higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N150**(E)**(N15)H

NATIONAL CERTIFICATE

COMMUNICATION N4

(First Paper)

(5140344)

15 November 2018 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

TWO dictionaries and TWO additional reference works are allowed.

NO electronic dictionaries are allowed.

This question paper consists of 4 pages and 4 addenda.

Copyright reserved

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.

Copyright reserved

ADDITIONAL BACKGROUND INFORMATION

Read the text in ADDENDUM A (attached).

QUESTION 1: PRÉCIS

Write a précis of the text in ADDENDUM A (attached) of no more than 12 points or facts. Write the points in summary format and use numbers or bullets to mark the sentences. Give your own heading for the summary. The heading must be different from the one used in the text, may NOT exceed SIX words and must be written in capital letters.

CONTENT	FORMAT/LAYOUT	LANGUAGE
12	3	5

[20]

QUESTION 2: FACSIMILE

The minister of tourism, Mr Derek Hanekom, is launching Tourism Month for the first time in South Africa and he wants to invite representatives from all TVET colleges.

Use ADDENDUM B (attached) to write a fax to the main office of your TVET college inviting them to the minister's launch of Tourism Month at Parys in the Free State on 27 September 2016. Indicate the number of representatives required for every TVET college.

CONTENT	FORMAT/LAYOUT	LANGUAGE
9	2	4

[15]

QUESTION 3: JOB OFFER LETTER OF ACCEPTANCE

On 25 September 2016 you went for an interview at the Department of Tourism. Mr Mathabatha sent you an email which confirms that you have been appointed as a tourist guide for the department. He is expecting a response from you in the form of a letter as evidence that you are accepting the appointment.

Write a letter to accept the position. Indicate the following details:

- Appointed position
- Confirm that you are accepting the offer
- Confirm that you agree with the terms and conditions attached to the memorandum of the contract
- Promote goodwill

CONTENT	FORMAT/LAYOUT	LANGUAGE
14	3	8

[25]

Copyright reserved

QUESTION 4: ACCIDENT REPORT

You are a tour guide at a tourism company called Maphunguwe Ltd. Tourists from different countries are visiting your province. You took ten tourists and three colleagues with the company car for a game drive. While walking around, one of your colleagues saw a lion at close range and while trying to run away from the danger he broke his leg.

Your manager, Mr Magama, requested you to write a full accident report on what transpired during the day. Use ADDENDUM C (attached) to give your manager details about the accident.

CONTENT	FORMAT/LAYOUT	LANGUAGE
20	3	7

[30]

QUESTION 5: FORM

The Department of Tourism has advertised a number of posts on their website. You qualify for a post as management assistant, reference no. DOT4/2017. The department requested that you to fill in a Z83 form to be considered for selection or a shortlist.

Use ADDENDUM D (attached) to complete the application form. **[10]**

TOTAL: 100

Copyright reserved

ADDENDUM A

QUESTION 1: PRÉCIS

TOURISM FOR ALL

The Department of Tourism will be celebrating Tourism Month 2016 with the theme: 'Tourism for all'. The theme is in line with the World Tourism Day theme: 'Tourism for all – promoting universal accessibility'.

The 'Tourism for all' theme gives us an opportunity to promote universal accessibility while encouraging the tourist industry to cater for all South Africans.

Universal access refers to the design of products, environments and services that can be used by all people. It includes the removal of cultural, social and other barriers that prevent people with disabilities from benefiting from tourism facilities.

In South Africa the theme goes a step further as it promotes tourism to all South Africans irrespective of their financial status, gender and race. The department is working hard to ensure that all South Africans experience tourism and its benefits.

Tourism Month objectives

Tourism Month aims to encourage South Africans to travel domestically to get a better understanding of the affordable, exciting and world-class attractions available on their doorstep.

This dedicated month normally takes place in lesser-visited provinces to give them an opportunity to showcase their tourism facilities and attractions. This year the focus will be on the Free State with activities planned at the dam, Bloemfontein and Parys.

Tourism Month also aims to create awareness of the enormous contribution that the tourism industry makes to provincial and national economic growth and job creation.

Activities

Minister Derek Hanekom will launch Tourism Month on 25 August 2016 at the dam in the Free State. On 26 September a public lecture will be held at the Central University of Technology in Bloemfontein during which academia, experts and tourism stakeholders will engage on the current state of universal accessibility in the tourism industry.

This will be followed by a World Tourism Day celebration in Parys, Free State, on 27 September 2016.

Copyright reserved

ADDENDUM B **EXAMINATION NUMBER:**

QUESTION 3: JOB OFFER LETTER OF ACCEPTANCE

FACSIMILE MESSAGE FORM

TO: _____

COMPANY: _____

FROM: _____

DATE: _____

SUBJECT _____

Copyright reserved

ADDENDUM C **EXAMINATION NUMBER:**

QUESTION 4: ACCIDENT REPORT

Address

Name of the injured person: _____

Position: _____ Department: _____

Date: _____ Time of the accident: _____

Site of the accident: _____

Eye witness #1: _____ Eye witness #2: _____

Description of the accident: _____

Compiled by: _____

Designation: _____

Date: _____

Copyright reserved

ADDENDUM D **EXAMINATION NUMBER:**

QUESTION 5: FORM

Z 83 (81/971431 REPUBLIC OF SOUTH AFRICA

APPLICATION FOR EMPLOYMENT

WHAT IS THE PURPOSE OF THIS FORM

To assist a government department in selecting a person for an advertised post.

This form may be used to identify candidates to be interviewed. Since all applicants cannot be interviewed, you need to fill in this form completely, accurately and legibly. This will help to process your application fairly.

WHO SHOULD COMPLETE THIS FORM

Only persons wishing to apply for an advertised position in a government department.

ADDITIONAL INFORMATION

This form requires basic information. Candidates who are selected for interviews will be requested to furnish additional certified information that may be required to make a final selection.

SPECIAL NOTES

1. All information will be treated with the strictest confidentiality and will not be disclosed or used for any other purpose than to assess the suitability of a person, except in so far as it may be required and permitted by law. Your personal details must correspond with the details on your ID or passport.

2. Passport number in the case of non-South Africans.

A. THE ADVERTISED POST	
Position for which you are applying (*as advertised)*	Department where the position was advertised
Reference number (as stated in the advert)	If you are offered a position, when can you start **OR** how much notice must you serve with your current employer?

B. PERSONAL INFORMATION				
Surname				
First names				
Date of birth				
Identity number[2]				
Race[3]				
Gender				
Do you have a disability? [3]				
Are you a South African citizen?				
If no, what is your nationality?				
And do you have a valid work permit?				
Have you been convicted of a criminal offence or dismissed from employment?				
If your profession or occupation requires State or official registration, provide date and particulars of registration.				

C HOW DO WE CONTACT YOU			
Preferred language for correspondence?			
Telephone number during office hours			
Preferred method for correspondence (Please tick)	Post	E-mail	Cell no
Correspondence contact details (in terms of above)			

Copyright reserved