higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

ENGLISH FIRST ADDITIONAL LANGUAGE
(Second paper)
NQF LEVEL 3

3 NOVEMBER 2022

This marking guideline consists of 9 pages.

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SECTION A: REPORT WRITING

QUESTION 1: INVESTIGATIVE REPORT

Content	Grammar/Style	Format	Total
21	5	4	30

CONTENT: 21 (Indicated with ✓.)
GRAMMAR/STYLE: 5 (Refer to rubric.)
FORMAT: 4 (8 × ½) (Indicated with **X,** negative marking, minus ½ per error.)

NOTE:
- Markers must underline all errors.
- The style of writing must be formal.
- The awarded marks for grammar/style must be in proportion to the content marks.
- If the report is not in the past tense or 3rd person, deduct under language.

INVESTIGATIVE REPORT X

CC MOTORS X

REPORT ON THE INVESTIGATION INTO REASONS WHY NUMEROUS EMPLOYEES ARE LEAVING THE COMPANY✓ (CAPS) (1 mark)

1. TERMS OF REFERENCE **X**

On 14 October 2022,✓ Mr Botha (general manager) requested an investigation into why so many employees are leaving the employment of the company.✓ The purpose of the investigation was to investigate the problem and to make recommendations to improve the situation.✓ The investigation had to be completed by 31 October 2022.✓
(4 marks)

2. PROCEDURES **X**

2.1 Interviews were conducted with staff members.✓
2.2 Questionnaires were circulated among staff members.✓
(2 marks)

3. FINDINGS **X**

3.1 CC Motors still uses out-dated equipment.✓
3.2 Safety precautions are ignored.✓
3.3 Workers are expected to work long hours without being paid for overtime.✓
3.4 Supervision is inadequate, and trainees are expected to learn on the job.✓
(4 marks)

4. CONCLUSION **X**

(Any relevant, logical conclusion. Students need to generate their own information and provide a general summary),✓✓ **for example:** The majority of the employees are demoralised and there are no promotion or career opportunities. There is no recognition for a job well done, and they are poorly paid. (2 marks)

5. RECOMMENDATIONS **X**

(Must be linked to the findings)

- CC Motors needs to acquire more up-to-date equipment.✓
- Safety precautions need to be implemented.✓
- Workers must be paid overtime for working longer hours.✓
- Trainees must be supervised and assisted while learning on the job.✓ (4 marks)

COMPILED BY: **X**
FRED MODISE ✓ (1 mark)
SUPERVISOR

55 Rockland Street
KIRKWOOD (CAPS) ✓
6231

Tel: 041 996 4343 ✓

Date: 31 October 2022 ✓

GRAMMAR / STYLE (5)	
5–4	Fluent and professional style and tone as required for a report. Very neat presentation. Excellent sentence and paragraph structure, written in the past tense and 3rd person with ONE or TWO spelling or grammar errors.
3	Moderately successful use of an appropriate style and tone as required for a report. Satisfactory sentence and paragraph structure, written in the past tense and 3rd person with no more than THREE spelling or grammar errors.
2	Unprofessional and inappropriate style and tone. Unsatisfactory sentence and paragraph structure, written in the past tense and 3rd person with FOUR or more spelling or grammar errors.
1	Untidy, unprofessional and inappropriate style and tone. Unsatisfactory sentence and paragraph structure, NOT written in the past tense and 3rd person with numerous spelling and grammar errors.

[30]

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QUESTION 2: ACCIDENT/INCIDENT REPORT

Content	Grammar/Style	Total
16	4	20

CONTENT: 16 (Indicated with ✓.)
GRAMMAR/STYLE: 4 (Refer to rubric.)

CC MOTORS **ACCIDENT/INCIDENT REPORT FORM**	
NAME OF PERSON INVOLVED	Lisa Smith✓
POSITION	Cleaner✓
DATE OF ACCIDENT/INCIDENT	20 October 2022✓
TIME	08:00✓
LOCATION	Reception area/CC Motors✓
DESCRIPTION OF INCIDENT/ACCIDENT	Lisa Smith, one of the cleaners, found a bomb in the reception area✓ of CC Motors. All staff members and visitors had to evacuate the building.✓ The general manager, Mr Botha, phoned the police immediately.✓ A bomb squad came to the premises,✓ and the bomb was removed. After three hours the area was declared safe by✓ the police, and all staff and visitors were allowed to return.✓
COMPILER OF THE REPORT	Mr Botha✓
POSITION OF COMPILER	General Manager✓
CONTACT NUMBER	041 996 4343✓
SIGNATURE OF COMPILER	*Must look like Mr Botha's signature.*✓
DATE	20 October 2022 ✓

GRAMMAR / STYLE (4)	
4	Fluent and professional style and tone as required for a report. Very neat presentation. Excellent sentence structure, written in the past tense and 3rd person with ONE or TWO spelling or grammar errors.
3	Moderately successful use of an appropriate style and tone as required for a report. Satisfactory sentence structure, written in the past tense and 3rd person with no more than THREE spelling or grammar errors.
2	Unprofessional and inappropriate style and tone. Unsatisfactory sentence structure, written in the past tense and 3rd person with FOUR or more spelling or grammar errors.
1	Untidy, unprofessional and inappropriate style and tone. Unsatisfactory sentence structure, NOT written in the past tense and 3rd person with numerous spelling and grammar errors.

[20]

TOTAL SECTION A: 50

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SECTION B: LONG FUNCTIONAL WRITING

QUESTION 3: NOTICE AND AGENDA OF A SPECIAL MEETING

Content	Grammar/Style	Format	Total
11	5	4	20

CONTENT: 11 (Indicated with ✓.)
GRAMMAR/STYLE: 5 (Refer to the rubric.) Underline all language errors. Mark allocated for grammar should be in proportion to that of content.
FORMAT: 4 (8 × ½) (Indicated with **X**, negative marking, minus ½ mark per error.)

CC MOTORS x

Tel: 041 996 4343 } **X**
Fax: 086 996 4244 }

X { 55 Rockland Street
KIRKWOOD (CAPS)
6231

21 October 2022 **X**

Dear Colleagues **X**

NOTICE OF SPECIAL MEETING (CAPS) **X**

Notice is hereby given of a special meeting✓ to be held on Monday, 24 October 2022✓ at 09:00✓ in the boardroom.✓

The reason for the meeting is to discuss the recent happenings in the company.✓

Yours faithfully

John Jacobs (Must look like the signature of John Jacobs.)

JOHN JACOBS (CAPS)
CEO (CAPS) **X**

AGENDA (CAPS) **X**

1. Opening and welcome (NB: Points 1–3 can be in any order)✓
2. Attendance register✓
3. Apologies✓
4. The bomb scare✓
5. The rate at which employees are leaving the company✓
6. Closure✓

GRAMMAR / STYLE (5)	
5–4	Fluent and professional style and tone as required for the notice of a meeting. Excellent sentence structure, only ONE or TWO spelling or grammar errors.
3	Moderately successful use of an appropriate style and tone as required for the notice of a meeting. Satisfactory sentence structure, with no more than THREE spelling or grammar errors.
2	Unprofessional, inappropriate style and tone for the notice of a meeting. Unsatisfactory sentence structure, FOUR or more spelling or grammar errors.
1	Untidy, unprofessional, inappropriate style and tone for the notice of a meeting. Unsatisfactory sentence structure with numerous spelling and grammar errors.

[20]

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QUESTION 4: MINUTES OF A SPECIAL MEETING

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

CONTENT: 7 (Indicated with ✓.) Deduct 1 mark from Content if candidates omit the numbered headings.
GRAMMAR/STYLE: 3 (Refer to rubric.) Underline all language errors. The mark allocated for grammar must be proportional to the content mark.

CC MOTORS

MINUTES OF THE SPECIAL MEETING HELD IN THE BOARDROOM ON MONDAY, 24 OCTOBER 2022 AT 9:00 ✓ (CAPS)

1. OPENING AND WELCOME
The Chairperson/Mr Jacobs opened the meeting and welcomed all present.✓

2. ATTENDANCE REGISTER
The attendance register was circulated.✓

3. APOLOGIES
Ms Dlamini was attending a graduation ceremony.✓

4. THE BOMB SCARE
Mr Jacobs informed the meeting that the police investigation on the bomb scare was ongoing.✓

5. EMPLOYEES LEAVING THE COMPANY
Mr Modise informed the meeting that he was compiling an investigative report on the reasons why employees are leaving the company.✓

6. CLOSURE
The Chairperson thanked everyone present and closed the meeting at 13:00.✓

GRAMMAR / STYLE (3)	
3	Excellent understanding of minute-writing requirements. Excellent language use. Maintains a formal tone and style. Written in the past tense and in third person. Only ONE or TWO spelling or grammatical errors.
2	Clear understanding of minute-writing requirements. Generally good language use. Maintains a formal tone and style. Mostly written in the past tense and in third person. No more than THREE spelling or grammar errors.
1	Little or no concept of how to write minutes. Not written in the past tense, not in the third person. FOUR or more spelling or grammatical errors.
0	Core notes copied verbatim, not written in past tense, not in the third person, no full sentences.

[10]

TOTAL SECTION B: 30

SECTION C: SHORT FUNCTIONAL WRITING

QUESTION 5: INTERNAL MEMORANDUM

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

CONTENT: 7 (14 × ½) (Indicated with √.)
GRAMMAR/STYLE: 3 (Refer to rubric.) Underline all language errors. The mark allocated for grammar must be proportional to the content mark.

CC MOTORS **MEMORANDUM**			
TO:	All Cleaning Staff√		
FROM:	The General Manager/Mr Botha√		
DATE:	Any date before 24 October 2022√	**EXT:**	Any 3- or 4-digit number√
SUBJECT:	WORKSHOP ON SAFETY MEASURES√ (CAPS)		

Please note that there will be a workshop on safety measures in the workplace.√

The workshop for all cleaning staff will begin at 8:30 on 31 October 2022√ in the boardroom.√

An official from the South African Police Services (SAPS), Mr L Swart,√ will be addressing the staff. √ Light refreshments will be served,√ and there will be a chance to speak to Mr Swart after the workshop.√

I trust that this will be a productive day,√ and staff participation is encouraged.√

GRAMMAR / STYLE (3)	
3	Excellent understanding of how to write an internal memorandum. Excellent language use. Maintains a formal tone and style. Only ONE or TWO spelling or grammatical errors.
2	Clear understanding of how to write an internal memorandum. Generally good language use. Maintains a formal tone and style. No more than THREE spelling or grammar errors.
1	Little or no concept of how to write an internal memorandum. FOUR or more spelling or grammatical errors.

[10]

QUESTION 6: FAX COVER PAGE

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

CONTENT: 7 (14 × ½) (Indicated with √.)
GRAMMAR/STYLE: 3 (Refer to rubric.) Underline all language errors. The mark allocated for grammar must be proportional to the content mark.

SOUTH AFRICAN POLICE
FAX COVER PAGE

To: Mr Botha√
From: Mr Swart√
Date: Any date before 27 October 2022√
Tel: Any 10-digit number√

SUBJECT: ACCEPTANCE OF INVITATION√ (Any relevant subject in CAPS)

Thank you for your invitation√ and the opportunity to address your cleaning staff√. I gladly accept.√

I would like to request the use of a screen√ and loud speaker on that day√. I would be speaking for about an hour√ and would like to promote my new book√, *Be Security Conscious,*√ on the day of the workshop. √

GRAMMAR / STYLE (3)	
3	Excellent understanding of how to write a fax. Excellent language use. Maintains a formal tone and style. Only ONE or TWO spelling or grammatical errors.
2	Clear understanding of how to write a fax. Generally good language use. Maintains a formal tone and style. No more than THREE spelling or grammar errors.
1	Little or no concept of how to write a fax. FOUR or more spelling or grammatical errors.

[10]

QUESTION 7: FORM

Content: 10 (Indicated with ✓.)

GOOD CITIZEN'S SAFETY CLUB **MEMBERSHIP APPLICATION FORM**
Surname: Any surname✓
Name(s): Any name✓
Date of birth: Any date of birth with day, month and year✓
Membership category – Please indicate with an (x) where applicable
New member: (indicated with x)✓ Renewal:
Full residential address: Any acceptable street or PO Box address✓✓ (Marker's discretion should be applied.)
Cell: Any 10-digit number✓
E-mail: Any email address✓
Membership fee: R100 per annum
Payment method – Please indicate with an (x) where applicable
Cash: EFT: (indicated with x) ✓
Signature: Any signature✓

[10]

TOTAL SECTION C: 20
GRAND TOTAL: 100

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