higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INTRODUCTORY COMMUNICATION N4

(5140314)

8 November 2022 (X-paper)
09:00–11:00

OPEN BOOK EXAMINATION

Two dictionaries and two additional references may be used.

This question paper consists of 8 pages and 2 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY COMMUNICATION N4
TIME: 2 HOURS
MARKS: 100

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. Start each question on a new page.
5. Use only a blue or black pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1: EFFECTIVE STUDY METHODS

Study the following extract and answer the questions below.

LIFE AFTER LOCKDOWN

The coronavirus may be one of the most catastrophic events to have hit the world, but it comes with so many lessons. As measures have been put in place to restrict certain habits under lockdown, the situation has also given us time to reflect on what we need versus what we want.

The proclamation that funerals cannot be attended by more than 50 people was initially a bitter pill to swallow given how we are used to conducting burials, but now we seem to have gotten used to the idea. In villages, for example, up to 1 000 people can attend a single funeral, which cost an arm and a leg for the bereaved.

This mostly leaves the family with either a heavy burden or nothing in their coffers as more money will have been pumped into the funeral. We spend more on funerals than we should. If 50 people can attend a funeral service during lockdown, why can't this be a norm going forward? After lockdown, we should consider the possibility of memorial services to celebrate the lives of our fallen friends and relatives because those are less costly. Even if multitudes of people can attend funerals after lockdown, it is only fair to suggest food should not be served.

[Source: *www.drum.co.za*]

1.1 What is this article suggesting? (2)

1.2 Mention ONE lesson you have learnt during lockdown and explain if it was caused by intrinsic or extrinsic motivation. (2)

1.3 Explain what does the writer mean by 'a bitter pill to swallow'? (2)

1.4 Explain what the writer means with 'the funeral will cost the family an arm and a leg'? (2)

1.5 Is it fair that food should NOT be served at funerals? Motivate your answer. (2)

1.6 Copy the table below in the ANSWER BOOK and tabulate ONE of the measures that were put in place during each level (Level 5, 4 and 3).

LEVEL 5	LEVEL 4	LEVEL3

(3)

1.7 Explain the difference between *short-term* and *long-term goals*. (2)

[15]

TOTAL SECTION A: 15

SECTION B

QUESTION 2: LISTENING SKILLS

Study the advertisement on ADDENDUM A (attached) and answer the questions below:

2.1 Who is the target audience of this advertisement? (1)

2.2 Substantiate your answer to QUESTION 2.1. (2)

2.3 Name the product that is advertised. (1)

2.4 Identify the aspects making it easy for consumers to notice and remember the advert. (2)

2.5 Based on your answer to QUESTION 2.4 above, is it POSITIVE or NEGATIVE for consumers to notice and remember the advert.? (2)

2.6 Are there any obstacles that would result in people not buying this product? Mention ONE such obstacle. (1)

2.7 What are the benefits of drinking this product? (2)

2.8 Define the concept *advertising.* (4)

[15]

TOTAL SECTION B: 15

SECTION C

QUESTION 3: REMEDIAL ENGLISH

Complete the following paragraphs by giving the correct form of the words in brackets, or giving the missing word, or choosing the correct answer. Write only the answer next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

3.1 Across the world, the informal business sector and small businesses (3.1.1 to be) playing a greater role in creating and sustaining the wealth (3.1.2 ...) people. Other countries have realised (3.1.3 much/more) sooner that a strong economy cannot rely on (3.1.4 nature) resources and fight unemployment. More people must become (3.1.5 entrepreneurship).

These are individuals (3.1.6 which/who) identify business opportunities and decide to create a business venture of their own. They are found in every industry and on every level of society, (3.1.7 ...) the hawker on the side of the road to the owner of a large corporation.

But it is also a (3.1.8 real) that many small businesses do not make it. To succeed in your own business, you need a sound understanding of business (3.1.9 principals/principles) and the (3.1.10 person) to take calculated risks. (10)

3.2 Punctuate the following sentences by adding the dash (–) where needed:

3.2.1 He could be a brilliant entrepreneur not that success means anything to him.

3.2.2 He is rich; he started selling Brazilian synthetic hair when he was still young.

(2 × 1) (2)

3.3 Rewrite the following sentence in the PLURAL form:

The employer motivates an employee by providing an adequate resource. (4)

3.4 Rewrite the following sentence in a REPORTED SPEECH format:

What are the symptoms of low morale? (3)

3.5 Join the following sentences by using the words in brackets to make ONE sentence:

Entrepreneurs must hire staff. Entrepreneurs must train staff.
(both……and) (2)

3.6 Change the following sentences into the ACTIVE VOICE:

3.6.1 An environment can be created by employers to motivate employees.

3.6.2 Surveys are submitted by employees to management anonymously.

(2 × 3) (6)

3.7 Rewrite the following sentence into an INTERROGATIVE QUESTION:

A boss's attitude is a critical factor in maintaining healthy relationships in the workplace. (3)

[30]

TOTAL SECTION C: 30

SECTION D

QUESTION 4: READING COMPREHENSION

Read the following passage and answer the questions below.

HAIR FOR IT

While salons in South Africa remain closed to curb the spread of the killer coronavirus, people have been tearing their hair out wondering what to do with their crowns. Some have taken matters into their own hands by trimming their relaxed ends, braiding their hair, and shaving it completely.

In Kenya, where salons can open under strict conditions, hairdresser Sharon Refa has erected a makeshift shop beside the busy road in the township of Kibera, Nairobi. Sharon's salon recently came under the spotlight when she started braiding children's hair in a do dubbed 'the coronavirus hairstyle'. The hairdo has taken the country by storm because of its similarity to the coronavirus's crown of club-shaped spikes.

The virus has killed more than 50 people, and in the East African country with more than 1 000 confirmed infections and a shortage of testing equipment, experts fear that the real number of cases could be higher. Kenya's economy has also taken a battering thanks to the pandemic, leaving many struggling. 'Covid-19 has destroyed the economy, taken our jobs from us, and now money is scarce,' said one of Sharon's clients, Mirriam Rashad.

'I therefore decided to have my own child's hair-do done up like this at an affordable price, and she looks good,' the 26-year old mom added. 'The hairstyle also helps communicating with the public about the virus.'

Nearly every country has reported Covid-19 cases, but according to Sharon, many people do not believe they will get it. 'Some grownups do not believe the coronavirus is real, but most young children appear keen to sanitise and wear their masks. So many adults do not do this, and that is why we came up with the corona hairstyle,' she told *Move Magazine*. Some people, however, pointed out that the hairstyle was around long before Covid-19 came along. Known as 'isi owu' or African threading, it is traditionally been used to grow hair because it involves wrapping sections of hair in black yarn which is styled in spiky barbs.

The hairstyle is thought to have gone out of fashion in recent years as imported real and synthetic hair from China, India, and Brazil began to flood the market. But social media users say these reports are untrue. 'It is a protective hairstyle that West African women have been wearing for years,' one Twitter user pointed out. The hairstyle may not be as novel as Covid-19, but Sharon's hair salon is packed with mask-wearing little girls eager to get in on the trend.

[Adapted from *Move Magazine,* 18 June 2020]

4.1 What caused salons to be closed in South Africa? (1)

4.2 What idea did Sharon come up with in Kenya? (2)

4.3 Explain in your own words how Sharon's hairdo is similar to the coronavirus. (2)

4.4 Where is Sharon's makeshift salon erected? (1)

4.5 How has Covid-19 affected people in Kenya? (3)

4.6 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (4.6.1–4.6.2) in the ANSWER BOOK.

4.6.1 Grownups believe that the coronavirus is real.

4.6.2 Young girls sanitise and wear their masks.

(2 × 3) (6)

4.7 What is the other word for 'isi owu'? (2)

4.8 Explain briefly what was 'isi owu' used for and how was it done? (4)

4.9 Who has been wearing the hairstyle for years? (1)

4.10 From which THREE countries are the real and synthetic hair imported? (3)

4.11 On which level do you think they were operating in Kenya? (2)

4.12 Based on your answer to QUESTION 4.11 above, on which level was South Africa operating at the time? (1)

4.13 When was this article published, and in which magazine? (2)

[30]

TOTAL SECTION D: 30

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SECTION E

QUESTION 5: CONCISE WRITING

Read the following extract and complete the memorandum on ADDENDUM B (attached). Remove the Addendum and add it to your answer book.

The Department of Health is inviting the heads of the different departments (HODs) of health workers within the hospital to come for coronavirus training in the boardroom. Dr Masuku will be giving a short briefing on how they are supposed to take care of themselves when tending patients with Covid-19. The training will be in the boardroom on the 29th of June 2020 at 8:30 in the morning.

You are Themba Nkosi, the secretary of Pholosong Hospital. Write a memorandum to all the hospital HODs and inform them about the training which will take place at the hospital's boardroom. **[10]**

TOTAL SECTION E: 10
GRAND TOTAL: 100

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ADDENDUM A



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ADDENDUM B

Department of Health
Memorandum

TO: …….

FROM: ……...

DATE: ……....

SUBJECT: ……

REMOVE THIS ADDDENDUM AND ADD IT TO YOUR ANSWER BOOK

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