higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N770**(E)**(N14)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

INTRODUCTORY COMMUNICATION N4

(5140314)

14 November 2016 (X-Paper)
09:00–12:00

This question paper consists of 8 pages, 2 addenda and a bursary application form of 1 page.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY COMMUNICATION N4
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. Write neatly and legibly.

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SECTION A

QUESTION 1: EFFECTIVE STUDY METHODS

The Communication Seminar Study Programme (ADDENDUM A attached) was issued at the seminar you attended. Skim-read the document and answer the questions.

1.1 In which building would you find room 9-41? (1)

1.2 Who will be the lecturer for the group M-R at 15:00 on Day 2? (1)

1.3 You wish to attend the lecture on examination techniques on Day 2.

1.3.1 Where would you go? (1)

1.3.2 What time does this lecture begin? (1)

1.4 On which day will the lecture on life skills by Ms M van Zyl take place? (1)

1.5 If you arrive at 15:15 at the Tvw room on Day 2, would you be on time for the lecture? Substantiate the answer. (1)

1.6 How long is the tea break? (1)

1.7 Your friend whose surname is Ntuli, would like to attend the lecture on motivation. Which venue should he go to? (1)

1.8 Name THREE methods that you would use to increase your short-term memory in order to remember the information tabled on the study programme. (3 x 1) (3)

1.9 Summarise the seminar study programme by means of clustering considering the below-mentioned headings:

TIME	BREAKS	NO.OF LECTURES	NO.OF LEARNING SKILLS

(4)
[15]

TOTAL SECTION A: 15

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SECTION B

QUESTION 2: LISTENING SKILLS.

2.1 List FIVE responsibilities of a listener. (5)

2.2 Study the cartoon below and answer the questions.



2.2.1 Who is the receiver of the message in the cartoon? (1)

2.2.2 Indicate whether the conversation in the cartoon is formal or informal. (1)

2.2.3 What is the message conveyed in the cartoon? (1)

2.2.4 State ONE advantage of a 'face-to-face' conversation as it is seen in the above mentioned cartoon. (2)

2.2.5 Is the feedback received verbal or non-verbal? Motivate your answer. (2)

2.2.6 Give another word for *feedback* in communication. (1)

2.2.7 Explain why the word 'YOU' in frame 2 is in bold. (2)
[15]

TOTAL SECTION B: 15

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SECTION C

QUESTION 3: REMEDIAL ENGLISH

3.1 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (3.1.1–3.1.18) in the ANSWER BOOK.

He is like a doctor on 24-hour call, from a tiny (3.1.1 shack/schak) in (3.1.2 a/an) informal township. Raymond Mudau dispenses medicines and (3.1.3 advise/advice) to those (3.1.4 in/with) need. Often he does not get any sleep at all because (3.1.5 people/persons) come to (3.1.6 him/her) (3.1.7 at/on) all times of the day or night, whenever (3.1.8 there/their) is a (3.1.9 course/coarse) or (3.1.10 work-shop/workshop). 'I attend because it will equip me to help my people', he said. This clinic (3.1.11 fulfils/fulfills) the (3.1.12 intermediary/intermediate) role of helping to (3.1.13 save/safe) (3.1.14 lifes/lives) before patients are being sent (3.1.15 off/of) to hospital. Last week they also (3.1.16 receive/received) 400 pamphlets on AIDS to (3.1.17 teach/learn) the teenagers (3.1.18 about/of) the dangers of sexual relationship. (18 x 1) (18)

3.2 Fill in the missing punctuation marks and underline after correcting them.

3.2.1 The Lietenant yelled attention.

3.2.2 There are many bosses in the firm but Hilary is head bosss wife.

3.2.3 Mr Thompson said, 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 Write down your own words using the following suffixes:

3.3.1 ssion.

3.3.2 tude.

3.3.3 less

3.3.4 ward/s

3.3.5 y.

3.3.6 en. (6 x 1) (6)

[30]

TOTAL SECTION C: 30

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SECTION D

QUESTION 4: READING COMPREHENSION

Read the following passage and answer the questions:

PREVENT IDENTITY THEFT

1. Identity theft is a crime that many of us don't worry about, but it can have devastating effects on your life if you fall victim. Identity theft is a form of fraud which someone pretends to be someone else by assuming that person's identity. Fraud is defined as the unlawful and intentional making of a misrepresentation which caused actual prejudice. The purpose of identity theft is predominantly to access resources or to obtain credit or other benefits in the victim's name. It may also be used to marry a person without their knowledge in order to help bank cards or public records by the use of people fraudulently gain permanent residency or facilitate or fund other crimes such as terrorism and espionage.

2. Identities may be stolen in a number of ways. The traditional methods of stealing personal information have been expanded to incorporate theft over the internet. Thieves stole personal information obtained from your rubbish, computer, bank cards or public records by the use of spyware or by hacking into computers. They may also exploit insider access of the organisations. Computer techniques such as phishing and pharming are techniques used to acquire sensitive information such as usernames and passwords in an electronic communication whereas pharming is an advanced form of phishing. It involves setting up a fraudulent website that contains copies of pages from a legitimate website in order to capture confidential information from users.

3. ID is one of the main weapons that criminals use in identity theft. This means that you must always keep your ID in safe place. However, it's not just your document that you should keep safe, you should always be wary of giving away your personal information such as your ID number, address and banking details 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 or else your personal information could fall into the wrong hands. Be very cautious of giving any form of personal information over the telephone, post or internet, unless you are very certain of its security. Protect yourself by protecting your identity document, driver's license and personal information. Always destroy expired identity documentation items when they have been replaced, such as old driver's license and passports. Sign your new credit card or ATM card as soon as you receive it, this means that business can check your signature against your card as proof that it is yours. Never write your pin number on your bank card. If someone is able to use your bank card with the PIN number, the bank will make you responsible for that loss. Resist using predictable passwords or PIN numbers, such as your date of birth or surname. Try not to carry too much personal information in your handbag as this can be easily stolen.

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4. A good thing to look out for when using internet is as follows: if you've been asked to provide information, know that a site starting with http' means that information exchanged between you and the website is encrypted and cannot be hijacked by someone who might want to electronically eavesdrop, while the site starting with http' means that the website is talking to your browser using the regular and unsecure language.

5. Even if you are careful, you might still lose your ID to theft. The first thing you should do when your ID is stolen, is going to your nearest police station and report theft and the police will give you a case number. Every person who has their ID lost or stolen should register the matter at www.safps.org.za which is the South African Fraud Prevention Service website. They will then circulate your details to all major banks and retailers so that no one else will be able to use the lost or stolen ID. Approach the South African Fraud Prevention services if you think that you have been the victim of identity theft and ask them to register your complaint. You can only be able to start the step-by-step process of alerting the different organisations that may have been presented with your fraudulent identity about what has happened only if you have reported the matter with the police.

6. You can also check your credit profile to see if your identity has been misused, which you can do by contacting the Experian Credit Bureau or ITC. You are allowed one free viewing of your credit profile each year. Prevent ID fraud. Remember to report any fraudulent activity on your bank accounts or other types of fraud to the police as so as you realise that it has happened. Your case number will be very important for trying to sort out any problems that could result from the fraud later on, such as with businesses or insurers.

[Adapted: from *Move magazine,* 1 May 2015]

4.1 Who is the source of this article? (1)

4.2 What do you understand by identity theft? (2)

4.3 What is the main reason for identity theft? (2)

4.4 Define TWO techniques used by the identity thieves as appeared in the passage. (2 x 2) (4)

4.5 Find the synonyms for the following words from the passage:

4.5.1 Data

4.5.2 Infiltrate

4.5.3 Cautious (3)

4.6 Indicate the FOUR steps to be taken if you lose your ID. (4)

4.7 Who should be contacted if you suspect that your personal information has been stolen? (1)

4.8 List FIVE ways to prevent identity fraud. (5)

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4.9 How many times per annum will you be allowed freely to check your credit profile? (1)

4.10 Explain the difference between the *https* and *http* web site? (4)

4.11 Indicate whether the following statements are FACT or OPINION. Choose the answer and write only 'fact' or 'opinion' next to the question number (4.11.1–4.11.3) in the ANSWER BOOK.

4.11.1 In South Africa, identity theft is prosecuted in terms of common law.

4.11.2 The police think that an ID book is a weapon used in identity theft.

4.11.3 Research has indicated that identity theft is the most growing crime in South Africa. (3)

[30]

TOTAL SECTION D: 30

SECTION E

QUESTION 5: CONCISE CORRESPONDENCE

Complete the APPLICATION FORM on the attached ANSWER SHEET.

You are Mr Selby Mahlangu, a needy student whose guardian/next of kin, Mr BP Booysen normally helps to finance your education but has just been retrenched from his work. You have seen the attached form in a magazine and decided to apply for the bursary, as you need financial aid to pay for your Business Management N4 course at Tshwane South College, Tek Base, LYTTELTON next semester.

[10]

TOTAL SECTION E: 10
GRAND TOTAL: 100

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ADDENDUM A

COMMUNICATION SEMINAR STUDY PROGRAMME.

** Please note that students are divided into tutorials groups alphabetically according to their surnames.

TVW refers to Theo Van Wyk building

Monday: 05 JULY 2016 DAY 1

TIME	VENUE	LECTURERS	LESSON-TOPICS
09:00-10:00	Senate hall (ALL)	Ms M van Zyl	Life skills
10:00-11-:00	9-40 Tvw (A-F) 9-41 Tvw (G-L) 9-42 Tvw (M-R) 9-43 Tvw (S-Z)	MS E Sebota Mr D Byrne Ms T Themba Mr D Levey	Motivation Goal-setting Time-management Effective self-study

11:00-11:30 **TEA BREAK**

11:30- 12:00	OLD Mutual hall (ALL)	Ms M Hees	Reading skills
12:00- 13:00	9-40 Tvw (A-F) 9-41 Tvw (G-L) 9-42 Tvw (M-R) 9-43 Tvw (S-Z)	Mr D Byrne Ms T Themba Mr D Levey Ms E Sebota	Goal-setting Time-management Effective Self-study Motivation

13:00- 14:00 **LUNCH**

14:00- 15:00	Senate hall (ALL)	Dr F Dowling	Writing skills
15:- 16:00	9-40 Tvw (A-F) 9-41 Tvw (G-L) 9-42 Tvw (M-R) 9-43 Tvw (S-Z)	Ms T Themba Mr D Levey Ms E Sebota Mr D Byrne	Time-management Effective self-study Motivation Goal-setting

TUESDAY: 06 JULY 2016 DAY 2

TIME	VENUE	LECTURERS	LESSON-TOPICS
09:00- 10:00	OLD Mutual hall (ALL)	Ms T S Hlokwa	Listening skills
10:00- 11:00	9-40 Tvw (A-F) 9-41 Tvw (G-L) 9-42 Tvw (M-R) 9-43 Tvw (S-Z)	Mrs M Hees Mr T S Mabuza Mrs C Pienaar Ms P K Young	Effective self-study Motivation Goal-setting Time-management

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ADDENDUM A (Continued)

11:00- 11:30 **TEA BREAK**

11:30-12:00	Senate hall (ALL)	Dr M J Maboke	Basic business corres
12:00- 13:00	9-40 Tvw (A-F) 9-41 Tvw (G-L) 9-42 Tvw (M-R) 9-43 Tvw (S-Z)	Mrs M Hees Mr T S Mabuza Mrs C Pienaar Ms P K Young	Effective study method Note-taking Effective study method Note-taking

13:00- 14:00 **LUNCH**

14:00- 15:00	Old Mutual hall (ALL)	Mr D Levey	Examination Techniques
15:00- 16: 00	9-40 Tvw (A-F) 9-41 Tvw (G-L) 9-42 Tvw (M-R) 9-43 Tvw (S-Z)	Mrs M Hees Mr T S Mabuza Mrs C Pienaar Ms P K Young	Note-taking Effective study method Note-taking Effective study method

QUESTION 5

ADDENDUM B

BURSARY APPLICATION FORM
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

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ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

BURSARY APPLICATION FORM

Course:_____

First name: _____Title: _____Initials: _____

ID/Passport: _____

Nationality: _____

Race: _____

Next of kin: _____

Relationship: _____

Particulars of parent/Guardian

Surname: _____ Title: _____ Initial: _____

Postal Address: _____

_____ Postal code _____

Tel: code _____ Number _____

Cell No: _____

Previous education qualification: _____

Name and address of the tertiary institution _____

Tel number: _____

(**Give TWO reasons)** why you should be offered this bursary?

_____

_____

_____

_____

Signature: _____

Date: _____

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