higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4
(First Paper)

29 MAY 2019

This marking guideline consists of 6 pages.

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QUESTION 1: PRECIS

Any suitable title x

- With Wi-Fi you can be connected almost anywhere.✓
- Wi-Fi is not like any 802.11 technology.✓
- Wi-Fi is easy to use with almost every operating system.✓
- The transmission of information is done through radio waves.✓
- The antennae receive signals and transfer it to a router.✓
- It works like two-way traffic.✓
- Data passes through the router to be converted to signals.✓
- Wi-Fi is faster than other wireless networks and can be used as a hotspot for other users.✓
- Surprisingly, many people are not aware that Wi-Fi is an abbreviation.✓
- A place where people access Wi-Fi is known as hotspot.✓
- Wi-Fi can be accessed at home or any public place.✓
- Access to Wi-Fi can be closed with a password or free.✓

Number of words x
Bullets used x

CONTENT	LANGUAGE	FORMAT
12	5	3

[20]

QUESTION 2: LETTER OF ENQUIRY

Private Bag/P O Box/Street address
Town/City x
Postal code
Skip a line

Date in full e.g. 4 September 2017 (not 04/09/17) x

Skip a line x

The manager x
KBee IT Connections
Private Bag X 1972
Belfast x
1100 (with four digits)

Dear Sir/Madam x

Enquiry on delivery of Wi-Fi routers (allow any heading related to delivery) x

Par 1
Line of goodwill/greetings✓
Reason for this letter in short✓
Indication that several calls have been made✓

Par 2
Day the items were bought✓
Waiting period✓
Challenges caused by the delay✓✓
Suggestion for a refund✓
Threat of 'Speak Out' or small claims court✓✓

I am looking forward to … I will appreciate …
I hope you … (any suitable polite ending)✓✓

Yours faithfully x
Signature x
Name and surname (in caps) x

CONTENT: 12 see ticks (✓)
LANGUAGE: 8 (subtract ½ mark per error)
FORMAT: 5 (subtract ½ mark per error) **[25]**

QUESTION 3: TELEPHONE MESSAGE

TELEPHONE MESSAGE

TO: Mr Luanda x
DATE: 15 September 2017 x
TIME: 12:30 x
FROM: Mr JJ Farouk x

COMPANY/
ORGANISATION: any company x
TEL NO: any ten digits x

Please call ☐ Will call again ☐ Urgent ☐

MESSAGE:

The management of the school called✓ and indicated that they can no longer afford seventeen routers✓ as per agreement✓ – they can only afford ten by the end of September.✓

TAKEN BY:✓

CONTENT	LANGUAGE	FORMAT
5	2	3

[10]

QUESTION 4: NOTICE AND AGENDA

COMPANY'S LETTERHEAD xx

TO: The staff x
FROM: The CEO x
DATE: 12 September 2017 (at least 2 days before the meeting) x
SUBJECT: Financial report/status of the company xx

Notice is hereby✓ given that there will be a financial✓ monthly staff meeting✓ on 15 September 2017✓ at the main hall✓ at 14:00✓

AGENDA
Opening and welcome✓
Apologies✓
Minutes of the previous meeting✓
Matters arising✓
Financial report✓
They way forward with the installation of Wi-Fi routers✓
Other matters✓
Date of the next meeting✓
Closure✓

CONTENT	LANGUAGE	FORMAT
14	7	4

[25]

QUESTION 5: ACCIDENT REPORT

COMPANY'S LETTERHEAD

ACCIDENT REPORT

Name of the injured person: Mr Twidale x

Occupation: Driver✓

Department: Transport✓

Name of the supervisor: Mr Mathenjwa x

Accident date: 12 June 2017 x

Time: 12:15 x

Place: KBee IT Connections x

Description and reasons how and why:

Mr Twidale was in his car and the wall crashed✓ onto the car. He tried to escape✓ but he injured his left knee✓ and the leg became swollen.✓ He was taken to the hospital and discharged the same day.✓

Injuries sustained: Knee broken✓

Witness: No witness✓

Actions taken: Taken to the hospital✓

Compiler: Student's name x

At: Any place x

CONTENT	LANGUAGE	FORMAT
10	6	4

[20]

TOTAL: 100

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