higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION AND HUMAN RELATIONS N6

26 NOVEMBER 2019

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 Safety needs
1.1.2 Self-actualisation
1.1.3 Belongingness and love needs
1.1.4 Safety needs
1.1.5 Esteem needs
1.1.6 Belongingness and love needs

(6 × 2) (12)

1.2 It is the transmission of a message through the phone (2)

1.3
1.3.1 Calling boss in an office
1.3.2 Calling a friend or a relative

(2 × 2) (4)

1.4
- Have a pen and pencil.
- Company note pad.
- Keep the telephone on the left hand of your desk if you're right handed.
- Write down message correctly.
- Try to write as legible as possible. (5)

1.5
- Ensures that the meeting is properly constituted.
- Presides over the meeting in accordance with the agenda in the listed order.
- Ensures that all discussions are relevant.
- Maintains good order and manages the time spent on each topic throughout the meeting.
- Answers questions on a point of order and to rule members out of order if necessary.
- Formulates proposals and amendments to motions.
- Summarises arguments for and against a motion before putting it to the vote.
- Exercises a casting vote in the event of a deadlock.
- Grants permission for members to leave early.
- Closes the meeting at the proper time or adjourns the meeting appropriately. (Any 5 × 2) (10)

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1.6 1.6.1 Coca-Cola company/Coke producers

1.6.2 Formulate message using pictures and written words

1.6.3 A poster/boards have been used where both nonverbal and verbal means of communication

1.6.4 The target market are the receiver of the message

1.6.5 People might not understand the message (Any relevant answer)

1.6.6 The receiver will react by wanting/buying the product.

(6 × 2) (12)

1.7 1.7.1 True
1.7.2 True
1.7.3 False
1.7.4 False
1.7.5 True

(5 × 1) (5)
[50]

QUESTION 2

2.1 2.1.1 Uninterested/Lazy/Bored/Unprofessional (Any ONE) (1)

2.1.2 Lack of contact is usually perceived as lack of interest or as being simply impolite. (2)

2.1.3
- Prepare thoroughly for the interview and ensure the venue is ready
- Welcome the applicant, invite him or her to a seat and attempt to put him or her at ease.
- Make sure there will be no interruptions
- Dress appropriately
- Direct the conversation quickly to the purpose of the interview
- Resist the temptation to do all the talking
- Beware of asking question which would embarrass the applicant
- Listen carefully to the applicant's answer, analyse and evaluate them objectively
- Provide the applicant with the opportunity to ask questions
- Thank the applicant at the end of the interview (Any 8 × 1) (8)

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2.1.4
- Being late for an interview
- Sitting before you are asked to
- Chewing gum or smoking during an interview
- Use slang
- Being dishonest
- Showing a lack of interest
- Being unrealistic on salary matters
- Failing to control nerves
- Not paying attention to your bodily language (Any 8 × 1) (8)

2.1.5 Boredom (1)

2.2
- Orientation
- Adult group
- Group training
- In-service training (4)

2.3 2.3.1 All of one mind, all members voting in favour of a motion.

2.3.2 An appeal to the chairperson to decide whether the contribution of another member is relevant to the topic under discussion.

2.3.3 A formal expression of opinion regarding a matter, method to reach a decision.

2.3.4 A parallel case in the past, which would tend to allow similar action in the future.

2.3.5 An impartial record of the proceedings at a meeting, including the decisions taken at the meeting.

(5 × 2) (10)

2.4
1. Attendance register
2. Apologies
3. Opening and welcoming
4. Minutes of the previous meeting
5. Matters arising
6. New business arising
7. General
8. Date of the next meeting
9. Closure (9)

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2.5 2.5.1 True
2.5.2 True
2.5.3 False
5.4 True
2.5.5 False
2.5.6 True
2.5.7 False

(7 × 1) (7)
[50]

TOTAL SECTION A: 100

SECTION B

QUESTION 3

3.1 Each religion group has its own values that influence their daily life-style and routines. (2)

3.2
- Conflicts among employees.
- Communication barriers.
- Time taken off duty to attend religious matters.
- Appropriate office wear being compromised.
- Specific diets to be followed.
- Different ritual practices. (Any 4 × 2) (8)

3.3 Interpersonal conflict: this type of conflict exists between two or more individuals involving significant anger and unhappiness. (3)

3.4
- Sometimes minor conflict situations can provide the opportunity to employees to unload stress.
- Conflict can lead to greater creativity.
- Problem areas in the organisation are identified.
- Conflict serves as a motivation to reach goals.
- Conflict beats stagnation.
- Conflict can build relationships and improve team spirit. (Any 5 × 2) (10)

3.5
- Focus on the problem or behaviour, rather than on the person.
- Show interest and involvement in the person.
- Listen attentively, try to understand emotions involved.
- Build the person's image.
- Focus on facts. Be specific rather than general.
- Try to be objective and unprejudiced at all times.
- Allow time for participants to feel free to discuss their own opinions.

(Any 5 × 2) (10)

3.6
- Religion: Different people will have different believes and values
- Personality: Different personality types will approach life differently, because what matters to some, doesn't matter to other individuals.
- Interest: One's interest is different to other individuals.
- Occupation: Co-workers on the same level might not show respect to others.
- Intelligence: Natural intelligence will determine the level of understanding.
- Training and education: A person with an educational background will have a higher level of vocabulary and knowledge (Any 4 × 2) (8)

3.7
- What you think of yourself
- What you think others people think of you
- What you would like your image to be (3)

3.8
- Introvert personality: Individual that is naturally reserved, quite, do NOT communicate easily and avoid social gathering.
- Extrovert personality: These people are very talkative and enjoy the company of other individuals. (2 × 2) (4)

3.9 Work relationship can be the source of stress if you have to work with someone unpleasant/uncooperative/incompetent/indecisive. (2)

[50]

QUESTION 4

4.1
4.1.1 Phlegmatic
4.1.2 Bilious/melancholic
4.1.3 Sanguine

(3 × 1) (3)

4.2
- Focus your attention.
- Make a conscious decision to listen attentively.
- Show that you are listening by making use of active signs.
- Do not interrupt the communicator until he has finished talking.
- Anticipate what is coming.
- Take notes when a message is complex.
- Pay attention to main points.
- Remain objective and open minded.
- Avoid jumping to conclusions.
- Ask question for clarity.
- Focus on what is being said and not the way it is being said. (Any 6 × 1) (6)

4.3
- Ambiguous language might create confusion resulting in conflict.
- Poor communication: missing pieces of the message create misunderstanding and misinterpretation of the information.
- Inaccurate communication create misrepresentation of the intended facts and conflict
- Difference in understanding due to different level of knowledge or intelligence.
- Personality differences may contribute to two people not tolerating each other causing conflict between them. (Any 3 × 2) (6)

4.4
- All new employees need some training
- A high personnel turnover
- Variation in method and pace of delivery of service/product
- When the period of adaptation is taking too long
- High level of wastage, down-time of equipment, accidents and low pace of production. (5)

4.5 Anger (1)

4.6 4.6.1
- Offer the client the opportunity to state his case.
- Listen attentively and with focused interest.
- Tell the client that you understand the problem and how he/she feels.
- Request the opportunity to rectify the problem to the client's satisfaction.
- Rectify the situation and provide feedback to the client thereafter.
- Offer the client assurance that similar problem will be managed to prevent similar situation.
- Apologise for inconvenience. (8)

4.6.2
- Allow the client to state the case
- Tell the client that you understand the problem
- Indicate tactfully that the problem has two sides
- Do not embarrass the client. (Any 3 × 1) (3)

4.7

CONTENT	FORMAT	LANGUAGE
10	4	4

Any address
TOWN IN CAPS√
CODE

ANY DATE BETWEEN 05 NOV – 01 DECEMBER 2017√

The Human Resource Manager
P.O .Box 16
JOHANNESBURG✓
2000
Dear Sir√

APPLICATION FOR EMPLOYMENT AS SALES ASSISTANT✓

PARAGRAGH 1
State position✓
Where it appeared✓
Date of advertisement✓

OTHER PARAGRAGH S
Qualifications required✓
Personal qualities that supports specification of advertisement✓
Refers to CV✓

LAST PARAGRAGH
Contact number for interview✓

Yours faithfully√

Signature√
Student name√ (18)
[50]

TOTAL SECTION B: 100
GRAND TOTAL: 200

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