higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4

24 November 2022

This marking guideline consists of 7 pages.

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QUESTION 1

1.1 1.1.1 No
1.1.2 She is 15 minutes late/She is late
(2 × 1) (2)

1.2 1.2.1 Yes
1.2.2 She is neatly dressed and looks professional
(2 × 1) (2)

1.3 She slouches in her seat/does not sit up straight (1)

1.4 Leading question (2)

1.5 1.5.1 A question requiring interviewee to give information
(Any relevant example)

1.5.2 This question only requires a yes/no answer
(Any relevant example)

1.5.3 This question asks about a hypothetical situation in order to give the interviewer insight into the way a candidate thinks
(Any relevant example)
(3 × 2) (6)

1.6
- How would you describe the responsibilities of the position?
- Is overtime expected?
- What are the prospects for growth and advancement?
- How many people work in this department?
- Are there any other questions I can answer for you?

(Any TWO of the above or any other relevant response)(2 × 1) (2)
[15]

QUESTION 2

2.1
- Written communication.

It provides a written record which can continuously be consulted if any queries arise about what was communicated. (2)

2.2
- Effective communication helps an organisation function properly
- People in the workplace need to communicate all the time
- Communication is how you express yourself and ideas to others
- Communication aids the decision-making process
- Effective communication helps improve clarity in terms of instructions, problem-solving etc.
- It is used to form and maintain healthy relationships in the workplace

(Any FOUR of the above)(4 × 1) (4)

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2.3
- Prevents misunderstandings
- Improves interpersonal relations
- Improves efficiency
- Provides a means of acquiring knowledge
- Makes for good relations with your clients Any FOUR of the above (4 × 1) (4)

[10]

QUESTION 3

3.1 D
3.2 A
3.3 E
3.4 C
3.5 B

(5 × 2) **[10]**

QUESTION 4

4.1 PHOTOGRAPHS✓ – To show pictures of the new 'Econo-Box' on a slide or projector in the presentations✓✓

4.2 FLOW CHARTS:✓ To show the stages of production of the 'Econo-Box', it will show various stages clearly. ✓✓

4.3 DIAGRAMS:✓ To show the labels with the names of the different parts of the post box✓✓

4.4 SAMPLES:✓ To show the actual 'Econo-Box' to the board in both rectangular and circular versions✓✓

4.5 ANY OTHER REASONABLE ANSWER:✓ Accept any answer which may relate to the topic. ✓✓

(5 × 3) **[15]**

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QUESTION 5

X ECO-SAVE

X MINUTES OF THE MONTHLY MEETING HELD IN THE BOARDROOM✓ ON TUESDAY,✓ 4 OCTOBER 2022 ✓AT 12:15.✓

X1.OPENING AND WELCOME
The chairperson✓ (name) opened the meeting and welcomed all.✓

X2.ATTENDANCE REGISTER
All members were present✓

X3.APOLOGIES
None✓

X4.MINUTES OF THE PREVIOUS MEETING
There was1 error on the minutes and it was corrected:✓
X 4.1 the venue was the conference room and not the staffroom✓
The minutes were taken as read, approved and signed✓
Proposer:(any name) Seconder:(any name)

X 5.MATTERS ARISING

X 5.1 Bulk recycled materials:✓ (name)
The supplier has confirmed that the order for the bulk✓ recycled materials✓ will be received by Friday the 7 October 2022✓
.
X 5.2 New uniforms:✓ (name)
The order was placed on the 27 September 2022✓ for new uniforms✓ from Jonssons Workwear. ✓

X6. NEW BUSINESS
X 6.1 ECONO BOX POST BOX✓
We received a contract from Goldstone complex✓ to fit 75 units✓ with the grey✓ circular design✓

X 6.2 DATES✓
The start date for the contract is Monday, 28 November✓ and it must be completed by Monday19 December 2022.✓

X7. GENERAL
Nothing was discussed✓

X8. DATE OF THE NEXT MEETING
The next meeting is set for the 14 November 2022. ✓

X9.CLOSURE
The meeting ended at 14:30✓

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X APPROVED:_____

X CHAIRPERSON:_____

X SECRETARY:_____

X DATE:_____ **[40]**

CONTENT: 30	LANGUAGE: 5	FORMAT: 5	TOTAL: 40
Award 1 mark as indicated with a tick✓	- ½ per error	Indicated with an **X** -1 per error or omission	

QUESTION 6

XTELEPHONE MESSAGE

XTO: Your name(any)
XFROM: Mr Gabriel
XCOMPANY: Goldstone Complex
XDATE:21 November 2022
XTEL: 021-8974651
XTIME: 11:15

XMESSAGE:

- Mr Gabriel said that/ called to explain
- that upon your arrival on Monday,28 November✓
- you will need to park in the designated contractors' parking in the complex.✓
- The maintenance man Timothy✓ will assist you with access to each unit as it is private property.✓
- He requested that the noise be kept to a minimum as many residents are currently working from home. ✓
- He said that an access disc will be issued to you to allow entry into the complex for the duration of the project. ✓
- If there are any queries he asks that you contact him on 021-8974651✓

X TAKEN BY: Nosipho

CONTENT: 7	LANGUAGE: 4	FORMAT: 4	TOTAL: 15
Award marks as indicated with a tick✓	-½ per error	Indicated with an **X** -1 mark per error or omission	

[15]

QUESTION 7

X GOLDSTONE COMPLEX

X TEL:021-8974651 **X** ADDRESS
X FAX**:** ANY **X** NEWLANDS
X ANY CODE

X DATE: 22 NOVEMBER 2022 (LEFT OR RIGHT)

X DEAR: Residents

X ECONO-BOX POST BOXES

INTRO: 3 MARKS
- please be aware✓
- that ECO-SAVE will be coming✓
- to fit the new post boxes in our complex.✓

BODY: 11 MARKS
- residents please let me know✓
- which time of day would suit you ✓
- for the fitment to your unit✓
- as many of you are working from home✓
- ECO-SAVE would like to draft a fitment roster ✓
- with unit numbers and allocated times✓
- after I receive feedback from you. ✓
- this is to try to assist you✓
- by working within your selected times wherever possible. ✓
- the company will be on site from 7:00 to 16:00✓
- daily on the agreed dates. ✓

CONCL: 1 MARK
- any goodwill accepted✓

X Yours sincerely

XSIGN

XMR GABRIEL
XCHAIRMAN

CONTENT: 15	**LANGUAGE: 5**	**FORMAT: 5**	**TOTAL: 25**
Award marks as indicated with a tick✓	-½ per error	Indicated with an **X** -1 mark per error or omission	

[25]

QUESTION 8

X ECO-SAVE
X INTERNAL MEMORANDUM

XTO: Staff **XDATE:** 24 November 2022
XFROM: ANY name **XTEL:** any extension eg:x101
XSUBJECT: UPCOMING JOB (any reasonable topic)

INTRO: 1 MARK
- I need to mention some important details for the upcoming job.✓

BODY: 8 MARKS
- You must report for duty by 6:30 daily✓
- there is a schedule with unit numbers to be followed daily. ✓
- the schedule will explain which units to attend to as per their time preferences.✓
- noise must be kept to minimum✓
- the new uniforms which were ordered have arrived and must be collected.✓
- They are to be worn with name tags at all times.✓
- Should you need anything whilst on site contact Timothy,✓ the maintenance man.✓

CONCL: 1 MARK
- Thank you all in advance(any Goodwill) ✓

X Sign/initial

CONTENT: 10	LANGUAGE: 5	FORMAT: 5	TOTAL: 20
Award marks as indicated with a tick✓	-½ per error	Indicated with an **X** -1 mark per error or omission	

[20]

TOTAL: 150

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