higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N150**(E)**(M29)H

NATIONAL CERTIFICATE

COMMUNICATION N4
(First Paper)

(5140344)

29 May 2019 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

TWO dictionaries (bilingual and/or explanatory) and TWO additional reference works may be used.

This question paper consists of 4 pages and 3 addenda.

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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. Write neatly and legibly.

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QUESTION 1: PRECIS

Use the text in ADDENDUM A (attached) to write a precis of not more than 120 words. Give the summary a suitable tittle. Indicate the number of words used at the end of the summary. You can use bullets or numbers.

CONTENT	LANGUAGE	FORMAT
12	5	3

[20]

QUESTION 2: LETTER OF ENQUIRY

The procurement clerk for Duba & Sons Constructions, Mr Friday, has ordered six 805.11 Wi-Fi routers from KBee IT Connections on 4 April 2017. Mr Friday waited for six months with no routers begin delivered. He tried to call the company to enquire, but every time he called the receptionist dropped the calls. Mr Friday then decided to write a letter of enquiry to KBee IT Connections. In his letter he is trying to find out when the order will be delivered. He also threatens to report the company to the well-known program 'Speak Out' on the SABC or take them to a small claims court.

KBee IT Connections
Private bag X1972
Belfast
1100

Write the letter of enquiry Mr Friday wrote to KBee IT Connections and use the following hints: the waiting period for the items bought, the challenges caused by the delay, a refund in case they are out of stock and state that numerous unanswered calls have been made.

CONTENT	LANGUAGE	FORMAT
12	8	5

[25]

QUESTION 3: TELEPHONE MESSAGE

You are the receptionist at KBee IT Connections. The financial manager, Mr Luanda, is not in the office for five days because of an ICT workshop in Durban. For the entire week the company is still busy installing Wi-Fi routers at fifteen local schools.

One of the principals, Mr JJ Farouk, called on 15 September 2017 at 12:30 before lunch time and requested you to deliver the message to Mr Luanda that his school cannot afford to make the payment for seventeen routers as per agreement – they can only pay for ten routers by the end of September.

Use the given information and write a telephone message for the financial manager on ADDENDUM B (attached).

CONTENT	LANGUAGE	FORMAT
5	2	3

[10]

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QUESTION 4: NOTICE AND AGENDA

KBee IT Connections, a company based in Belfast Mpumalanga, has won a tender to install Wi-Fi routers at fifteen local schools. The employees seem to be dragging their feet on this project, one of their reasons being that they want a raise because they think they are underpaid.

The CEO of the company has arranged a monthly meeting on 15 September 2017 at the main hall at 14:00 with the staff so that the financial manager, Mr Shabangu, will address them and give them a report about the financial status of the company.

Write a notice of the special meeting and an agenda to KBee IT Connections staff members. Use a memo format.

CONTENT	LANGUAGE	FORMAT
14	7	4

[25]

QUESTION 5: ACCIDENT REPORT

On 12 June 2017 at 12:15 Mr Twidale, the driver at KBee IT Connections, was in his car at work when the roof crashed on his car. When he tried to run for his life, he broke his left knee.

Colleagues applied first aid, but the leg became swollen and he was unable to walk. The supervisor, Mr Mathenjwa, called an ambulance which arrived at 13:30. Mr Twidale was taken to the hospital, given medication and discharged the same day at 17:30. His wife drove him home as he could not drive.

Write a workplace accident report using ADDENDUM C (attached).

CONTENT	LANGUAGE	FORMAT
10	6	4

[20]

TOTAL: 100

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ADDENDUM A

An introduction to Wi-Fi

This article will introduce you to the basics of Wi-Fi to give you a better understanding of the worldwide phenomenon that provides you with internet access.

Lately wireless technology has spread widely and you can get connected almost anywhere: at home, at work, in libraries, schools, airports, hotels and even in some restaurants. Wireless networking is known as Wi-Fi or 802.11 networking as it covers IEEE 802.11 technologies. The major advantage of Wi-Fi is that it is compatible with almost every operating system, game device and advanced printer.

How Wi-Fi works

Like mobile phones, a Wi-Fi network uses radio waves to transmit information across a network. The computer should include a wireless adapter that will translate data sent into a radio signal. This same signal will be transmitted via an antenna to a decoder known as the router. Once decoded, the data will be sent to the internet through a wired Ethernet connection. As the wireless network works like two-way traffic, the data received from the internet will also pass through the router to be coded into a radio signal that will be received by the computer's wireless adapter.

Wi-Fi frequencies

A wireless network will transmit at a frequency level of 2,4 GHz or 5 GHz to adapt to the amount of data being sent by the user. The 802.11 networking standards will vary somewhat depending mostly on the user's needs. Wi-Fi uses radio waves to provide network connectivity. A Wi-Fi connection is established using a wireless adapter to create hotspots (areas in the vicinity of a wireless router that are connected to the network allowing users to access internet services). Once configured, Wi-Fi provides wireless connectivity to your devices by emitting frequencies between 2,4 GHz and 5 GHz, based on the amount of data on the network. You may be surprised to hear that many people do not actually know that Wi-Fi is an abbreviated term. There are a number of theories about what the term means, but the most widely accepted definition for the term in the tech community is wireless fidelity. The term 'hotspot' is used to define an area where Wi-Fi access is available. It can either be through a closed wireless network at home or in public places such as restaurants or airports.

[Adapted from: *www.ccm.net/FAQ*]

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ADDENDUM B

TELEPHONE MESSAGE

TO: _____
DATE: _____
TIME: _____
FROM: _____

COMPANY/
ORGANISATION: _____
TEL NO.: _____

Please call ☐ Will call again ☐ Urgent ☐

MESSAGE: _____

_____

_____

_____

TAKEN BY: _____

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ADDENDUM C

COMPANY'S LETTERHEAD

ACCIDENT REPORT

Name of the injured person: _____

Occupation: _____

Department: _____

Name of the supervisor: _____

Accident date: _____

Time: _____

Place: _____

Description and reasons how and why: _____

_____

_____

_____

_____

_____

_____

Injuries sustained: _____

Witness: _____

Actions taken: _____

_____

_____

Compiler: _____

At: _____

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