higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

COMMUNICATION N6
(First paper)

(5140406)

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

OPEN-BOOK EXAMINATION

Two dictionaries (bilingual and/or explanatory) and two additional references may be used.

This question paper consists of 4 pages and 1 addendum.

060Q1B2320

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMMUNICATION N6
(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

You are the General Manager of JDN Electrical Engineering Group, and your company is located in Secunda. The workforce consists of both permanent and temporary employees. Your Human Resources and Finance departments are the driving force of your company.

The company details are as follow:
42 De Waal Drive, Secunda, 3400.
Tel. no.: 013 565 5552
jdnelecengi@webmail.com

QUESTION 1: PRECIS

Write a precis of not more than 100 words about teachings in the article on the ADDENDUM (attached), which appeared in *The Star* newspaper.

Use a different heading and write down the number of words you have used at the end of your paragraph.

FORMAT	CONTENT	LANGUAGE	TOTAL
3	12	5	20

[20]

QUESTION 2: INVESTIGATION REPORT

On the 7th of August 2022, you request the Human Resources Manager to conduct an investigation to find out whether the workforce had been affected by the problem of fraud in the past. Investigate, and then hand in a report with the findings on 12 September 2022.

Design the report in a memorandum format.

FORMAT	CONTENT	LANGUAGE	TOTAL
7	14	4	25

[25]

QUESTION 3: MEMORANDUM

Following the outcome of the investigation, the management decided to call in a fraud specialist, Ms Sunita Moodley from Sasol, to come and give a presentation on how to avoid being a fraud victim. For this purpose, a breakfast workshop and presentation has been arranged for the 27th of October 2022 from 8:00 until 14:00 in the company boardroom. Attendance is compulsory.

Write the memorandum to inform all staff members about this workshop.

FORMAT	CONTENT	LANGUAGE	TOTAL
5	8	2	15

[15]

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QUESTION 4: PROGRAMME OF AN EVENT

You decide to request the Human Resources Manager together with the Finance Manager to conduct a workshop/training session on educating employees on how to avoid being fraud victims during the festive season. It will take place in the company boardroom on 27 October 2022. Sunita Moodley, the fraud expert, will be a guest speaker on that day.

Design the programme for this breakfast and presentation workshop where you indicate the time, the activity, and the name of the person responsible for the activity.

FORMAT	CONTENT	LANGUAGE	TOTAL
5	15	0	20

[20]

QUESTION 5: LETTER TO THE PRESS

Write a letter to the local newspaper, *The Embalenhle Weekly*, as part of a service to the community wherein you educate the community on how to avoid being a victim of fraud during the festive season.

Mention areas that fraudsters normally target and provide ways to protect yourself against them.

Also, give reasons why the public needs to be more careful.

FORMAT	CONTENT	LANGUAGE	TOTAL
6	11	3	20

[20]

TOTAL: 100

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ADDENDUM

BE SAFE FROM FRAUD THESE HOLIDAYS

Summer holidays may be a time for relaxing, and because of that, this becomes the favourite season for criminals to do their trade. Criminals are aware that people are spending more, and shops and malls are busier. During the same period, ATM fraud incidents are at their highest.

ATM fraud occurs when a fraudster approaches you as you enter your PIN. The fraudster then distracts you, and takes your card or swops it with another card. You think your card has been retained by the ATM, or in the case of a swopped card, that your card is not working.

While you attempt to figure out how to get your card back from the ATM or why your PIN is not working, the criminals visit another ATM with your card, enter the PIN, and withdraw the available funds. Card swopping and theft is difficult to prevent because the real card and PIN are used. The transaction thus appears normal to the bank.

To prevent this, Azzy advises you to be vigilant at ATMs and never allow strangers to approach or disturb you. If you are disturbed, cancel your transaction immediately and leave the ATM. Most importantly, you should never let anyone see you entering your PIN. You should also remove any slips that may still be in the machine before entering your card, as fraudsters will often claim they left their slip in the ATM to gain access to the machine while you are entering your PIN.

'If you have been defrauded, contact your bank immediately to cancel your card and alert the closest security guard. By familiarising yourself with potential dangers and staying especially cautious at crowded holiday destinations, you should be able to have a fraud-free festive season,' says Bradley Trollip, Head of Customer Financial Solutions and Personal Banking at First National Bank.

Travel and accommodation:

Other common scams to be wary of this time of the year, are travel and holiday accommodation scams. Check that the advertised holiday accommodation you are interested in does, in fact, exist. Try to negotiate a smaller deposit so that you can pay the balance on the day you get access to the accommodation – this will limit your losses if it is a scam.

If you have been scammed, report the perpetrator to the police as soon as possible. 'Unfortunately, it is almost impossible to get your money back, but by reporting them, at least you can stop others from falling prey to the scam,' Azzy says.

With identity theft, someone pretends to be you by assuming your identity. It can be devastating, and it can take months before you find out – by which time a lot of damage may have been done to your reputation and credit record.

First National Bank says about 3 600 cases of identity theft were reported last year, and the number is expected to rise. Standard Bank says it is estimated that identity theft costs South African businesses more than R1 billion a year, and those who are responsible rarely get caught.

'Criminals will typically use an ID document with a changed photo, open accounts, and then use that ID number to buy on credit and take out loans without ever repaying them. Customers need to be on their guard,' Azzy says. 'It is easy to throw away documents containing bank account details or other personal data, not realising that the implications and long-term costs could be severe.'

[Source: *www.starnewspaper.com*]

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