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higher education & training

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REPUBLIC OF SOUTH AFRICA

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JUNE EXAMINIATION

NATIONAL CERTIFICATE

COMMUNICATION N4
(First Paper)

(5140344)

28 May 2013 (X-Paper)
09:00–12:00

This question paper consists of 4 pages and a 3-page addendum.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMMUNICATION N4
(First Paper)
TIME: 3 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. Start each question on a NEW page.
5. Write neatly and legibly.

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BACKGROUND INFORMATION:

You are a Student Representative Council member (SRC) and you serve as a secretary. The SRC has decided to do community work related to drug abuse. Fortunately in the local newspaper, you read Thando Mgaga's article on drug abuse. Read ADDENDUM A (attached), in order to answer the questions.

QUESTION 1: SUMMARY

Refer to Thando Mgaga's article ADDENDUM A (attached) and identify 13 points raised on drug addiction. Number your points (1–13). Sentences should not exceed two lines. Give a suitable heading for the article. Write the heading in capital letters and should not exceed seven words.

Content	Language	Layout
13	5	2

[20]

QUESTION 2: COVERING LETTER

You want to volunteer as a secretary at Panorama Recovery Centre. This vacancy was advertised in THETA news on 10 October 2013.Your services are available between 16 December 2013 and 10 January 2014. State your interest in working as a secretary for Panorama Recovery Centre as well as your three competencies. In the first paragraph state why you are volunteering, where you saw the advertisement and from when will you be available. In the second paragraph state how long you will be staying, the three competencies you are going to help with and why you are interested in working for them. The last paragraph must be one sentence. Address your letter to the CEO of Panorama Recovery Centre.

Content	Language	Layout
15	7	3

[25]

QUESTION 3: FAX MESSAGE

On 13 October 2013 Mr Monty Reddy sent you a fax. He gave you the name of the person who gives talks on drug abuse in your area. He encourages you to invite that person to address you. Talks are given for free but you have to pay for transport costs. He asks that you call him in case you need further assistance. Use ADDENDUM B (attached) to respond to the request.

Content	Language
12	3

[15]

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QUESTION 4: NOTICE AND AGENDA

Write a notice and agenda (in the letter format) to the members of the Students Representative Council (SRC) and invite them to a special meeting. This special meeting is to discuss the availability of members to volunteer at Panorama Recovery Centre.

Content	Language	Layout
10	3	2

[15]

QUESTION 5: MINUTES OF A SPECIAL MEETING

Provide the minutes of a special meeting as arranged in QUESTION 4 above. This meeting was attended by seven members. Three members were absent with valid reasons. In your minutes provide the names of members and their reasons for not attending. The seven present members agreed to volunteer at Panorama during holidays. You are amongst them. Each member indicated the duties that they are going to perform. Name the member and state the duties they are going to perform. Use the following layout: Opening and welcome, Apologies, Attendance register, Discussion of volunteering at Panorama, closure, signed, secretary, date, chairperson and date.

Content	Language	layout
18	4	3

[25]

TOTAL: 100

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ADDENDUM A

A former drug addict has opened up his home and heart to poor people battling with substance abuse in Kwa Zulu Natal. Learning from his experiences, and wanting to give hope to those who have strayed, Monty Reddy has turned his three-bedroom Pietermaritzburg home into a rehabilitation centre for addicts who want to start afresh but cannot afford to pay for their recovery.

Reddy, 47, a recovering alcoholic and drug addict, founded Panorama Recovery Centre in Panorama Gardens, near Pietermaritzburg, in 1998. It offers free help. With patients aged 13 to 68 battling addiction. Reddy this week spoke of the devastation of substance abuse. 'We help people who are heavy alcoholics or addicts of crack cocaine, whoonga or dagga'. Most of the patients are unemployed, some live on the streets 'doing drugs' before yet getting help from the centre, many have confessed to stealing from their family and housebreaking to feed their addiction.

The centre provides a free 14- or 21-day stay for addicts but in extreme cases treatment can be prolonged. They are helped by volunteers who are recovering addicts. The centre has doctors and social workers who work without charge. An 18-year old addict from Umlazi who was discharged yesterday told of how, after years of drug abuse and stealing from family, he ended up on the streets. 'I used to smoke dagga when I was in grade 10 in 2010. A friend of mine introduced me to whoonga and the whole year I would do things such as stealing from my mother and grandmother to buy whoonga.

'I was chased from my home to live in the streets. Last year I tried to quit but that did not last and this year I decided that my life was not supposed to be like this'. A teacher referred him to the centre and he has not looked back. Reddy said, 'We teach patients about the values of life. We believe that no same person can purposely inflict pain on the people they love by stealing from them to support their habits. We teach them that there is a God and to recover they have to believe in the higher power'.

A former patient, who is a public servant and owns a house, said he battled with heavy drinking for a long time but has been 'clean' for months. 'When my mother died of cancer and my father died of a heart attack this year, I ended up living on the streets despite my many tertiary qualifications. I came here with nothing but now I'm on the right track.' He has been discharged but visits the centre every weekend to give talks to patients and help with the chores.

The centre has 10 patients but Reddy said this could rise to 25. Two bedrooms accommodate about four patients each and outside there is a prefabricated structure for others. Everyone helps with the cooking and cleaning. In 2010, more than 300 patients went through the centre, 270 in 2011, and 200 have been assisted so far this year. They come from Cape Town, Johannesburg, Lesotho and from rural areas and townships.

'We are entirely dependent on the generosity of the caring public who contribute to our meagre coffers so that we can continue providing this vital service. But this is not enough given the huge demand for our service. It costs R150 a day to take care of a patient, 'said Reddy.

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

ADDENDUM B: FAX MESSAGE FORM

QUESTION 3

To: _____

Company: _____

From: _____

Fax no: _____

Date: _____

Subject: _____

No of Pages: _____

[15]

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

ADDENDUM C: MEMORANDUM FORM

QUESTION 4

To: _____

From: _____

Date: _____

Subject: _____

[15]

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