higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N770**(E)**(J1)H

NATIONAL CERTIFICATE

INTRODUCTORY COMMUNICATION N4

(5140314)

1 June 2018 (X-Paper)
09:00–11:00

OPEN-BOOK EXAMINATION

TWO dictionaries and TWO additional reference works may be used.

This question paper consists of 9 pages and 1 addendum.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY COMMUNICATION N4
TIME: 2 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 (EFFECTIVE STUDY METHODS)

QUESTION 1

Read the following passage and answer the questions.

REDUCE YOUR BANK CHARGES

It is safe, convenient and makes good sense to have a bank account. However, for it to work effectively, consumers have to keep an eye on what their bank is charging them to operate the account. Every time you do a transaction, whether it is to withdraw money, make a deposit, check your balance or transfer, you are probably going to pay for it. Yet many of us do not even know what our bank is charging us and get a nasty surprise when we take a closer look. Here are tips from experts on how to lower your bank charges.

Experts agree that you should keep the minimum balance required in your account to save you from paying overdraft fees, and it is better to do cell phone or online banking than debit orders. Cell phone banking and online banking is cheaper, faster and more convenient. Always make sure that there is enough money in your account for debit orders and other payments.

They further advise that you must use your own bank's ATM to withdraw cash as you pay more for using the ATMs of other banks. You should only draw the amount that you want at ATMs (for example, key in your own amount if you want R250 instead of the more expensive set options that will cost you more). Drawing money from supermarket tills will not lower your dignity, but will rather show how smart you are as you avoid charges. Lastly, you should deposit money at the ATM, not over the counter and you should limit yourself to two internet banking sessions per month.

[Adapted from Drum Magazine, April 2017]

1.1 Where was the article sourced? (1)

1.2 Define the term *motivation*. (2)

1.3 List FOUR factors from the passage that could motivate bank users to check their transactions. (4)

1.4 What intrinsic motivations would encourage the bank users to withdraw cash from supermarkets tills? (2)

1.5 If you use your own bank's ATM, what type of goal would be achieved by the bank user? Substantiate the answer. (2)

1.6 Explain the importance of intrinsic and extrinsic motivation. (4)

[15]

TOTAL SECTION A: 15

SECTION B (LISTENING SKILLS)

QUESTION 2

2.1 Effective listening during communication has a number of advantages for you as a student.

Name the FOUR advantages of effective listening which are important when communication is in progress. (4)

2.2 Distinguish between *listening* and *hearing*. (2)

2.3 Answer the following questions based on the cartoon of traffic offices:



FRAME 1 **FRAME 2** **FRAME 3** **FRAME 4**

[Adapted from:www.littlebluebeetle.co.za]

The cartoonist drew the person in Frame 2 wearing an open jacket. To what warning does the cartoonist want to draw the person's attention in the traffic offices? (1)

2.4 Why is the client's answer humorous in Frame 4? (2)

2.5 Is the person in Frame 2 a traffic officer? Motivate your answer. (2)

2.6 Rewrite the words 'YOU WANNA BUY A LICENSE?' and 'WHAT YOU GOT?' in correct English. (2)

2.7 What code is being used throughout the cartoon? (1)

2.8 What are the emotions/feelings of the licence seller in Frame 4? (1)

[15]

TOTAL SECTION B: 15

SECTION C (REMEDIAL ENGLISH)

QUESTION 3

3.1 Correct the word(s) given in brackets. Write only the word(s) next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

THE CARRYING CASH SAFELY GUIDE

It is the 3.1.1 (lunch) at the same time that SABRIC is embarking on a 3.1.2 (weak) long campaign 3.1.3 (too) raise the awareness of individual and business clients of the 3.1.4 (bunks) on cash robberies. SABRIC Chief Executive, Ms Kalyani Pillay, explains 3.1.5 (racing) the awareness of bank clients on measures that they need to put in place to carry cash safely can play a crucial role in reducing or preventing such robberies. Simple measures such as making electronic transfers into 3.1.6 (benefit) accounts instead of drawing large 3.1.7 (some) of cash can completely eliminate the risks associated with carrying of cash for both individuals and small business persons.'

The South African Police Service (SAPS) have recently been reporting incidents of robberies perpetrated against people carrying cash to and from the banks. According to those reports, the perpetrators that operate in a syndicated manner identify their victims long before the attack.

Pillay continues, 'Although cash robberies of this nature do not directly affect the banks, the industry 3.1.8 (seas) the importance of empowering the public with knowledge that will ensure their financial health, especially given the opportunity nature of this crime trend. That the cash robberies are contact crimes are a further cause of concern'.

The trends analysis of reported cases that 3.1.9 (has been) forwarded to SABRIC illustrate that perpetrators of these cash robberies targets the public indiscriminately. SABRIC Head of Violent Crime Office, Kevin Twiname, adds 'what can be established is that everybody that carries cash is a potential victim of robbers, from individuals carrying cash for their personal use to small businesses that make regular deposits or draw cash to pay employees. We call on bank clients to limit crime opportunities when they have no option but 3.1.10 (to physical) carry cash to bank branches or withdraw cash. Sticking for a routine of depositing cash at a particular time and day of the week at the same bank branch, or carrying money bags and briefcases increases the risk of being robbed'.

The guide launched by SABRIC provides a number of general steps that individuals and businesses can follow to help minimise the chances of being a victim of cash robberies. Included in the guide is information that will be very valuable to informal savings schemes that are traditionally cash based such as township stokvels, burial societies and small business operators who are potential victims of cash robberies.

[Adapted from www.wikihow.com]

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

3.2.1 The students question papers were marked

3.2.2 When do the exams start

3.2.3 We wont be able to attend your party

3.2.4 Theres a message on your desk

3.2.5 The childrens toys and the actresses costumes were destroyed in the fire

(5 × 2) (10)

3.3 Use the following prefixes below to form a new word:

3.3.1 Un-

3.3.2 Pre-

3.3.3 In

3.3.4 Inter

3.3.5 De

(5 × 2) (10)
[30]

TOTAL SECTION C: 30

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SECTION D (INTERNAL MEMORANDUM)

QUESTION 4: CONCISE COMMUNICATION

Students at Gole TVET College, on your campus, are on strike and have not attended normal classes for about three days. You have to inform the lecturing staff and bursary officers about the students' concerns and that your office also received numerous calls from parents, requesting how the bursaries were given to students and if they should buy books for the next term.

Send an internal memorandum to all staff, informing them about the students' strikes on campus due to college fees which had risen.

Use the attached ADDENDUM A to complete the memorandum. Include all the relevant information.

Write your EXAMINATION NUMBER in the space given.

DETACH ADDENDUM A (attached) and insert it in the ANSWER BOOK.

CONTENT	GRAMMAR/LANGUAGE	TOTAL
10	**5**	**15**

[15]

TOTAL SECTION D: 15

SECTION E (READING AND COMPREHENSION)

QUESTION 5

ABONGILE NYOKANA – AGAINST ALL ODDS

Abongile Nkonyana has fond memories of her childhood in Mount Frere, Eastern Cape, where she was born on the 10th of June 1992. As a little girl, Abongile had a passion for Maths, Science and Drawing, and this eventually led to a career in engineering. The daughter of Lubabalo and Nontobeko Nyakana, Abongile, worked very hard from a young age to ensure that her parents' sacrifices were not in vain.

In primary school, she received a dux award (given to the highest achieving student) in Grade 7. She attended Raisethrope Secondary, a public school and in matric, received a scholarship from SANRAL to pay her Grade 12 fees. That year, she was nominated by her school to be a delegate in the people-to-people international leadership summit in New York. 'It was a once-in-a-lifetime opportunity, a chance to interact with my peers at a global level,' Abongile reminisces.

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The trip to the US was an eye-opener, which is when Abongile fell in love with Civil Engineering. She was amazed by the city's spectacular infrastructure, roads and buildings. She says the contrast between the infrastructures of the US and South Africa made her want to be a part of moving from being a developing country to being a developed country. At the end of that year, she matriculated with eight distinctions.

Abongile is currently a trainee project manager at SANRAL and says that the roads agency played an important part in her career and school life .She obtained top marks and was awarded a bursary by SANRAL to study Civil Engineering after completing her matric. She graduated cum laude with a Bachelor of Science in Civil Engineering from the University of KwaZulu-Natal (UKZN) and in 2015, she enrolled in the part-time Masters of Science in Engineering programme at WITS University and aims to register as a professional engineer in the next four years.

She was awarded the Frene Ginwala Scholarship, which is given to the top 10 black female UKZN entrants. In 2012, she received an invitation to join Atlanta, Georgia-based non-profit Golden Key International Honour Society. In her final year, she received the South African Institute of Steel Construction prize for her design project and the Wison & Pass prize for her dissertation. She was not only a good academic; she was a tutor to second-year students and loved helping them with their subjects. She hopes to be a lecturer one day and shape the future through leaders and budding engineers. She cannot wait to register as a professional engineer after she has completed her postgraduate studies and ECSA training.

She enjoys the work she is doing at SANRAL and wants to give the organisation her best. Abongile says she learnt a lot in her time at SANRAL. 'I have learnt about more than being an engineer. I have learnt to be a responsible person all round,' says Abongile. She is aware how important the work is that she is doing.

'Civil engineers build infrastructure that is vital for the country. They build the roads that connect people and places,' she says. In the long run, however, she sees herself playing a role in training young engineers. 'I want to be a lecturer and shape young minds the way that my lecturers shaped mine. I want to teach them to be good engineers,' says Abongile.

[Adapted from www.sanral.co.za]

5.1 What is the purpose of this passage? (2)

5.2 If you would like to visit their website, which address would you use? (2)

5.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'True' or 'False' next to the question number (5.3.1–5.3.2) in the ANSWER BOOK. Justify your response.

5.3.1 Abongile never went to school.

5.3.2 She was passionate about nursing.

(2 × 2) (4)

5.4 Write the words of the following acronyms from the passage

5.4.1 SANRAL

5.4.2 UKZN

(2 × 1) (2)

5.5 In which South African province was Abongile Nyokana born 25 years ago? (2)

5.6 Explain what the writer means when he says: 'It was a once-in-a-lifetime opportunity' (2)

5.7 What is the intention of Abongile Nyokana to study civil engineering? (2)

5.8 Indicate whether the following statements are based on FACT or OPINION. Choose the answer and write only 'Fact' or 'Opinion' next to the question number (5.8.1–5.8.2) in the ANSWER BOOK.

5.8.1 As an engineer, one can create more jobs than being a doctor

5.8.2 For one to become an engineer you need to be passionate about maths, science and drawings.

(2 × 2) (4)

5.9 Briefly describe the difference between the term *bursary* and *loan*. (2)

5.10 Supply the synonym for the word 'sees'. (1)

5.11 What are the things Abongile learnt in her time working at SANRAL? (2)

[25]

TOTAL SECTION E: 25
GRAND TOTAL: 100

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SECTION D (INTERNAL MEMORANDUM)

QUESTION 4

ADDENDUM A **EXAMINATION NUMBER**

GOLE TVET COLLEGE

INTERNAL MEMORANDUM

To: ..... **Date:** .....

From: ..... **Tel:** .....

Subject : .....

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