higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE

## COMMUNICATION N4
(First Paper)

**18 NOVEMBER 2019**

**This marking guideline consists of 5 pages.**

Copyright reserved

## QUESTION 1: NOTICE AND AGENDA

LETTERHEAD X

NOTICE OF A SPECIAL MEETING X

Notice is given✓ of a community meeting✓ of all Mpendulo✓ community members✓ at the Hlanganani Community Hall✓ at 14:00✓ on 24 October 2019.✓

The purpose of the meeting is to find a solution for and address✓ the issue of community members destroying state property.✓

Secretary X
Signature
Full names X

Chairperson X
Signature
Full names X

Agenda

1. Attendance register✓
2. Welcome and opening✓
3. Apologies✓
4. Business of the day✓
   4.1 Community violence✓
5. Closure✓

| CONTENT | FORMAT/LAYOUT | LANGUAGE |
|---|---|---|
| 15 | 6 | 4 |

**[25]**

**QUESTION 2: INVITATION LETTER**

LETTERHEAD X

P.O. Box 213
MPENDULO X
0789

Date X

The Secretary X
Box 210
PRETORIA X
001

Dear Sir (not Madam) X

HEADING: Destruction of state property by Mpendulo community members
OR any relevant heading✓

Line of goodwill✓

You are invited to address✓ the community of Mpendulo✓ about the following challenges: Poor service delivery✓
Destruction of state property✓
Date: 26 October 2019✓
Time: 14:00✓
Venue: Hlanganani Community Hall✓

Line of goodwill✓

Yours sincerely X
Signature X
Name X

| CONTENT | FORMAT/LAYOUT | LANGUAGE |
|---|---|---|
| 10 | 4 | 6 |

**[20]**

## QUESTION 3: DISPLAY ADVERTISEMENT

CONTENT

- The closing date✓
- The tittle of the post✓✓
- Educational requirements✓✓
- Age limit✓✓
- Experience✓✓
- Any TWO relevant responsibilities that are related to management✓✓

FORMAT

- Borders X
- Use of different font types X
- Letterhead X
- Use of different font sizes X
- Forwarding address X
- Contact numbers/Email X

| CONTENT | FORMAT/LAYOUT | LANGUAGE |
|---|---|---|
| 11 | 3 | 6 |

**[20]**

## QUESTION 4: FAX

LETTERHEAD X

To: Community Police Forum X
From: Municipal Manager/Mr Ndou X
Fax no: Any 10 digits X
Date: Any date before 26 October 2019 X
Subject: Meeting postponed✓
No of pages: 2✓

This is to notify you that the meeting has been postponed to 29 October 2019 (OR any date after 26 October 2019).✓
Please contact (any name),✓ contact number,✓ to confirm that you have received this fax.

| CONTENT | FORMAT/LAYOUT | LANGUAGE |
|---|---|---|
| 6 | 2 | 2 |

**[10]**

**QUESTION 5: INVESTIGATIVE REPORT**

LETTERHEAD X

To: The Chief/Mr Mbagi Mabia X
From: The Municipal Manager/Mr Mulekoa X
Date: 26 October 2019 X

**SUBJECT: PROTEST OVER POOR SERVICE DELIVERY✓**

X TERMS OF REFERENCE:
On 26 October 2019, ✓ Mr Mulekoa instructed me✓ to write a report✓ about the people/the community members who are protesting,✓ blocking roads and burning tyres.✓

X THE PURPOSE: To find out the reasons and the solutions for the protest✓

X PROCEDURE: Mpendulo community members are dissatisfied with the service delivery and decided to take the law into their hands.✓✓

X FINDINGS: After complaining for three years, it was discovered that the municipality had not done anything to address their challenges.✓✓

X CONCLUSION: The community of Mpendulo decided to block the roads with trees and burning tyres to stop the traffic to get attention from the municipality.✓✓

X RECOMMENDATIONS: It is recommended that people should have a way of venting their anger and avoid destroying state infrastructure.✓✓

Compiled by secretary. Any name✓

| CONTENT | FORMAT/LAYOUT | LANGUAGE |
|---|---|---|
| 15 | 4 | 6 |

**[25]**

**TOTAL: 100**

Copyright reserved