higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T**3**70**(E)**(A9)T

NATIONAL CERTIFICATE

COMMUNICATION N4

(5140004)

9 April 2019 (X-Paper)
09:00–12:00

This question paper consists of 7 pages and three addenda of 4 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMMUNICATION N4
TIME: 3 HOURS
MARKS: 150

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. Information NOT given must be created by the student.
5. Leave a line open between questions and subsections.
6. Start each question from SECTION B onwards on a NEW page.
7. Write neatly and legibly.

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SECTION A: BASIC COMMUNICATION PRINCIPLES

QUESTION 1

Engineers may be technically competent, but they often lack good communication skills that are necessary to transfer information. Good communication skills are critical tools for success. If a message is not clearly delivered, communication barriers may occur.

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question number (1.1–1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	Semantic barrier	A	labelling a person simply because of the group they belong to
1.2	Perceptual barrier	B	people whom you have direct contact with/close personal relationships
1.3	Physical barrier	C	making up your mind about someone/something before giving them/it a chance
1.4	Prejudiced	D	sender and receiver have different levels of knowledge and intelligence
1.5	Stereotyping	E	sender and receiver attach different meanings to certain words
1.6	Primary reference group	F	when people differ in their perceptions based on their different values, attitudes and backgrounds
1.7	Educational barrier	G	people with whom you have indirect contact
1.8	Ethnocentricity	H	deliberate creation of communication barriers
1.9	Gatekeeping	I	interference such as noisy traffic that prevents a message from being understood
1.10	Secondary reference groups	J	person who belongs to a certain group, nation or culture who regard themselves superior to others

(10 × 1) **[10]**

QUESTION 2

2.1 Study the online advertisement on ADDENDUM A (attached) and answer the following questions:

2.1.1 Who is the sender of the message?

2.1.2 What is the message?

2.1.3 Who are the intended receivers?

2.1.4 What kind of feedback can be expected from the advertisement?

2.1.5 Which communication channel was used to send the message?

(5 × 1) (5)

2.2 How does the advertisement grab viewers' attention? (2)

2.3 Give THREE advantages of electronic communication. (3)

[10]

QUESTION 3

Forming interpersonal relationships with colleagues and clients is essential in the workplace.

3.1 Give THREE examples of direct (face-to-face) communication that can take place in an organisation. (3)

3.2 Why is communication important in your chosen field of study? (2)

[5]

TOTAL SECTION A: 25

SECTION B: CORRESPONDENCE AND MEETINGS

You are Lebo Shai, a project manager for Oasis Engineering and Mining situated in Sasolburg. The business' address is 12 Pluto Street, Naledi Industrial Park, Sasolburg, 3422. The business' telephone and fax numbers are 016 970 1115 and 016 971 1112 respectively.

QUESTION 4: LETTER OF APPLICATION

Oasis Engineering and Mining recently placed an advertisement for the position of site engineer in the local newspaper, *The Sasolburg Star*. Thomas Motansi saw the advertisement and decided to apply.

Study the advertisement below and write the letter of application that Thomas Motansi wrote.



OASIS ENGINEERING AND MINING

Oasis Engineering and Mining is looking to hire a qualified and enthusiastic Site Engineer. The candidate should have a B.Sc. in Engineering and have at least 5 years' experience.

The candidate should also have the following skills:

- **Strong written and oral communication skills and be able to liaise effectively with a range of other professions, e.g construction managers, quantity surveyors, sub-contractors.**
- **Organisational skills and a methodical work approach.**
- **Accuracy and attention to detail.**
- **Negotiation skills.**
- **Excellent IT skills.**
- **Knowledge of relevant building, and health and safety legislation.**

A valid driver's license is required. Salary is negotiable. Interested candidates can send their application letters to:

Lebo Shai, Project Manager
12 Pluto Street, Naledi Industrial Park, Sasolburg, 3422.

For any extra information, phone 016 970 1115
or email shail@mail.com

Building the future!

[25]

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QUESTION 5: PROGRESS REPORT

Vaalpark Primary School in Sasolburg contacted Oasis Engineering and Mining to expand a section of their study hall and canteen. The manager, Mr Stevens, asked you on 30 May to compile a progress report. The report must be submitted by 10 June. Use the core notes below to guide you in your response.

- Work completed – appointment of drilling contractors (contract with Mrs Chang)
- Aquifer testing complete – testing of pH in soil before foundation is laid (Mr Khobi)
- North wall of study hall – cleared, rubble removed (Mr Dericks)
- Work currently being done – hard rock is hindering the foundation plans – a hard-rock driller is being sourced
- Project – compromised time frames – jeopardised – taxi strikes
- Electricians are on site – new cables
- Work that still needs to be completed before the next building phase – delivery of cement, bricks and pressed-steel panels – under procurement

Write the progress report in memorandum format by using the following headings:

- Background
- Purpose of the report
- Work completed
- Work currently being attended to
- Work that needs to be finalised
- Conclusion **[35]**

QUESTION 6: MEETINGS

6.1 Briefly define each of the following terms:

6.1.1 Constitution

6.1.2 Verbatim

6.1.3 Motion

6.1.4 Proxy

6.1.5 Ballot

(5 × 1) (5)

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6.2 Oasis Engineering and Mining will hold their next monthly general meeting at the end of June. It will be held in the company boardroom at 09:00.

Feedback will be given on two projects, namely Vaalpark Primary School and Fezi Ngubentombi Provincial Hospital. Items that have not been discussed before include the Electra Mining Expo, recruitment policies and the joint construction venture with ABE Engineering in Cape Town.

Write the notice and agenda for this meeting. (20)
[25]

QUESTION 7: FACSIMILE

During the meeting it was decided that the company should take part in the Electra Mining Expo which will take place in September 2018. You were requested to send a fax and enquire about the requirements to exhibit as well as the costs involved. You also requested a programme and an entry form. You will be sending five delegates from your company and would like to know whether accommodation is available near the Nasrec Centre.

Use the advertisement on ADDENDUM A (attached) to guide your response.

Use ADDENDUM B (attached) to complete the question. **[20]**

QUESTION 8: FILLING IN A FORM

The coordinator of the Electra Mining Expo responded to your fax and forwarded an entry form.

Complete the form using ADDENDUM C (attached). **[20]**

TOTAL SECTION B: 125
GRAND TOTAL: 150

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ADDENDUM A

EXAMINATION NUMBER: | | | | | | | | | | | | | |

electra mining
mining • industrial • construction • electrical
africa 2018
SOUTHERN AFRICA'S BIGGEST | SINCE 1972

10 - 14 September 2018
Expo Centre, Nasrec, Johannesburg
South Africa
Tel: 011 333 0777 Fax: 011 334 0771

BRINGING YOU THE FUTURE OF MINING, MANUFACTURING, ELECTRICAL AND POWER SINCE 1972



Contact Shelly Robertson srobertson@mail.com for further information

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ADDENDUM B

EXAMINATION NUMBER: | | | | | | | | | | | | | |



FACSIMILE

Tel: 016 970 1115
Fax: 016 971 1112

12 Pluto Street
Naledi Industrial Park
SASOLBURG
3422

==========

TO: _____ DATE: _____

ATTENTION: _____ FAX NUMBER: _____

NUMBER OF PAGES: _____ FROM: _____

SUBJECT: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Copyright reserved

ADDENDUM C

EXAMINATION NUMBER: | | | | | | | | | | | | | |

electra mining
mining • industrial • construction • electrical
africa 2018
Southern Africa's Biggest | SINCE 1972

Please complete the form below and the required download links will be e-mailed to you.

- Use block letters.
- Ensure that all information is provided.
- Mark ALL relevant information with an X.

NAME:	
POSITION IN COMPANY:	
COMPANY NAME:	
COMPANY ADDRESS:	
COMPANY TELEPHONE NUMBER:	
E-MAIL ADDRESS:	

STAND REQUIREMENTS		
Will your stall need any electrical points?	YES	NO
Preference of an indoor or outdoor stall:	INDOOR	OUTDOOR
Please give a comprehensive reason for wanting to exhibit at the Electra Mining Expo. Also motivate why this expo would benefit your company.		

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ADDENDUM C (continued)

EXAMINATION NUMBER: | | | | | | | | | | | | | |

PRESENTATIONS	
Select at least FIVE presentations that your company would be interested in viewing during the expo.	
Africa's growing demand for power	
Becker mining South Africa	
Brine management and ZLD technologies	
Emergency-response planning	
Hose management in mining	
Improving and promoting occupational health and safety in SA mines	
Requirements for successful private-sector participation	
Reducing costs utilising permanent magnet motors	
Making corridors a success from concept to reality	
Mine security from pit to port	
Power-supply challenges and possible answers	
Mini grid solutions in Africa	

DECLARATION
I declare that the information furnished by me above is true to the best of my knowledge and belief. I am fully aware that any false information willfully furnished by me in my application for exhibiting my/our company/companies, trade or wares will result in my/our application being rejected. I also agree to have my/our company advertised in any media that Electra Mining Expo deem fit and warranted. Signature: _____ Date: _____

Please note: Once your application form has been uploaded, you will receive a reference number and your application will be under revision. You will be informed by the end of July whether you will be able to exhibit or not. Please answer ALL questions to ensure a successful result.

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