higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

COMMUNICATION N4

(5140004)

1 December 2023 (X-paper)
09:00–12:00

This question paper consists of 6 pages.

189Q1G2301

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMMUNICATION N4
TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

BACKGROUND

You are the campus manager, Mrs Thulisiwe Dludla of Everest TVET College, Isipingo campus, situated in Durban. It is one of the newly opened campuses of the college. The address is PO BOX 459, DURBAN, 4091.
The recent heavy rainfall has caused flooding in certain areas of Durban. The campus and many other companies in the Isipingo area were affected by the floods. The campus has suffered damages such as flooded classrooms, damage to furniture and loss of paperwork.

QUESTION 1

You went to inspect the campus on 9 May 2023, the day after the flood. You found that it was not accessible for the students and informed the staff on 10 May 2023 in a memorandum regarding the state of the campus.
You informed them about the classrooms that were not conducive to conduct lessons as they were flooded and the furniture was damaged. You also mentioned that the mud on the pathways was very slippery and dangerous for anyone to walk on.
You requested that they report to the campus the following week as the campus would be undergoing extreme cleaning to ensure it would be safe and conducive for teaching and learning. Upon their return the staff have to list the items damaged in their classrooms so as to request for them to be replaced in the insurance claims. Lecturers had to arrange to conduct lessons online for the duration of the week while the cleaning was being carried out.

Write the memorandum which you sent to the staff the day after your inspection.

MARK ALLOCATION

CONTENT	LANGUAGE	FORMAT	TOTAL
12	4	4	20

[20]

QUESTION 2

You interviewed a number of cleaning companies to find the one best suited to extensively clean the campus. During the interviews you asked different types of questions.

2.1 Choose a question from COLUMN B that matches a type of question in COLUMN A. Write only the letter (A–D) next to the question number (2.1.1-2.1.4) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1.1	Hypothetical question	A	What level of cleanliness do you aim at achieving?
2.1.2	Leading question	B	Can you work under pressure?
2.1.3	Closed question	C	I don't know if it is possible to get the campus cleaned properly in a week. What do you think?
2.1.4	Specific question	D	If you had an unlimited budget what would you buy to help you do a more efficient cleaning job?

(4 × 2) (8)

2.2 Indicate only whether the following statement is TRUE or FALSE:

An interview is a form of communication in which people share information. (2)

[10]

QUESTION 3

You decided to call a special meeting to be held on Monday, 15 May 2023 in the boardroom at 10:00. Staff attendance is compulsory. The reason is to discuss the situation at the campus. In the meeting you will mention the progress of the cleaning and discuss the stock-taking that have to take place in order to submit the insurance claims.

3.1 3.1.1 Notice has to be given before a meeting is held.

Name THREE of the important details that need to be included in a notice. (3 × 2) (6)

3.1.2 Details of what will be discussed at a meeting is also included in the notice.

What are these notes called? (2)

3.2 Write the *notice* and the *agenda* that you will send to all staff.

MARK ALLOCATION

CONTENT	LANGUAGE	FORMAT	TOTAL
12	4	6	22

(22)
[30]

QUESTION 4

The principal of the college, Mr Ngubane requested an update regarding the cleaning of the campus. He would like to present the information at the next senior management meeting and has requested you as Mrs Dludla to supply a progress report and submit it by 26 May 2023.
The tasks completed are the offices that have already been cleaned by the cleaning organisation by 24 May 2023. On 19 May 2023 the stock-taking was done by the lecturers to assess the items that have been damaged in their classrooms. The tasks currently being attended to are the cleaning of block A's classrooms. The tasks still to be attended to are the notice for students to be sent by lecturers on social media platforms regarding the date of return to the campus.

Write the report that you submitted in memorandum format.

MARK ALLOCATION

CONTENT	LANGUAGE	FORMAT	TOTAL
20	5	5	30

[30]

QUESTION 5

The procurement officer, Mr Peters is currently requesting the submission of quotations from various companies in order to replace the damaged furniture at the campus. He wrote a letter to Mr Davids, the owner of the local furniture manufacturer in your area, called DESIGN FURN, to provide him with a catalogue and quotation for 30 wooden lecturer tables, 30 padded lecturer chairs, 300 wooden and steel student desks and chairs and 6 large, round, wooden staffroom tables and 30 chairs.

Write the letter in which Mr Peters requested a catalogue and a quotation for the replacement of the above-mentioned furniture. He also requested a response via email by 23 May 2023.

MARK ALLOCATION

CONTENT	LANGUAGE	FORMAT	TOTAL
15	5	5	25

[25]

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QUESTION 6

The campus was cleaned, the furniture was replaced and it is safe and conducive for teaching and learning again. The students have to be informed that classes will resume on the campus on 29 May 2023. All students must report to their usual classrooms at 8:00 and follow the usual timetable.
You prepared a notice to be put up on campus and requested the lecturers to post the notice on their online and social media platforms. For any queries the students should email you on tdludla@gmail.com or contact one of their lecturers.

Design the notice that was put up around the campus and forwarded to the lecturers.

MARK ALLOCATION

CONTENT	LANGUAGE	FORMAT	TOTAL
10	2	3	15

[15]

QUESTION 7

Non-verbal communication can be either *conflicting* or *supportive*.

7.1 Explain what is meant by *conflicting* non-verbal communication. (2)

7.2 Explain what is meant by *supportive* non-verbal communication. (2)

7.3 Explain why the following statement indicates *supportive* non-verbal communication.

'It's freezing cold in here,' he mumbles as he rubs his hands together. (2)

7.4 Explain why the following statement indicates *conflicting* non-verbal communication.

'I love this job,' Sipho says, rolling his eyes. (2)

7.5 Define the term *non-verbal communication.* (4)

7.6 Name and briefly explain FOUR main elements of the communication process. (4 × 2) (8)

[20]

TOTAL: 150

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