higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

MANAGEMENT COMMUNICATION N4

(First paper)

(5140364)

16 November 2023 (X-paper)
09:00–12:00

OPEN-BOOK EXAMINATION

TWO dictionaries and TWO additional reference works may be used.

No electronic dictionaries may be used.

This question paper consists of 5 pages and 2 addenda.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
MANAGEMENT COMMUNICATION N4
(First paper)
TIME: 3 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. Use only a black or blue pen.
5. Write neatly and legibly.

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BACKGROUND INFORMATION

You are the Student Liaison Officer at Flavius Mareka TVET College, Kroonstad Campus. Your office works closely with the Student Representative Council (SRC) and Marketing Department. You are currently working towards introducing free learner's licence lessons to exiting students (N6 and L4).

QUESTION 1: PRÉCIS

Read the article 'South Africa is rolling out a new learner's licence system – what you can expect' in ADDENDUM A (attached).

Write a précis of 100 words in the form of a paragraph.

Provide a different heading from the one given and write the number of words used at the end of the paragraph.

CONTENT	LANGUAGE	COHERENCE	WORDS	HEADING	TOTAL
10	2	1	1	1	15

[15]

QUESTION 2: LETTER OF ENQUIRY

The college intends to facilitate free learner's licence lessons to exit-level students.

Write a letter of enquiry to Mr Segalo, the manager of Lesedi Driving School and find out whether the driving school offers discount for group bookings. If they do, enquire about what percentage would be discounted. Mention that the college intends to pay for all N6 and L4 students who take learner's licence lessons.

Give the total number of students. Also indicate that the plan is for the lessons to start on 4 December 2023 and end on 8 December 2023. Open and close with a goodwill sentence.

CONTENT	LANGUAGE	FORMAT	TOTAL
10	8	7	25

[25]

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QUESTION 3: NOTICE AND AGENDA OF A WEEKLY MEETING

You received positive feedback from the manager of Lesedi Driving School. The driving school is prepared to enter into a long-term partnership with the college. Invite the SRC and Marketing Department to a weekly meeting to discuss Mr Segalo's response and to plan for future engagements. The meeting will be held at 10:00 on Monday 9 October 2023 in the college auditorium.

Discussion will be held on the feedback received from Mr Segalo. Items to be discussed for the first time include forming a partnership with Lesedi Driving School and the closing date for applications for the learner's licence lessons.

Write the notice and the agenda of the meeting in a formal/letter format.

CONTENT	LANGUAGE	FORMAT	TOTAL
10	3	2	15

[15]

QUESTION 4: MEMORANDUM

Use ADDENDUM B (attached) to send a memo to all N6 and L4 students, inviting them to apply for free learner's licence lessons.

Instruct them to bring along their student cards and proof of registration to ensure that the benefit goes to the correct recipients. Inform them that lessons will start on 4 December 2023 and end on 8 December 2023. Encourage students to make use of this opportunity as it will kick-start their journey of obtaining driver's licences once they have completed their studies. Do not forget to sign off the memorandum.

CONTENT	LANGUAGE	FORMAT	TOTAL
10	3	2	15

[15]

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QUESTION 5: FEEDBACK REPORT

After the students successfully completed their free learner's licence lessons, you received positive feedback from the office of the Principal, Ms Francina Mofokeng. She shared with you that the College Council has secured funding from an external sponsor to pay for the students' learner's licence tests at the traffic department. She also would like you to submit a feedback report on the learner's licence lessons that students attended at Lesedi Driving School from 4 to 8 December 2023. The report has to be completed by 12 December 2023.

Use the following headings for the report:

1. Background
2. Purpose of the report
3. Students' attendance
4. Training venue
5. Training package
6. Conclusion
7. Evaluation
8. Recommendations

Present the report in a formal format.

CONTENT	LANGUAGE	FORMAT	TOTAL
20	5	5	30

[30]

TOTAL: 100

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ADDENDUM A

The department of Transport and the Road Traffic Management Corporation (RTMC) have introduced a new digital learner's licence system across South Africa.

Presenting to parliament on Tuesday (31 August), the RTMC said that the Computerisation of the Learner's Licence Testing Centres (CLLT) programme aims to modernise the current system. The CLLT will also help reduce or remove the element of corruption in the system, the RTMC said.

The initial rollout of the CLLT system has already started in Gauteng, with early work beginning in the Free State, Eastern Cape, Limpopo and KwaZulu-Natal. The full project is set to be completed by March 2024.

While some computerised systems had been introduced as far back as 2011 in selected locations, the RTMC said that these have since become obsolete and were not working. The CLLT classroom is typically equipped with around 20 kiosks with an equal number of touch screen CLLT computers.

All the applicable questions per test type and the required marks to pass a specific test are maintained on the eNaTIS system. The tests include options for the applicant to respond on-screen as well as audio in all 11 official languages.

Upon entering the classroom, the examiner will allocate a specific terminal to the identified applicant. The terminal will then require the personal details of the applicant – such as their identification number.

The system will randomly generate the test questions for the applicable test for each terminal. The test questions will be temporarily downloaded to the terminal. After the test has been authorised, the questions will be deleted. The answers to the questions will then be verified on the eNaTIS system.

The CLLT forms part of a significant IT and tech overhaul at driving license testing centres across South Africa to reduce wait time.

Transport Minister Mbalula said this would include replacing live enrolment and live capture units with smart enrolment units throughout the country.

These units are used for eye-testing and other functions when renewing or applying for a driver licence in South Africa. Mbalula said that the project will first commence in Gauteng and be incorporated into the online booking system.

The minister said that the Road Traffic Management Corporation (RTMC) is also refreshing all end-user devices at license testing centres throughout the country. This is a multi-year programme scheduled for completion in March 2022, he said.

[Adapted from BusinessTech]

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ADDENDUM B

MEMORANDUM

FLAVIUS MAREKA TVET COLLEGE

MEMORANDUM

TO: _____ **DATE:** _____

FROM: _____ **TEL:** _____

SUBJECT: _____

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