higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

INTRODUCTORY COMMUNICATION N4

NOVEMBER 2016

This marking guideline consists of 6 pages.

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SECTION A

QUESTION 1: EFFECTIVE STUDY METHODS

1.1 Senate hall (1)

1.2 Mrs C Pienaar (1)

1.3 1.3.1 Old mutual hall

1.3.2 14:00-15:00 (2 x 1) (2)

1.4 Day 1 (1)

1.5 No, because the lecture starts at 09:00 (1)

1.6 Tea break is 30 minutes (1)

1.7 Senate hall 9-42 TVW (M-R) (1)

1.8
- Chunking
- Clustering
- Imagination (3 x 1) (3)

1.9

TIME	BREAKS	NO.OF LECTURES	NO.OF LEARNING SKILLS
09:00-16:00	2 Per day	13	4

(4)
[15]

TOTAL SECTION A: 15

SECTION B

QUESTION 2: LISTENING SKILLS

2.1
- Stop talking.
- Listen attentively, concentrate and make notes.
- Double check your understanding.
- Do not become impatient and interrupt the speaker.
- Show that you are listening. (5)

2.2 2.2.1 Lavendish (1)

2.2.2 It is a formal conversation (1)

2.2.3 There is no teamwork in the company. (1)

2.2.4 You are able to maintain eye contact with your audience. (2)

2.2.5 It is verbal because the response was 'Yes sir'. (2)

2.2.6 Response (1)

2.2.7 The sender wants to emphasis to the receiver that he is going to be in charge. (2)
[15]

TOTAL SECTION B: 15

SECTION C

QUESTION 3: REMEDIAL ENGLISH

3.1
3.1.1 Shack
3.1.2 An
3.1.3 Advice
3.1.4 In
3.1.5 People
3.1.6 Him
3.1.7 At
3.1.8 There
3.1.9 Course
3.1.10 Workshop
3.1.11 Fulfills
3.1.12 Intermediary
3.1.13 Save
3.1.14 Lives
3.1.15 Off
3.1.16 Received
3.1.17 Teach
3.1.18 About (18 x 1) (18)

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3.2 3.2.1 The Lietenant yelled attention**!**

3.2.2 There are many bosses in the firm but Hilary is the head boss**'**s wife.

3.2.3 Mr. Thompson said that, **"**There will be no homework over this weekend**"**

3.2.4 Mrs Brown: are you going to the Debutante ball**?**

3.2.5 Vitamin D supplements may make people fitter without them having to move a muscle**,** research suggests that.

3.2.6 Remember to lock the door**.** (6 x 1) (6)

3.3 3.3.1 Admission, expression

3.3.2 Attitude, gratitude

3.3.3 Penniless, homeless

3.3.4 Earthwards, backward

3.3.5 Windy, sunny

3.3.6 Wooden, enlighten (6 x 1) (6)
[30]

TOTAL SECTION C: 30

SECTION D

QUESTION 4: READING COMPREHENSION

4.1 Move magazine (1)

4.2 Identity theft is a form of fraud which someone pretends to be someone else by assuming that person's identity. (2)

4.3 The main reason for identity theft is to access resources or obtain credit or other benefits in the victim's name. (2)

4.4 Phishing- is a techniques used to acquire sensitive information such as usernames and passwords in an electronic communication.

Pharming- is an advanced form of phishing which involves setting up a fraudulent website that contains copies of pages from legitimate website in order to capture confidential information from users.

(2 x 2) (4)

4.5 4.5.1 Information

4.5.2 Access

4.5.3 Wary (3)

4.6
- Go to the nearest police station to the report the theft.
- The police will give you a case number.
- Register the matter with South African Fraud Prevention Service.
- The fraud prevention service will circulate your details to all major banks and retailers. (4)

4.7 Police, Home Affairs. (1)

4.8 Keep your ID in safe place.
- Be wary of giving away your personal information to other people.
- If you are moving to a new home you should immediately notify all the relevant people to send your bills to your new address.
- Sign your new credit or bank card as soon as you receive it.
- Destroy expired identity documentation items when they have been replaced.
- Be very cautious of giving any form of personal information over the phone.
- Resist using predictable password or pin numbers. (Any 5 x 1) (5)

4.9 Once a year (1)

4.10 'https'-means the information exchanged between you and the website is encrypted and cannot be hijacked by someone else who might want to electronically eavesdrop.

'http'- means that the website is talking to your browsers using the regular and unsecure language. (2 x 2) (4)

4.11 4.11.1 Fact

4.11.2 Opinion

4.11.3 Fact (3)
[30]

TOTAL SECTION D: 30

SECTION E

QUESTION 5: CONCISE CORRESPONDENCE

BURSARIES WORTH R1 000 000 UP FOR GRABS
REACH YOUR POTENTIAL WITH AN OPPORTUNITY OF A LIFETIME. COLLEGE STUDENTS CAN WIN TWO YEARS STUDY BURSARY FROM RAINBOW NATION CLUB BY COMPLETING THE APPLICATION FORM BELOW:

Rain Nation Club
Together we shall manage

BURSARY APPLICATION FORM

Course: Business Management N4 ✓

First name: Selby Mahlangu✓ Title Mr√(Do not accept Ms, Miss, Mrs) Initial: S. ✓
ID/ Passport: Any number✓ (numbers should be 13)
Nationality: South African. ✓
Race: Any race.✓
Next of kin: Mr B P Booysen.✓
Relationship: Uncle.✓

Particulars of parent/guardian
Surname: Booysen.✓Title: Mr Initial: B P✓
Postal Address: Any postal, private bag. If any mistake in address don't give a mark.✓
Cell No: Any telephone number but 10 digits.✓
Previous education qualification: Grade 12.✓
Name and address of the tertiary institution: Tshwane South College, Tek Base, LYTTELTON. ✓

(**Give TWO reasons)** why you should be offered this bursary?✓
Parents passed away. My guardian has been retrenched.✓✓ (Any reason for needing financial assistance)

Signature: (Do NOT accept if not Mahlangu)✓
Date: Any date.✓ (20 x ½) **[10]**

TOTAL SECTION E: 10
TOTAL: 100

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