higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4

1 December 2023

This marking guideline consists of 7 pages.

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QUESTION 1

X EVEREST TVET COLLEGE
X INTERNAL MEMORANDUM

X TO: Staff/Lecturers/All staff **X DATE:** 10 May 2023
X FROM: Mrs Thulisiwe Dludla/The campus manager **X TEL:** Any extension (E.g. X101)

X SUBJECT: INSPECTION OF CAMPUS AFTER FLOODS
(Accept any relevant topic)

INTRODUCTION: I have inspected the campus after the recent floods and would like to provide the following feedback.✓

BODY:
- The campus is not accessible.✓
- There is mud on the pathways.✓
- The classrooms are flooded and not conducive to conduct lessons.✓
- The furniture is also damaged.✓
- The pathways are very slippery and dangerous to walk on.✓
- You are requested to report to campus next week.✓
- Campus will be undergoing extreme cleaning to ensure it is conducive for teaching and learning.✓
- Upon your return you need to list the items which have been damaged in your classrooms.✓
- A request will be made to replace them in the insurance claim.✓
- All lecturers must arrange to conduct lessons online for the duration of the week.✓

CONCLUSION:
- Thank you in advance (Any goodwill sentence)✓

X Signature/Initials

CONTENT: 12	**LANGUAGE: 4**	**FORMAT: 4**	**TOTAL: 20**
Award marks as indicated with a tick✓	-½ per error	Indicated with an X -1 mark per error or omission	

[20]

QUESTION 2

2.1 2.1.1 D
2.1.2 C
2.1.3 B
2.1.4 A

(4 × 2) (8)

2.2 True (2)

[10]

QUESTION 3

3.1 3.1.1
- Date of meeting
- Time of meeting
- Venue where the meeting is to be held
- Type of meeting (Any 3 × 2) (6)

3.1.2 Agenda (2)

3.2

X EVEREST TVET COLLEGE

X Tel: Any
X Fax: Any

X PO BOX 459
X ISIPINGO
X DURBAN (IN CAPS)
X 4091

X DATE: 10-12 May 2023 (any of these dates)

X Dear Members/Staff

X NOTICE OF SPECIAL MEETING (IN CAPS)✓

Note that a special meeting will take place on Monday,15 May 2023✓ in the boardroom✓ at 10:00.✓

The meeting has been called to discuss the situation at the campus.✓

X Yours faithfully

X Signature

X T. DLUDLA(MRS) – IN CAPS
X CAMPUS MANAGER – IN CAPS

X AGENDA
X 1. Opening and welcome/attendance register✓
X 2. Attendance register/apologies✓
X 3. Apologies/Opening and welcome✓
X 5. Situation on campus✓
X 4. Progress of cleaning✓
X 5. Stock-taking✓
X 6. Insurance claims✓
X 7. Close/Closing/Closure✓

CONTENT: 12	LANGUAGE: 4	FORMAT: 6	TOTAL: 22
Award 1 mark as indicated with a tick✓	-½ per error	Indicated with an X -1 per error or omission	

(22)
[30]

QUESTION 4

X EVEREST TVET COLLEGE

X MEMORANDUM

X TO: Mr Ngubane or The principal **X FROM:** Mrs Dludla

X DATE: 26 May 2023 **X TEL:** Any EXT

X SUBJECT: PROGRESS REPORT ON CLEANING OF CAMPUS✓
(IN CAPS) (ACCEPT ANY SUITABLE SUBJECT)

X BACKGROUND
- I was requested to submit a progress report to you✓
- by 26 May 2023✓
- regarding the cleaning of the campus✓
- to be shared at the senior management meeting.✓

X PURPOSE
- To mention the tasks completed✓
- The tasks currently being attended to✓
- The tasks still to be completed✓

X TASKS COMPLETED: ✓

X OFFICES
- Certain offices have been cleaned✓
- by 24 May 2023 by the cleaning organisation.✓

X STOCK-TAKING
- The stock-taking to assess the items that have been damaged in their classrooms✓
- has been done by the lecturers on 19 May 2023.✓

X TASKS CURRENTLY BEING ATTENDED TO: ✓

X CLASSROOMS
- The cleaning of block A's classrooms is currently being done by the cleaning company.✓
- Date to be completed (any accepted)✓

X TASKS STILL TO BE COMPLETED: ✓

X NOTICE
- The notice for students to be sent by lecturers ✓
- on social media platforms ✓
- regarding the return date to campus.✓
- Date to be completed. (any date accepted after 26 May) ✓

X CONCLUSION
- Any suitable comment regarding the campus cleaning is accepted.✓✓

X SIGNATURE – MRS DLUDLA

CONTENT: 20	LANGUAGE: 5	FORMAT: 5	TOTAL: 30
Award marks as indicated with a tick✓	-½ per error	Indicated with an X -1 per error or omission	

[30]

QUESTION 5

X EVEREST TVET COLLEGE
X TEL: ANY
X FAX: ANY

XPO BOX 459
X ISIPINGO
X DURBAN –IN CAPS
X 4091

X DATE: BEFORE 30 MAY 2023 (LEFT OR RIGHT)

X Mr Davids
X Owner
X Design Furn
X Any address
X TOWN/CITY IN CAPS
X Code

X SUBJECT: CATALOGUE AND QUOTATION (IN CAPS) ✓
(Accept any suitable subject)

INTRODUCTION:
- I would like to request a catalogue✓ and quotation✓
- to replace the flood-damaged furniture on our campus listed below.✓

BODY:
- Furniture that have to be replaced are 30 wooden lecturer tables✓
- 30 padded lecturer chairs✓
- 300 wooden and steel student desks and chairs✓
- 6 large, round, wooden staffroom tables ✓
- and 30 chairs ✓

- Please attach the catalogue✓ and quotation✓
- to your response via email✓
- by 23 May 2023. ✓

CONCLUSION:
- (Any goodwill sentence accepted)✓✓

X Yours sincerely X SIGN X MR PETERS X PROCUREMENT OFFICER

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

[25]

QUESTION 6

CONTENT: 10	LANGUAGE: 2	FORMAT: 3
Use the AIDA principle. Award marks as indicated with a tick✓	-½ per error	Award 1 mark per item shown below: • White space • Different fonts • Border
ATTENTION: Use of colour/pictures✓ large lettering✓ **INTEREST: (INFORMATION)** • Heading – e.g. TO ALL STUDENTS✓ • Topic – e.g. RETURN TO CAMPUS✓ • Information - Classes resume on campus✓ on 29 May 2023.✓ - All students must report to their usual classrooms at 8:00 ✓ - and follow the usual timetable.✓ **DESIRE:** Not used in notice **ACTION:** • CONTACT DETAILS For any queries the students can email • Mrs Thulisiwe Dludla at tdlulda@gmail.com ✓ OR • Contact the lecturers✓		

[15]

QUESTION 7

7.1 The non-verbal communication disagrees✓✓ with the verbal communication. (2)

7.2 The non-verbal communication agrees✓✓ with the verbal communication. (2)

7.3 He rubs his hands together to warm them up✓ (non-verbal) while saying it is cold. ✓ (2)

7.4 Sipho says he loves his job✓ but rolls his eyes, a negative action✓ showing the opposite. (2)

7.5 Non-verbal communication refers to the transferring of information✓ by means of facial expressions,✓ gestures,✓ body language,✓ etc. rather than by using words. (4)

7.6 Sender✓ – person sending the message✓
Receiver✓ – person to whom the message is sent✓
Message✓ – the information being sent from one person to another✓
Channel✓ – the means used to send a message✓
Feedback✓ – the receiver's reaction to the message he/she received✓
(Any 4 × 2) (8)
[20]

TOTAL: 150

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