higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4

5 August 2021

This marking guideline consists of 7 pages.

Headers and footers, please, and last page 'Please turn over'
HD

Copyright reserved

QUESTION 1

1.1 FROM: David Ngope OR dngope@mmesa.co.za (name and/or email address – 1 mark)
DATE: (1 mark)

TO: Salmon Vijai (email address OR employee name in inverted commas) (1 mark)

SUBJECT: REPORT ON READINESS OF ENGINEERING WORKSHOPS, EQUIPMENT AND AVAILABLE SKILLS FOR RE-FIT PROPOSAL (1 mark)

ATTACHMENT: File name, for example MME SA Engineering Memorandum, dated (1 mark)
Dear …….. (1 mark)

As you know, MME SA is about to sign a significant contract with Re-Fit from the Comores. Please find attached a memorandum related to the assessment to be done and the report you have been asked to compile.

(Background to investigation, reference to the report to be compiled and reference to memorandum – 3 marks)

The report has to be presented to me by (due date – 4 weeks later –) 1 mark)

Please meet with me at least twice during the process to update me on progress. (process/progress – 1 mark)

Regards (formal but collegial conclusion – 1 mark)
David Ngope (name in full – 1 mark)

FORMAT	CONTENT	LANGUAGE	TOTAL
6	3	1	10

(10)

1.2 MME SA (company name – 1 mark)

MEMORANDUM (1 mark)

TO: Mr S Vijai (1 mark) FROM: Mr D Ngope (name – 1 mark)
Engineering workshop manager (1 mark) Operations manager (1 mark) (Format – 'From' can also be left aligned)

DATE: (1 mark)

SUBJECT: (Appropriate to question) ENGINEERING WORKSHOPS, EQUIPMENT AND AVAILABLE SKILLS FOR RE-FIT PROPOSAL – CURRENT STATUS AND FUTURE NEEDS (2 marks)

(Content should cover subject matter logically, displaying good language and well-structured paragraphs.)

MME SA is about to **sign a significant contract** with a company called **Re-Fit from the Comores**. The company requires engineering related **products such as pipe fittings, extended metal grids, and back-up services**. (Brief explanation about services and products required) MME SA has been requested to **submit a proposal** to Re-Fit. This proposal must **convince the decision makers of Re-Fit** that MME SA has the **necessary engineering workshops, equipment and skills** to **deliver** the **products on time and as budgeted**. (7 marks)

Before such a proposal can be done, an **assessment of the current status and future needs** will have to be done. **You are required** to do such **an assessment and investigation as soon as possible** (timeframe) and compile the **report**. This must include **recommendations** about **improvements, equipment and skills** to complete the contract successfully. The report is **due … (**in 4 weeks – specific due date must be given) (8 marks)

Please do not hesitate to discuss the **process** with me./Two meetings with me during the course of the assessment is necessary to keep me informed of the **progress made**. (Last sentence formal yet collegial – 2 marks)

Signature (name and designation not necessary again – 1 mark)

FORMAT	CONTENT	LANGUAGE	TOTAL
10	**13**	**12**	**35**

(35)
[45]

QUESTION 2

TELEPHONE MESSAGE FORM AND MESSAGE
Candidates can be creative considering the different formats available. However, the following is necessary:

Form must have been drawn up by candidate and must be applicable to internal and external telephone messages (1 mark)

TELEPHONE MESSAGE (must be written on the form – 1 mark)

TO: Mr D Ngope, operations manager (full name and designation – 3 marks)

FROM: Mr S Vijai, engineering workshop manager (full name and designation – 3 marks)

COMPANY/DEPARTMENT: Engineering workshop (2 marks)

CONTACT DETAILS: 082 3574 099; 011-544 6078 ext 1024 (2 marks)

DATE: To be completed (should be prior to meeting called and also to report due date but no penalties –2 marks)

TIME: Office hours (2 marks)

MESSAGE: (1 mark)

(The following logical method of capturing to be displayed):

Mr Vijai needed **more clarity on assessment of engineering workshops and report** to be compiled, as per **memorandum** (purpose – 3 marks)

He requested a **meeting** (1 mark) of 45 **minutes** (1 mark) **as soon as possible** (1 mark) to **discuss/consider** the assessment and report to be compiled. (1 mark)

Please **phone him** to confirm a **date and time for the meeting**. (2 marks)

TAKEN BY: Signature/Initials; full name and designation (4 marks)

CONTENT AND FORMAT	MESSAGE	LANGUAGE – DEDUCT UP TO 3 MARKS	TOTAL
20	**10**		**30**

[30]

Copyright reserved

QUESTION 3

NOTICE AND AGENDA

MME SA (company name – 1 mark)

NOTICE OF MEETING (1 mark)

Purpose of meeting (5 marks **–** reference to background – Re-Fit – investigation and report, authorised by whom, due date, input required at meeting)
Day, date, place, time, venue (5 marks)

AGENDA (1 mark)

1. Opening and welcome (1 mark)
2. Attendance register (1 mark)
3. Apologies (1 mark)
4. Matters for discussion: Engineering workshops, equipment and available skills for Re-Fit proposal – current status and future needs (1 mark) (No Matters Arising – special purpose meeting: -1 if given)

   a. Add 3-4 topic related items (3 marks)
5. Closing (1 mark)

   Signature (1 mark)

   Name (1 mark)

   Designation (1 mark)

   Date (or at the top) (1 mark)

FORMAT	CONTENT	LANGUAGE	TOTAL
10	**10**	**5**	**20**

[25]

QUESTION 4

INVESTIGATIVE REPORT

MME SA (company name – 1 mark)

REPORT **(**type or purpose can be added – 1 mark)

TO: Mr Dan Ngope (3 marks)
Operations manager

FROM: Mr S Vijai (3 marks)
Engineering workshop manager

DATE: Can also be at end of report (1 month since email – 2 marks)

1. Terms of reference **(**heading, numbered paragraphs)
2. Processs/Methodology
3. Findings
4. Conclusion and recommendations

(20 marks)

Signature (1 mark)

Name in full (1 mark)

Designation (1 mark)

Date if not at top (1 month since email)

FORMAT	CONTENT	LANGUAGE	TOTAL
15	**20**	**5**	**40**

[40]

QUESTION 5

5.1 F
5.2 E
5.3 B
5.4 A
5.5 C

(5 × 2) **[10]**

TOTAL: 150