higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4

10 APRIL 2018

This marking guideline consists of 11 pages.

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1. Examiners/Markers are reminded that communication is a necessary life skill for Engineering students.

2. Thus, it is important to mark language within the constructs of the paper.

3. The answers provided in this marking quideline are not exhaustive and examiners/markers are requested to use their discretion when marking.

4. Answers provided by students should also be assessed against the provided background and information in the paper.

5. Examiners/Markers are to award marks for creative writing in the concise questions.

SECTION A

QUESTION 1: BASIC COMMUNICATION PRINCIPLES

1.1 Labelling a person because of the group they belong to (2)

Accept alternative responses such as:
- People who share the same characteristics and are ridiculed or mocked
- A set of ideas that someone has about others

(If the student provided an example of stereotyping like 'Jewish people are selfish', award the mark only if it fits into the concept of stereotyping).

1.2 Nonverbal communication and a way of expressing or signalling something through body language. (2)

(If the student referred to an example such as waving, or using taxi hand signals, award the mark).

1.3 The twins have overcome a gender obstacle that exists in the mechanical world. (1)

Accept alternative responses such as:
- They have changed the way people see women.
- They have changed the way society views male dominated industries.

1.4 1.4.1 Persist, continue, endure, stay
1.4.2 Control, dominate, dictate, rule
1.4.3 Two, double, twin, pair
1.4.4 Problems, worries, trouble, suffering
1.4.5 Obvious, transparent, evident, apparent
(If the student has used any other words that still have the same meaning, award the marks. It must only be ONE word and not a description of the word.)

(5 x 1) (5)
[10]

QUESTION 2: BASIC COMMUNICATION: BARRIERS

2.1 F
2.2 E
2.3 A
2.4 G
2.5 J
2.6 H
2.7 C
2.8 B
2.9 I
2.10 D

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3: NOTE TAKING AND PRESENTATION OF INFORMATION: PRĖCIS

Information taken from the article can include:

- Employers confuse job challenges and job stressors.
- Job stressors can be a motivating factor, producing positive results.
- Under stress, employees resort to fight or flight responses.
- The hypothalamus sends a message to the adrenal glands, increasing blood pressure.
- Jos stress is a hurtful, physical and emotional response.
- It can be caused by demanding managers who expect too much without establishing clear goals.
- Workers have little decision-making power.
- Management is not always interested in staff ideas on improvements.
- Work roles such as excessive responsibility and a shortage of time.
- Employees can also stress about the future reorganisation of the company, downsizing and further consequences.
- Trying to balance work and life issues can add to stress.
- Some employees are subjected to gender and sexual harassment.
- Women are often made to look incompetent.
- Employees work in adverse conditions, which can cause health related issues.
- Stress in the work place is linked to death, heart disease, cancer, lung ailments, workplace accidents, cirrhosis and suicide. (Any TEN facts from the article)

		MARKS
Content	Award ONE mark for each correct point/fact.	10
Cohesion	Is the paragraph well-constructed? Minus marks if the student has left open spaces, numbered the sentences or used bullets.	4
Language	Proper spelling and joining words/conjunctions used. Facts can be combined into one sentence and student may use own words for sake of brevity. Minus marks for glaring language errors.	4
Words	The amount of words used in the paragraph are counted and indicated at the end of the paragraph. Students are allowed between 95 to 105 words; otherwise the mark is not awarded.	1
Heading	A new heading is written above the paragraph, it should be underlined or written in capital letters, otherwise the mark is not awarded.	1
		20

An example of what the précis should look like:

HOW STRESS INFLUENCES OUR PROFESSSIONAL LIVES

Employers often confuse job challenges and job stressors,✓ the latter can be a motivating factor✓ and even produce positive results.✓ Under stress, employees result to the fight or flight response,✓ where the hypothalamus sends messages to the adrenal glands resulting in increased blood pressure.✓ Work related stress leaves staff worrying about too many responsibilities,✓ such as downsiSing and lack of time.✓ Other stressors are gender issues✓ where women are made to look incompetent.✓ Working in extreme conditions, such as a noisy factory can add to the problems of stress✓ and even effect staff health which can bring on suicide, heart conditions and even death (Words used: 104) **[20]**

QUESTION 4: MEMORANDUM

METALOCK ENGINEERING*
MEMORANDUM

TO: All Factory Workers*
FROM: Ms Nthabiseng Maloi (Production manager)*
DATE: Any date in July* (Date should be written out in full, e.g.: 20th of July 20...)

SUBJECT: WORKSHOP ON EFFECTIVE MANAGING AND WORK RELATED STRESS* (U/C)

Kindly take note✓ (Any goodwill introduction) that a workshop on effective managing and work related stress will be offered to all factory staff.✓

The workshop will be held at Greenacres Conference Facilities✓ on 1 August 20... ✓
The time is scheduled for 10:00,✓ and a light brunch will be served✓ before the workshop commences. No late coming will be tolerated, ensure that you are at the venue✓ before 10:00.

Renowned motivational speaker Gina Mhlophe,✓ will present valuable information on teamwork, complacency and negativity.✓
This is sure to be an eventful day and your co-operation is valued.✓(Any goodwill ending)

Thank you.

N.Maloi (only a signature)*

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		MARKS
Content	Award one mark for each correct point	10
Language	Sentence construction, grammar and spelling Deduct marks from language if there are glaring mistakes	5
Format	All format points marked with (*) should be awarded a mark. Deduct marks for each format error.	5
		20

[20]

QUESTION 5: VISUAL AIDS IN PRESENTATIONS

5.1 5.1.1 18 percent (1)

5.1.2 62 percent (1)

5.1.3 61 percent (1)

5.1.4 Fires and explosions (1)

5.1.5 Violence in the workplace is a subjective and contentious topic workplace can be the following:

- Nonverbal: any physical act, such as punching or pushing a colleague.✓
- Verbal: Belittling of staff, constant sarcasm and threats.✓

(Allow for student's own response as long as it is relative to the workplace) (2)

5.1.6
- Staff should be informed of any new hazards relating to their work.
- Safety signs should always be visible in the workplace.
- Ensure that staffs have the correct safety gear.
- Every company should have a safety officer or committee.
- The company should ensure that all safety policies and regulations are adhered to.
- Staff should be properly trained in safety procedures

(Any relevant 3 × 1) (3)

5.1.7
- Negativity can result in poor performance and staff could end up worrying about their longevity at the company.
- Negativity could mean staff end up more depressed and do not perform well under stressful situations.
- Negativity could damage the outlook that a staff member has of the company and this could result in disciplinary hearings adding to more stress.
- A negative staff often does not add any valuable input, and adds stress to the company or the brand.
- Negativity often results in strike action and loss of employment, which adds stress to the immediate families, and the communities.

(Students have the latitude to be creative, and may even resort to using an example from the article in ADDENDUM A, this is acceptable–ensure that they write in full sentences and award the mark accordingly). (1)

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5.2
- Tables
- Graphs (line, pie and bar)
- Maps
- Illustrations
- Photographs
- Diagrams
- Signs (safety, directional, identification or informational) Plans (Any 5 × 1) (5)

5.3
- It arouses interest.
- It helps the reader understand the message quicker.
- It strengthens the message.
- It can save time trying to interpret.
- It simplifies numerical data.
- It emphasises and clarifies certain facts and relationships.
- It makes the descriptions eye-catching.
- It makes the presentation look more professional. (Any 5 × 1) (5)

5.4 Assertiveness:
Being confident and direct in stating your views and feelings, while remaining polite.✓ No threats and demands are used and the person is able to control their anger.✓
Aggression:
Ready to attack or to begin a fight, it involves expressing your own viewpoint by using threats and demands✓ and it is aimed at winning without considering another person's feelings.✓ (2 + 2) (4)

5.5 5.5.1 Aggressive
5.5.2 Aggressive
5.5.3 Aggressive
(3 × 2) (6)
[30]

QUESTION 6: NOTICE AND AGENDA

6.1 **METALOCK ENGINEERING**

Tel: 011 675 4420*
Fax: 011 675 4320*
Gauteng*

14 Maraisburg Road*
Industrial Area

GAUTENG*
2042*

20 August 20... * (Any date in August written out in full).

Dear Senior Management Staff*

NOTICE OF A MONTHLY MEETING* (U/C)

Please take note that there will be a monthly general meeting✓ on the ...✓
(Any date at the beginning of Sept). It will be held in the boardroom✓ at 8:30.

The minutes of the previous meeting are attached.

Yours sincerely*

N. Maloi *

NTHABISENG MALOI *(U/C)
PRODUCTION MANAGER *(U/C)

AGENDA*

1. Opening and Welcome
2. Attendance register
3. Apologies
4. Minutes of the previous meeting✓
5. Matters arising✓
   5.1 Workshop at Greenacres✓
6. New business✓
   6.1 Expansion of annual capacity of steel✓
   6.2 Improvement of housing facilities
7 General
8. Date of next meeting
9. Closure

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		MARKS
Content	Award one mark for each correct point.	10
Language	Sentence construction, grammar and spelling. Deduct marks from language if there are glaring mistakes.	4
Format	All format points marked with (*) should be awarded a mark. Deduct marks from format for *each* error.	6
		20

(20)

6.2 6.2.1 Verbatim
6.2.2 Quorum
6.2.3 Second
6.2.4 Adjourn
6.2.5 Constitution

(5 x 2) (10)
[30]

QUESTION 7: LETTER OF COMPLAINT

METALOCK ENGINEERING

Tel: 011 675 4420*
Fax: 011 675 4320*
Gauteng*

14 Maraisburg Road*
Industrial Area

GAUTENG*
2042*

30 September 20...* (Any date at the end of Sept. or beginning Oct. Date must be written out in full)

The Manager
Steelworx Inc.
Any address*
TOWN* (U/C)
Code*

Dear Sir/Madam

DAMAGED GOODS* (U/C)

Thank you for delivering our workshop equipment on 25 September✓✓ (Any date towards the end of September). Unfortunately, when checking the consignment we noticed some of the equipment was damaged.✓ Namely:

- Horizontal milling machine: The arbour which carries the milling cutters is loose and cannot be adjusted.✓✓
- The band-saw: The cutting blades on two of the band-saws keep slipping out.✓✓
- The bench grinder: The coarse wheel does not spin.✓✓

We placed the order for your high-quality, affordable equipment based on positive recommendations. However, this is a setback in our production of certain products and I am afraid this might impact negatively on our company as we will be unable to complete some of our work.✓✓

We would appreciate a prompt replacement of the damaged equipment✓ will which be returned to you within two days at your cost.✓ Please refer to our reference number TT/473✓

We thank you in advance for your co-operation, we assume that Steelworx would act in a fair and reasonable manner in order to protect the company's good name.✓

Yours faithfully

N. Maloi

NTHABISENG MALOI
PRODUCTION MANAGER

Content	MARKS
Introductory paragraph must begin with a goodwill sentence. The student must also mention the main problem with which Metalock Engineering is faced, and a date when the damaged goods were received.	3
The body of the letter must contain the following information:	
• Main problems with the equipment	6
• Negative effects that this has caused	2
• Expected response or action	1
• Reference number (this can also feature anywhere else in the letter)	1
The closing paragraph should ask for the problem to receive immediate attention, and end with a goodwill sentence. Student should not attack, threaten or disparage the company at fault.	2
	15
Language	
Deduct marks for language for spelling, poor grammar and punctuation errors. The letter needs to be written in a formal register with an objective tone.	10
Format	
Minus one mark for format for each incorrect point/heading	5
TOTAL:	30

[30]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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