higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

DAYCARE COMMUNICATION N5

9 November 2022

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 False;✓ communication can be defined as a two-way✓ process.

1.2 False;✓ the receiver must provide feedback to the sender.✓

1.3 False;✓ the receiver is also called the respondent.✓

1.4 False;✓ a message is the information which must be conveyed.✓

1.5 False;✓ the channel is the way in which the message is sent from the sender✓ to the receiver.

1.6 False;✓ there are four✓ categories.

1.7 False;✓ intra personal✓ communication is with oneself.

1.8 False;✓ extra personal✓ communication is talking to a plant, for example.

1.9 False;✓ inter personal✓ communication is between two people.

1.10 False;✓ communication between a sender and a large number of people, for example newspaper/magazine/TV/ internet✓ is called mass communication.

1.11 False;✓ non-verbal✓ communication is when you use signs to talk to someone.

1.12 False;✓ oral communication is an example of verbal✓ communication.

1.13 False;✓ written communication can be direct and indirect.✓

1.14 False;✓ 80% of our communication in the workplace is non-verbal.✓

1.15 False;✓ actions speak louder than words.✓

(15 × 2) **[30]**

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 2.1.1 A point✓ at which a crucial✓ decision must be made/intersection

2.1.2 Difficult/Determination✓ not to move✓

2.1.3 Plan✓ and direct✓ the course

2.1.4 Admiration✓ of oneself✓/selfishness/self-centredness

2.1.5 Discussion✓ aimed at reaching an agreement✓

(5 × 2) (10)

2.2 2.2.1 Adults/Grown-ups
2.2.2 Possible
2.2.3 Abnormal/Weird
2.2.4 Stormy/Angry
2.2.5 Best

(5 × 1) (5)

2.3 2.3.1 Informal and agreeable person
2.3.2 An order after certain regulations was stipulated
2.3.3 Acting without thinking about your actions
2.3.4 Irritably
2.3.5 Conflict

(5 × 1) (5)

2.4 2.4.1 The act to solve a problem
2.4.2 Growing/Evolving
2.4.3 Surroundings/Milieu
2.4.4 Selections/Options
2.4.5 Authorise/Permit

(5 × 1) (5)

2.5 2.5.1 Dr Birgit said that✓a fair amount of narcissism was✓ normal in a developing child.

2.5.2 Dr Schlegel explained✓ that there was✓ a time and a place for everything.

2.5.3 Dr Schlegel said✓ that one could✓ start by finding some common ground.

2.5.4 Louis said✓ that he was✓ hungry.

2.5.5 The lecturer said that✓ they were✓ going to study at an FET college.

(5 × 2) (10)

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2.6 2.6.1 were
2.6.2 are
2.6.3 is
2.6.4 has
2.6.5 have

(5 × 1) (5)
[40]

TOTAL SECTION A: 40

SECTION C

QUESTION 3

3.1

Xello School✓

Any address✓✓
JOHANNESBURG
POSTAL CODE

Date✓

Dr Birgit Schlegel✓
Groote Schuur Hospital✓
44 Main Road✓
CAPE TOWN✓
8000✓

Dear Dr Birgit Schlegel✓

ENQUIRY:✓ DIFFICULT TO DISCIPLINE/STUBBORN KIDS✓

1 par. Explain the reason for this letter✓✓✓ – Difficulty with discipline in Grade 1 Class

2 par. Ask FOUR specific relevant questions about how to discipline a stubborn child.✓✓✓✓

3 par. Thank her for helping.✓✓✓

Yours sincerely✓

Signature✓

NAME✓
POSITION✓

CONTENT	LANGUAGE	FORMAT
10	5	5

(25)

3.2 Display advertisement

CONTENT	LANGUAGE	FORMAT
6	4	5 – AIDA – 4/Frame – 1

(15)

For example:

TIRED OF DISCIPLINING YOUR STUBBORN KIDS?

Guest speaker: Well-known Dr Birgit Schlegel

When……

Where……

Time……..

Programme……

Cost…….

Contact……..

[40]

TOTAL SECTION C: 40

SECTION D

QUESTION 4

4.1 4.1.1
- Jessie Prisman (2)

4.1.2
- nightly
- cease to beat
- victims
- blade
- night they laid
- red and raw as meat
- knives used as swords (Any 6 × 1) (6)

4.1.3 Hospital✓ famous for the first heart transplant✓ (2)

4.1.4 Blank/free verse (2)

4.1.5 'But here it drips from precious hoards.' (2)

4.1.6
- To make people in general aware that doctors in a trauma ward should receive more recognition for their skills, expertise, and hard work.
- Life is precious and should never be wasted. (2 × 2) (4)

4.1.7 The knife itself does not kill or heal, but the person who uses it.
Blade = bad✓
Knife = life/good✓ (2)

4.2 4.2.1 Dr Birgit Schlegel (2)

4.2.2 They feel empowered. (2)

4.2.3 You will be calm and collected✓ therefore you can make an informed decision.✓ (2)

4.2.4 'To avoid being pressurised into impulsive decisions.' (2)

4.2.5 Learn to really listen
- Parents need to listen attentively and patiently
- Listen first
- Boost children's sense of self-esteem
- Give full attention
- Offer positive reinforcement
- Children must know that their feelings are considered
- Help children develop empathy and tolerance (1 + 4) (5)

4.2.6
- Empathy
- Tolerance
- Justice
- Empowered them
- Self-esteem
- Confidence (7)

[40]

TOTAL SECTION D: 40

SECTION E

QUESTION 5

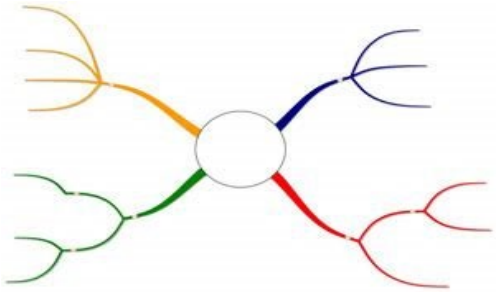
- Name of story/title✓✓
- Author✓
- Date
- Theme✓✓
- Background/milieu✓✓
- Plot✓✓
- Climax✓✓
- Positive/happy ending✓✓✓
- Lesson about empathy✓✓✓
- 2 main characters✓✓

CONTENT	LANGUAGE	FORMAT	
20	6	4 – (Name of Story/Author/Date/Theme)	**[30]**

TOTAL SECTION E: 30

SECTION F

QUESTION 6



Example of a mind map

Topic: BARGAIN AND WIN✓✓

Branches: Negotiating tactics✓ – Dr Birgit Schlegel✓

Sub-branches: Age appropriate✓ – choices✓ – empowered✓
Deflect or defer✓ – time✓ -place✓ – consistency✓
Listen✓ – attentively✓ – feelings✓
Compromise✓ – give a little✓ – common ground✓
Boundaries✓ – values-safety rules✓

CONTENT	LANGUAGE	FORMAT	
14	3	3 (Topic/Branches/Sub-branches)	**[20]**

TOTAL SECTION F: 20
GRANDTOTAL: 200

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