higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

MANAGEMENT COMMUNICATION N4
(First paper)

16 November 2023

This marking guideline consists of 7 pages.

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QUESTION 1

Content:	A maximum of 10 important points identified indicated by✓	10
Language:	Own words with no errors in grammar, spelling and punctuation	2
Coherence:	A complete paragraph in which ideas flow smoothly	1
	-1 If students used bullets or numbering	
Words:	95-105 words indicated below the précis	1
Heading:	Own heading in capital letters	1

- A new digital learner license system came into effect across South Africa✓
- The computerisation of learner licence testing centres aims to modernise the current system✓
- The system also aims to remove the element of corruption✓
- The rollout started in Gauteng and is gradually moving to other parts of the country✓
- The project is aimed to be completed by March 2024✓
- The computerised systems date back as far as 2011 although they have become obsolete✓
- The eNaTIS system generates questions per test type and required marks to pass✓
- Applicants can answer on screen or use audio in all 11 languages✓
- The examiner allocates a specific terminal to the successful identified applicant✓
- The system generates random test questions per test terminal✓
- The questions are deleted after the test has been authorized✓
- The answers to the questions are verified on the eNaTIS✓

CONTENT	LANGUAGE	COHERENCE	WORDS	HEADING
10	2	1	1	1

[15]

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QUESTION 2

FLAVIUS MAREKA TVET COLLEGE*

Tel: Any fax no.*
Fax: Any fax no.*
Email: Any email address*

Any address*
KROONSTAD U/C*
Any code*
Any date before 1st December 2021

Mr Segalo*
The Manager*
Lesedi Driving School*
Any Address*
KROONSTAD U/C*
Any Code*

Dear Mr Segalo*

ENQUIRY ABOUT DISCOUNTED PRICES FOR GROUP BOOKINGS✓✓

Promote goodwill.✓✓
Explain who you are/introduce yourself. ✓✓

Ask whether the driving school offers discounts for group bookings.✓
If they do, what percentage would be taken off.✓

Mention that the college intends to pay for all N6 and L4 students'✓ learner's licence lessons.✓
Planned dates are from 04 December✓ to 08 December.✓
Give an approximate number, e.g. 600 students.✓

Close with a goodwill sentence.✓✓

Yours sincerely*

Sign*

ANY NAME & SURNAME*
STUDENT LIAISON OFFICER*

Content	15	Indicated by ticks✓	
Language	5	No language errors; or good language with only 1 or 2 language errors	5
		Average language	3−4
		Poor language, below standard	1−2
Format	5	-1 For each error in arrears marked with *	

[25]

QUESTION 3

FLAVIUS MAREKA TVET COLLEGE*

Tel: Any tel no.* Any address*
Fax: Any fax no.* KROONSTAD U/C*
Email: Any email address* Any code*

1 - 5 October 2023*

Dear Member*

NOTICE OF A WEEKLY MEETING*

Please note that the next weekly meeting✓ will be held in the college auditorium✓ at 10:00✓ on Monday✓ 9 October 2023.✓

Yours faithfully*

Sign*

NAME AND SURNAME U/C*
STUDENT LIAISON OFFICER*

AGENDA*

1. Attendance register
2. Apologies ✓ Any order
3. Opening and welcome
4. Minutes of the previous meeting✓
5. Matters arising✓
   5.1 The letter sent to Mr Segalo✓
6. New business
   6.1 Partnership with Lesedi Driving School✓
   6.2 Closing date for free learner's licence lessons✓
7. General
8. Date of the next meeting

Content	10	Indicated by ticks✓	
Language	3	No language errors; or good language with only 1 or 2 language errors	3
		Average language	2
		Poor language, below standard	1
Format	2	-1 for each error in arrears marked with *	

[15]

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QUESTION 4

FLAVIUS MAREKA TVET COLLEGE

MEMORANDUM

To: All N6 and L4 students* **Date:** Any date in October*

From: Student Liaison Officer* **Ext:** Any 4 digits*

Subject: INVITATION TO APPLY FOR FREE LEARNER'S LICENCE LESSONS*

Promote goodwill.✓

You are invited to apply for learner's licence lessons.✓

You must bring along your student cards✓ and proof of registration.✓
Reason (to ensure that the benefit goes to the correct recipients).✓✓

Please take note that the lessons will start on 4 December✓ and end on 8 December.✓

You are encouraged to make use of this opportunity✓

Promote goodwill✓

Sign*

Content	10	Indicated by ticks✓	
Language	3	No language errors; or good language with only 1 or 2 language errors	3
		Average language	2
		Poor language, below standard	1
Format	2	-1 for each error in arrears marked with *	

[15]

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QUESTION 5

***FLAVIUS MAREKA TVET COLLEGE**

***FEEDBACK REPORT ON THE LEARNER'S LICENCE LESSONS ATTENDED BY N6 AND LEVEL 4 STUDENTS**

1. BACKGROUND*

The students✓ attended free learner's licence lessons✓ organised by the college✓ at Lesedi Driving School✓ from 4 to 8 December.✓ The principal, Ms Francina Mofokeng, instructed the Student Liaison Officer to compile a feedback report✓ and submit it by 12 December 2023.✓

2. PURPOSE OF THE REPORT*

The purpose of the report is to provide information on the learner's licence lessons that students attended,✓ to evaluate the success of the initiative✓ and to make recommendations with regard to the lessons that students attended.✓

3. STUDENTS' ATTENDANCE*

Students' attendance was excellent,✓ all 120 (or any number) students attended the lessons for the entire duration.✓ (Accept positive or negative comments)

4. TRAINING VENUE*

The lessons were held at Lesedi Driving School.✓ Unfortunately, the venue could not accommodate all 120 students at once, and students were accommodated in different time slots.✓ (Accept either positive or negative comment)

5. TRAINING PACKAGE*

The students used the training booklets provided by the driving school, one with signs that they need to learn and the other with questions to prepare them for the test at the traffic department.✓ Students found the material very useful as they were able to write a practice test after every lesson and get the results thereafter.✓
(Accept either positive or negative comment)

6. CONCLUSION*

The lessons were definitely worth the time.✓
Comment on whether they can be held again or not.✓

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7. EVALUATION*

It was a great experience.✓ Students feel ready to write the actual test at the traffic department.✓ (Evaluate whether it was a good or bad experience.)

8. RECOMMENDATIONS*

- I recommend that the college hall be used for the lessons in order to accommodate all students at once so that the driving school is able to use its venue for the general public.✓
- I recommend that the college should look at the possibility of securing funding to pay for top achievers in pursuit of achieving academic excellence for the college.✓ (Accept any two relevant recommendations.)

COMPILED BY* : (any name and surname)
Student Liaison Officer*
ANY ADDRESS*
KROONSTAD U/C*
CODE*
ANY telephone No*
Any Fax No*
12 December 2023*

Content	20	Indicated by ticks✓	
Language	5	No language errors; or good language with only 1 or 2 language errors	5
		Average language	3–4
		Poor language, below standard	1–2
Format	5	-1 for each error in arrears marked with *	

[30]

TOTAL: 100

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