higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

INTRODUCTORY COMMUNICATION N4

(First Paper)

(5140314)

12 November 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 10 pages.

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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.

TRICKY WAGE NEGOTIATIONS ON CARDS

Food Corp employers and employees are bracing themselves for a tough wage negotiation this year, following the announcement of a sharp increase in the price of basic commodities. Analysts this week told City Press Business that wage increase demands could escalate, considering the fact that inflation could be pushed up to an average of 6,5%. Retail prices for petrol, diesel, paraffin, maize meal, wheat, eggs, milk, bread and other basic commodities went up this month as a result of the devaluation of the Rand against major currencies.

(Adapted from City Press Business, April 2017)

1.1 Where was the article sourced? (1)

1.2 State FOUR factors from the passage that could motivate employees to demand a wage increase. (4)

1.3 Which TWO intrinsic motivations would encourage employees to demand a wage increase? (2)

1.4 If employers agree to meet their employees' demands for a wage increase, what type of goal would be achieved by the employees? Substantiate the answer. (2)

1.5 State whether the following statement is a short-term, long-term or medium-term goal:

'I started saving because next year could be a difficult year financially.' (1)

1.6 Read the passage and answer the questions.

Mudinda has to write an assessment task for next week Monday. She attended her friend's birthday party and partied until late in the night. She overslept the next morning and woke up with a headache. She missed lectures, also the one where the lecturer gave tips for the coming assessment. She studies in front of the TV because she does not want to miss the soapies

(Adapted from City Press Business, June 2017)

1.6.1 Name the TWO timewasters mentioned in the passage. (2)

1.6.2 Make your own recommendation on how she could use her time more effectively. (2)

1.6.3 How can she use her diary to assist her in managing her time? (1)

[15]

TOTAL SECTION A: 15

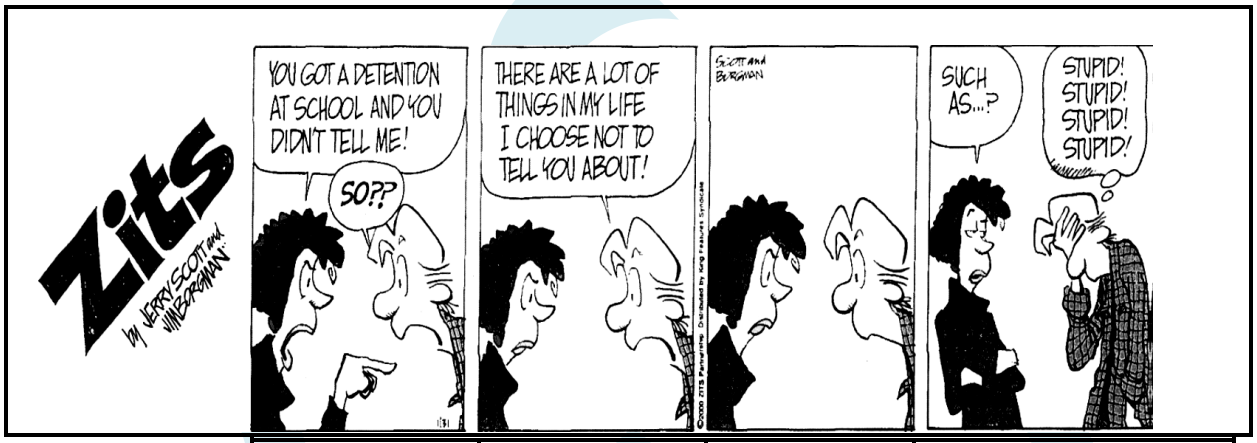
SECTION B: LISTENING SKILLS

QUESTION 2

2.1 Define the term *communication.* (4)

2.2 Explain the importance of successful communication in the workplace. (2)

2.3 Study the cartoon and answer the questions. Note: The boy is Jeremy and the woman is his mother.



FRAME 1	FRAME 2	FRAME 3	FRAME 4

[Source: *www.educationalexperimentalist.com*]

2.3.1 Refer to frame 1 and state TWO ways in which the cartoonist shows that the mother is angry. (2)

2.3.2 Choose the correct answer to complete the following sentence. Write only the letter (A–D) next to the question number (2.3.2) in the ANSWER BOOK.

Refer to frames 1 and 2. Jeremy's tone of voice is ...

A rebellious.
B happy.
C sarcastic.
D surprised. (1)

2.4 Why are both characters silent in frame 3? (2)

2.5 Refer to frame 4.

2.5.1 How does Jeremy's body language convey his thoughts?

2.5.2 Do you think it is right for Jeremy to keep secrets from his mother? Discuss your view.

(2 × 2) (4)
[15]

TOTAL SECTION B: 15

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SECTION C: REMEDIAL ENGLISH

QUESTION 3

3.1 Choose the correct option from those given in brackets. Write only the option next to the question number (3.1.1–3.1.15) in the ANSWER BOOK.

SINCERELY YOURS

Handwriting is a simple and beautiful way of connecting with others, but it may be a dying art.

The loss of handwriting in our high-tech world is saddening. The fact that the keyboard replaced the 3.1.1 (pen/pan) and paper is a great help for the 3.1.2 (people/pupils) of all ages with a 3.1.3 (bad/bed) handwriting. School children increasingly do assignments on the computer and struggle to write, as they are getting less 3.1.4 (practice/practise) to write.

The older generation learnt to write by dipping a pen in ink and then carefully forming beautiful letters. After that came the fountain pen and then the ballpoint pen. Every generation was convinced that the next invention 3.1.5 (was/were) an improvement 3.1.6 (for/on) the previous one. Handwriting dominated a schoolgoing 3.1.7 (child's/children's) life from the first moment he/she started to form letters.

3.1.8 (Many/much) older people still have 3.1.9 (dairies/diaries) to write down the important aspects of their lives, but written records 3.1.10 (have been/has been) replaced in many situations. Handwritten letters are almost as rare as square apples. Today's lovers cannot even imagine getting a 3.1.11 (romantic/romance) love letter. Few of us write letters, even to our nearest and dearest. We communicate by e-mail, fax, SMS and phone. All these methods are faster, but it is 3.1.12 (tragic/tragedy) that the communication is lost after the message has been delivered. Just by pressing the 'delete' button, 3.1.13 (a/an) entire history of communication can be destroyed.

Should children still be taught to write with pen and 3.1.14 (paper/pepper)? Should it be kept alive when laptops and mobiles are faster and more accurate? Handwritten cards, letters and notes from dear family members and friends who have passed away 3.1.15 (is/are) precious possessions. People should write thank-you notes to friends and family and send postcards instead of e-mails and SMS messages when they travel and keep handwritten journals of their memories.

Steven Miller, the archivist at an art gallery said, 'Saving material in digital format only is risky and unstable. We do not know how long it will survive.'

[Adapted from *READER'S DIGEST*, March 2010]

(15 × 1) (15)

3.2 Rewrite the following sentences using the correct punctuation marks. Underline any changes you made.

3.2.1 Marys 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 the following eggs milk tea and apples

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

(5 × 1) (5)

3.3 Form a new word by adding each of the following suffixes:

3.3.1 -ion

3.3.2 -ary

3.3.3 -ise

3.3.4 -able

3.3.5 -ity

(5 × 1) (5)

3.4 Write the homonym of each of the following words:

3.4.1 All ready

3.4.2 Meat

3.4.3 Brake

3.4.4 Counsel

3.4.5 Sea

(5 × 1) (5)
[30]

TOTAL SECTION C: 30

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SECTION D: CONCISE COMMUNICATION

QUESTION 4: FORMAL THIRD-PERSON INVITATION

You are the personal assistant to the marketing director of Techno Mobile Communications, Mr Lambani.

Read the following conversation between yourself, speaking to Mr Mphephu, the SSS Manager of Mutale college for the TVET college in Thohoyandou.

Write the message for the marketing director, who is not available. Design your own telephone message template.

Mr Mphephu: Good morning.
This is Mr Mphephu, SSS Manager at Mutale College for TVET College. May I kindly speak to Mr Lambani in connection with some of the features of the smartphone I bought from your company.

You: I am sorry, Mr Lambani is attending a meeting at the moment. May I take a message for him and I will ask him to call you back when he returns from the meeting?

Mr Mphephu: I want to talk about the faulty cellphone called Omaleat smartphone which I recently bought from your company. The phone does not allow me to download apps and its battery life span is very short. I have to keep it on the charger all the time.

You: I will inform him about your call Mr Mphephu. He will call you back regarding your complaint.

Mr Mphephu: Tell him to call before 17:00 as I will be in the office until that time. Thank you. Goodbye.

You: Goodbye.

MARK ALLOCATION

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

[10]

TOTAL SECTION D: 10

SECTION E: COMPREHENSION TEST

QUESTION 5

Read the text below and answer the questions.

INVENTION IS REMBULUWANI'S DOMAIN

1 Professor Mudinda Rembuluwani is an engineer and inventor of note. Growing up in the dusty streets of Mapungubwe, he dreamt of becoming a lawyer or doctor but changed his mind when he realised he could create more jobs as an engineer. His journey to success is proof that one's background does not define one's future. Rembuluwani has lived in the US for about 20 years studying and lecturing at some of the world's top universities where he invented among others, cenocell, a patented concrete material that is manufactured without the addition of cement. It is now used globally.

2 He founded his manufacturing plant in Johannesburg in 2015, where he employed 10 youths as boilermakers. His job includes the manufacturing of machines and testing them on site before they are distributed to customers. At his Johannesburg plant, Rembuluwani has also invented a builders' paint that has since been certified. The paint is currently being manufactured in Cape Town and distributed nationally.

3 Rembuluwani also designed and manufactured Ecocast brickmaking machines that save water, energy, electricity and use less cement. The machine was recently made available on the market. Another innovation that he is proud of is a solar toilet system that uses less water and uses environmentally-friendly technology.

4 'A single household uses about 32 000 litres of water a year but with this innovation, only 600 litres of water are used. The invention is like a small waste plant. The waste is consumed by a bacterium that is put in the water. The toilets are powered by solar panels for flushing and recycling the waste', he said.

5 In 1988 Anglo American awarded him a scholarship to read for a degree in mechanical engineering at the University of Cape Town after matriculating at Mbilwi Secondary School. He grabbed the opportunity with both hands.

6 He was also awarded a scholarship to study for another degree in engineering at Brown University in Rhode Island, US, where he received his doctorate. Rembuluwani continued to enrol for advanced studies in engineering at Massachusetts Institute of Technology (MIT), also in the US, where he also lectured engineering students for about six years. After lecturing at MIT, he lectured at Georgia Institute of Technology in Atlanta before returning to SA.

7 'I am captured by the challenges involved in discovering things that were not there before. Creating new things excites me. It is not easy for people to trust new innovations, but I have the support of many companies,' he said.

8 Rembuluwani believes industrialisation would take South Africa to greater heights. 'My dream is to see SA become one of the world's big five countries economically. That can only be achieved through industrialisation. We have a lot of natural resources,' he said.

[Source: Adapted from *Daily Sun,* May 20 2016]

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5.1 From where was the passage sourced? (1)

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

5.3 Choose the correct answer to complete the following sentence. Write only the letter (A–D) next to the question number (5.3) in the ANSWER BOOK.

Professor Rembuluwani studied and taught in the US for …

A up to a century.
B just over two decades.
C a lifetime.
D an uncountable number of years. (1)

5.4 State whether each of the following statements is a FACT or an OPINION. Justify your answer.

5.4.1 A single household uses about 32 000 litres of water a year.

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

(2 × 3) (6)

5.5 What does the acronym MIT stand for? (1)

5.6 What is the intention of this invention domain? (2)

5.7 Name the place where Professor Rembuluwani matriculated? (1)

5.8 Which field of engineering did Professor Rembuluwani study? (1)

5.9 Explain what the writer means when he refers to Professor Rembuluwani as 'an engineer and inventor of note.' (2)

5.10 If you were to invent a product, what product would you invent? Provide a reason for your answer? (3)

5.11 Quote FOUR consecutive words which indicate that cenocell, manufactured by Rembuluwani's company, is being utilised all over the world. (2)

5.12 How many employees did Rembuluwani employ at the start of his company? (1)

5.13 Why do you think he chose those employees? (2)

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5.14 Explain the meaning of the following phrases from the passage:

5.14.1 '… to read for a degree in mechanical engineering ...' (Paragraph 5)

5.14.2 '… uses environmentally-friendly …' (Paragraph 3)

(2 × 2) (4)

5.15 Which ONE of the following words describes what invention is most accurately?

A Change
B Create
C Renovate
D Design (1)

[30]

TOTAL SECTION E: 30
GRAND TOTAL: 100

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