higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

DAY CARE COMMUNICATION N5

17 November 2023

This marking guideline consists of 6 pages.

Copyright reserved

SECTION A: CONCEPTS OF COMMUNICATION

QUESTION 1

1.1 1.1.1 Verbal
1.1.2 Non-verbal
1.1.3 Written
1.1.4 Visual
1.1.5 Intrapersonal

(5 × 2) (10)

1.2
- Physical barriers
- Perceptual
- Emotional
- Cultural
- Language
- Gender (5 × 2) (10)

1.3
- Physical (bad radio output, bad sound)
- Physiological (deafness, blindness)
- Psychological (anger, jealousy)
- Cultural difference (Any relevant answer 5 × 2) (10)

1.4
- Sender
- Message
- Receiver
- Feedback

TWO marks each for keywords, TWO marks indicators/arrows/diagram (10)
[40]

TOTAL SECTION A: 40

SECTION B: LANGUAGE SKILLS

QUESTION 2

2.1 age of **18**✓
35 per cent✓

2.2 **A**cross✓
Child✓

2.3 country**'**s✓
girl**'**s✓

2.4 sub**-**Saharan✓
example **–** may✓

2.5 Globally,✓
article 16,✓

2.6 'in union'✓
'free and full'✓

2.7 (24 per cent, data not shown)✓
(17 per cent)✓

2.8 2030.✓
sexes.✓

2.9 states:✓
household;✓

2.10 marriage....✓
grooms...✓

(10 × 2) **[20]**

TOTAL SECTION B: 20

SECTION C: CORRESPONDENCE AND WRITTEN WORK

QUESTION 3

3.1 Layout and spelling (8)
Style and content (12)

Layout and spelling 8	Style and content 12
• Format 6: (address, greetings and endings) (TWO marks each = 6) • Spelling 2 (1 per error)	• Formal 2 • Introduction 2 • Body 4 • Conclusion 2 • Use of key words 2

(20)

3.2 Layout and spelling (8)
Style and content (12)

Layout and spelling 8	Style and content 12
• Format 6: (address, greetings and endings) (TWO marks each = 6) • Spelling 2 (1 per error)	• Formal 2 • Introduction 2 • Body 4 • Conclusion 2 • Use of key words 2

(20)
[40]

TOTAL SECTION C: 40

SECTION D: TEXTUAL STUDIES

QUESTION 4

4.1
- The main purpose of this pamphlet is to advertise of the camp.
- To create awareness that a camp will be held.
- To show parents the various activities that will take place at the camp.

(Any ONE) (2)

4.2
- Kids will have fun.
- They will play.
- Kids will do various activities. (3 × 2) (6)

4.3 The heading makes the reader understand what the entire pamphlet is about. (2)

4.1 4.4.1 Yes or No (1)

4.4.2 TWO marks each for the elaboration
Markers' to use own discretion (2 × 2) (4)

4.5 4.5.1 Yes or No (1)

4.5.2 TWO marks each for the elaboration
Markers must use own discretion for examples such as (price, specific venue, requirements and supplies) (2 × 2) (4)

[20]

TOTAL SECTION D: 20

SECTION E: STUDY SKILLS

QUESTION 5

5.1 Layout (4)
Content (12)
Language and style (4)

Layout 4	Content 12	Language and style 4
• Heading (2) • Paragraphs (2)	• Own words, logical sentences (2) • NINE to TEN keywords used (10) • SEVEN to EIGHT keywords used (8) • FIVE to SIX keywords used (6) • FOUR and fewer keywords used (4) • Summary not in own words and very few keywords used (2)	• Formal writing, grammatically correct, no spelling errors (4) • Minus ONE mark per spelling/grammatical error

(20)

5.2 Layout (4)
Language, spelling and style (6)
Format (10)

Layout/Format 4	Grammar and spelling 6	Format/keywords 10
• Central idea/topic (2) • Design and branches (2)	• No spelling and punctuation (2) • Minus 1 mark per spelling/grammatical error	• 10 or more keywords used/information presented in very short phrases • Information must be grouped together neatly

(20)

5.3 Open ended
- Questions that cannot be answered with a simple yes or no.
- They require the respondent to elaborate on their points.
- The response can be compared to information that is already known to the questioner. (Any 2 × 2) (4)

Closed ended
- Help one see things from a customer's perspective.
- One gets feedback in own words instead of stock answers.
- They are sometimes phrased as statements which require a response.

(Any 2 × 2) (4)

5.4 Open ended examples
- What do you think about the food?✓
- What is your favourite food?✓
- Why would you like to eat sea food?✓
- Describe your idea of a perfect meal.✓

Closed ended
- Would you rate our food good, average, or bad?✓
- Would you be incomplete without our happy meals?✓
- How often would you like to eat this?✓
- Did we provide you good value for your money?✓ (12)

[60]

TOTAL SECTION E: 60

SECTION F: CREATIVE WRITING

QUESTION 6

Heading (2)
Content (18)

Heading 2	**Content and spelling 18**
• Suitable for a children's story (2)	• Followed the requirements (15) • Minus ONE mark per spelling or grammatical error to a maximum of THREE marks.

[20]

TOTAL SECTION F: 20
GRAND TOTAL: 200

Copyright reserved