higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY COMMUNICATION N4

12 NOVEMBER 2018

This marking guideline consists of 6 pages.

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SECTION A: EFFECTIVE STUDY METHODS

QUESTION 1

1.1 City Press Business (1)

1.2
- Sharp increase in basic commodities
- Inflation could be moved up to an average of 6,5%
- Retail prices went up
- Devaluation of the rand against major currencies (4)

1.3 Physical needs/payment/salary increase (Any 2 × 1) (2)

1.4 It is a long-term goal because they would be able to meet their basic needs/afford a basic lifestyle as they would be getting a market-related salary. (Any relevant answer) (2)

1.5 Medium-term goal (1)

1.6 1.6.1 Partying and watching TV (2)

1.6.2 She should plan her time and draw up a study timetable and also make time to take a break and be refreshed by watching TV. (2)

1.6.3 She could diaries all her classes and allocate time for study. She could also indicate time for other activities. (1)
[15]

TOTAL SECTION A: 15

SECTION B: LISTENING SKILLS

QUESTION 2

2.1 Communication can be defined as a two-way process✓ whereby information (message)✓ is sent by one person (a sender)✓ through a channel to another person (the receiver)✓ who in turn reacts by providing feedback.✓ (4)

2.2
- To provide and obtain information
- To establish sound interpersonal relations with colleagues and clients
- To ensure effective teamwork
- To prevent and handle conflict situations (Any 2 × 1) (2)

2.3 2.3.1 She is pointing her finger at Jeremy/her son.
OR
Her mouth is wide open so she is talking very loudly or shouting.
OR
Her eyes are opened wide.
OR
She is leaning forward.
OR
The use of an exclamation mark indicates/shows that she is shouting. (Any 2 × 1) (2)

2.3.2 A (1)

2.4
- The mother is shocked/ surprised to hear that her son/Jeremy has secrets.
- Jeremy is silent because he realises his mistake. (2)

2.5 2.5.1
- His head is hanging.
- His shoulders are hunched.
- He is holding his hand over his eyes. (Any 2 × 1) (2)

2.5.2
- No. Jeremy should be honest. His mother is concerned and only wants the best for him.

OR

- Yes. He is old enough to look after himself and should face the consequences of his actions.

(Any other relevant answer) (Any 1 × 2) (2)

[15]

TOTAL SECTION B: 15

SECTION C: REMEDIAL ENGLISH

QUESTION 3

3.1
3.1.1 Pen
3.1.2 People
3.1.3 Bad
3.1.4 Practice
3.1.5 Was
3.1.6 On
3.1.7 Child's
3.1.8 Many
3.1.9 Diaries
3.1.10 Have been
3.1.11 Romantic
3.1.12 Tragic
3.1.13 An
3.1.14 Paper
3.1.15 Are

(15 × 1) (15)

3.2
3.2.1 Mary's father loves to watch sports programmes on television.

3.2.2 When do the exams start?

3.2.3 Mr Thompson said, 'There will be no homework over this weekend'.

3.2.4 Mpho went shopping for eggs, milk, tea and apples.

3.2.5 Mudinda, who by the way is now single again, has moved back her parents.

(5 × 1) (5)

3.3
3.3.1 Confusion
3.3.2 Dictionary
3.3.3 Realise
3.3.4 Washable
3.3.5 Ability

(Any meaningful word using the indicated suffixes) (Any 5 × 1) (5)

3.4
3.4.1 Already
3.4.2 Meet
3.4.3 Break
3.4.4 Council
3.4.5 See

(Any words with same spelling or pronunciation but with different meanings) (5 × 1) (5)

[30]

TOTAL SECTION C: 30

SECTION D: CONCISE COMMUNICATION

QUESTION 4: FORMAL THIRD-PERSON INVITATION

MARK ALLOCATION

Content	Grammar/Language/Style	Layout	Total
3	3	4	10

Language: Must be written in the past tense

TECHNO MOBILE COMMUNICATIONS✓

TELEPHONE MESSAGE

TO: Mr Lambani DATE :Any date written in full

FROM: Mr Mphephu TIME: 12:00

COMPANY: Mutale College for TVET in Thohoyandou Tel : 0159 542 870 (Any number with 10 digits)

Will call back	
Please return call	X
Urgent	

MESSAGE

While you were in the meeting Mr Mphephu called✓ and said that he would like to talk to you about his faulty Omaleat smartphone✓ which he bought recently.

He wants you to return the call✓ and clarify his queries regarding the smartphone. Please call him before 17:00.✓

MESSAGE TAKEN BY: Student's name

[10]

TOTAL SECTION D: 10

SECTION E: COMPREHENSION TEST

QUESTION 5

5.1 Daily Sun (1)

5.2 The purpose of this passage is to educate/encourage/motivate. (2)

5.3 B (1)

5.4 5.4.1 Fact (1)
This was calculated by the relevant people in city councils over years. (2)

5.4.2 Fact. (1)
- A doctor may only create a handful of jobs (e.g. receptionist, cleaner) whereas an engineer can start a company that may employ thousands of people.
- A doctor may only hire one or two staff members and nurses whereas an engineer can hire more employees. (Any 1 × 2) (2)

5.5 MIT stands for Massachusetts Institute of Technology (1)

5.6 It is for saving resources, e.g. electricity, water, time, etc. (2)

5.7 Mapungubwe (1)

5.8 Mechanical engineering (1)

5.9 Being an engineer and inventor of note is to be:
- An outstanding engineer and inventor
- An engineer and inventor which is one of a kind
- An engineer and inventor in a class of his own (2)

5.10 Example: Hairpiece because it is a popular product and the market is big.
(Open-ended question, any relevant response) (3)

5.11 '… is now used globally' (2)

5.12 Ten (1)

5.13 They are active/willing to learn/they have fresh minds/they can work for him for many years. (2)

5.14 5.14.1 To study for a degree in mechanical engineering (2)

5.14.2
- The product does not harm/destroy/damage the environment.
OR
- The product does not emit hazardous fumes into the atmosphere. (Any 1 × 2) (2)

5.15 D (1)
[30]

TOTAL SECTION E: 30
GRAND TOTAL: 100

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