higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6
(First paper)

20 November 2023

This marking guideline consists of 7 pages.

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QUESTION 1: PRECIS

X

- Criminals target their victims during holidays, as they tend to be more relaxed.✓
- Criminals normally approach their victims as they enter the ATM.✓
- Criminals will distract you and either steel or swop your card.✓
- Banks find it difficult to prevent this fraud as the customer's card and PIN are used.✓
- Customers are advised to be careful.✓
- Help from strangers should be refused.✓
- Cancel transactions if you are distracted.✓
- Contact your bank immediately.✓
- It is important to check if the holiday accommodation really exists.✓
- Negotiate a smaller deposit to minimise your losses.✓
- If you have been scammed, report it to the police.✓
- With identity theft, someone else assumes your identity and pretends to be you.✓
- This type of crime affects the majority of South African businesses.✓
- Criminals are able to alter an ID document and use it to buy things on credit or take loans.✓
- Sometimes criminals use documents that have been thrown away to commit fraud.✓

Accept any 12 from the above points.

Heading: ONE mark X
Bullets: ONE mark X
(95-105 words) ONE mark X

FORMAT	CONTENT	LANGUAGE	
3 (ONE mark per X)	12 (ONE mark per tick)	5	
		10-12	5
		8-9	4
		5-7	3
		3-4	2
		1–2	1

[20]

QUESTION 2: INVESTIGATION REPORT

JDN ELECTRICAL ENGINEERING X
MEMORANDUM X
TO: The General Manager X
FROM: Any name with a surname/Human Resources Manager X
DATE: Not later than 12 September 2022 X

EXT: Any THREE/FOUR numbers X
X Subject: REPORT ON INVESTIGATION: VICTIM OF FRAUD (Any relevant subject)
X TERMS OF REFERENCE: Date on which instruction was given: 7 August 2022✓
Who gave the instruction: General Manager/Name and Surname✓
To whom was the report given: HR Manager/Any name and surname✓
Reason for the report: To determine whether any member of the workforce had been a victim of fraud✓✓✓
When the report must be completed: 12 September 2022✓
X PROCEDURE: Questionnaires, interviews, meetings, or any other relevant method✓✓✓
X FINDINGS: State the information obtained through each method used✓✓

X CONCLUSION: Any related summary of the findings✓

X RECOMMENDATIONS: Any recommendation that correlates with the findings✓
SIGNATURE:X

FORMAT	CONTENT	LANGUAGE	
7 (ONE mark per X)	14 (see ✓) (ONE mark per tick)	4	
		10-14	3
		6-9	2
		1-5	1

[25]

QUESTION 3: MEMORANDUM

JDN ELECTRICAL ENGINEERING X
MEMORANDUM X

TO: All staff members X
FROM: Management/Name and surname X
DATE: Any date after 12 September 2022 and before 27 October 2022 X
TEL/EXT: Any THREE or FOUR numbers X

SUBJECT: BREAKFAST WORKSHOP/PRESENTATION/HOW TO AVOID BECOMING A FRAUD VICTIM (Any relevant heading in CAPS or in small letters underlined) XX

MESSAGE: X
You are informed✓ about a breakfast workshop✓ to be held in the company boardroom✓ on the 27th of October 2022✓ from 8:00-14:00.✓

A fraud specialist, Ms Sunita Moodley,✓ will give a presentation on how to avoid becoming a fraud victim.✓

Attendance is compulsory.✓

Signature or initials X

FORMAT	**CONTENT**	**LANGUAGE**	
5 (½ mark per X)	8 (ONE mark per tick)	2	
		5-18	**2**
		1-4	**2**

[15]

QUESTION 4: PROGRAMME OF AN EVENT

JDN ELECTRICAL ENGINEERING GROUP WORKSHOP X 27 October 2022 X		
TIME X	**ACTIVITY X**	**PERSON RESPONSIBLE X**
8:00	Registration✓	All✓
8:30	Welcoming and Opening Remarks✓	Any name for manager✓ (HR/FM)
9:00	Travel Scams✓	Sunita Moodley✓
9:30	Questions and Answers✓	
10:10	Tea Break✓	
10:30	ATM Fraud✓	Sunita Moodley✓
12:00	Identity Fraud✓	Sunita Moodley✓
13:00	Lunch✓	
14:00	Discussion: Report stolen or lost identity documents (Questions and Answers)✓	Wrap up, any name for manager✓

NOTE: FIVE marks for format: It is awarded for company name in CAPS, date in full, time, activity, and person responsible for the activity.

FORMAT	CONTENT	TOTAL
5 (see X) (ONE mark per X)	15 (see ticks ✓) (ONE mark per tick)	20

[20]

QUESTION 5: LETTER TO THE PRESS

JDN ELECTRICAL ENGINEERING X

Tel: 013 5655 552 X
Email: jdnelecengi@webmail.com X

42 De Waal Drive
SECUNDA X
3400

Any date in full X

The Editor X
The Embalenhle Weekly X
Any address
SECUNDA X
3400

Sir/Madam X

(Any relevant topic in CAPS or small letters underlined) X

NOTE: Allocate a mark for any sentence that has the following information:

Paragraph 1
Any sentence expressing goodwill✓✓

Purpose: Awareness relevant to fraud during festive season✓✓✓

Other paragraphs:
Mention types of fraud:

ATM fraud – cards stolen, swopped, or exchanged. Be careful around ATM. (Any relevant answer)✓

Travel scams – paying for accommodation that does not exist. Double check if it exists and insist on paying a smaller deposit.✓

Identity fraud – stolen identity documents are used to open accounts or acquire loans.✓ Report stolen or lost identity documents immediately to the nearest police station.✓

Last paragraph: Express goodwill.✓✓

(Signature) X
ANY NAME IN CAPS X

FORMAT	CONTENT	LANGUAGE	
6 (½ mark per X)	11 (ONE mark per tick)	3	
		9-10	**3**
		4-8	**2**
		1-3	**1**

[20]

TOTAL: 100

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