (1)

NOTE: Accept any ONE of the above answers.
3.5 Open-ended. Accept a suitable response, e.g.

Yes.
The picture suggests/portrays a close/trusting relationship between the blind woman and the dogs. The woman is smiling, suggesting that she is happy to have the dogs guide/lead/assist her. This supports the message that guide dogs play an important role in the lives of blind people.

OR

No.
The picture does not indicate clearly that the two dogs are guide dogs; they could just be the woman's pets. It is also not clear whether the woman is blind or not.

NOTE: Do not award a mark for Yes/No only. The above are merely examples. A candidate can score 1 or 2 marks for an answer that is not well-substantiated.
QUESTION 4: ANALYSING A CARTOON

4.1 4.1.1 To show that the speaker could not finish her sentence/was interrupted.

4.1.2 The driver's hands are gripping/holding the steering wheel firmly.
Her eyes are wide open.
She is looking straight ahead.
She is leaning forward/hunched.

NOTE: Accept any TWO of the above answers.

4.2 Open-ended. Accept a suitable response, e.g.

Yes.
The cartoonist makes use of (repeated) exclamation marks to show that the taxi driver is shouting.
She points/wags her finger at the other woman.
The driver also takes her eyes off the road.
She has taken one of her hands off the steering wheel.
Her mouth is curving downwards.
Her eyebrows are drawn together/frowning.

OR

No.
Although the cartoonist has used exclamation marks, it does not mean that the driver is upset.
It could have been used for emphasis.
The driver could have taken her eyes off the road to show that she is paying attention to the other woman.

NOTE: Do not award a mark for Yes/No only. The above are merely examples. A candidate can score 1 mark for an answer that is not well-substantiated.

4.3 The driver is embarrassed/feels foolish/realises that she has misunderstood the woman/misinterpreted the word 'cold'/shouted for nothing/ jumped to a conclusion.

4.4 There is a pun/play on words/ambiguity in the use of the word 'cold'.
Mavis thinks Zandi is referring to being ill while she is really referring to the cold drink in her hand.
Mavis thinks Zandi wants time off, but she is offering her a cold drink.
QUESTION 5: LANGUAGE AND EDITING SKILLS

5.1 TEXT F

5.1.1 (a) their
(b) on
(c) are
(d) relieve

5.1.2 In future learners will carry neither backpacks nor heavy textbooks to school.

OR

In future learners will not/won’t carry (either) backpacks or heavy textbooks to school.

OR

In future learners will not carry backpacks; neither will they carry heavy textbooks to school.

5.1.3 The parents said, 'We are/We’re impressed with the new device.'

OR

The parents said: 'We are/We’re impressed with the new device.'

OR

'We are/We’re impressed with the new device,' said the parents.

NOTE: Award ONE mark for each underlined change and ONE mark for BOTH quotation marks and the full stop.

5.1.4 Accept a suitable response e.g.

The boy stares out of the window during a lesson.

OR

When I walked into the room, I received many stares.

NOTE: Award ONE mark for the correct homophone (stares) and ONE mark for a well-constructed, correct sentence.
5.1.5 Bricks or gold bars weigh down the backpack.  

5.1.6 Since all the necessary textbooks can be stored in a tablet, learners will no longer have to carry heavy backpacks.  

5.2 **TEXT G**

5.2.1 (a) Electoral ✓  

(b) An ✓

5.2.2 (a) The IEC is an established commission. ✓

(b) Free and fair elections are consistently delivered in a democracy. ✓

(c) Many South Africans believe that their election process is the best in the world. ✓

5.2.3 Electoral organisations play a vital role in many countries' elections.  

<table>
<thead>
<tr>
<th>TOTAL SECTION C:</th>
<th>40</th>
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<tbody>
<tr>
<td>GRAND TOTAL:</td>
<td>80</td>
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