higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

COMMUNICATION N4

(First Paper)

(5140344)

18 November 2019 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

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

This question paper consists of 5 pages and 1 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. Write neatly and legibly.

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BACKGROUND INFORMATION (ADDENDUM)

QUESTION 1: NOTICE AND AGENDA

You are the secretary of the mayor of the Mpendulo District Municipality. Lately, the community has been dissatisfied with the local municipality's service delivery. It has reached a point where the community have resorted to taking it to the streets, blocking roads, burning tyres and destroying the state's property to get attention from government, which has caused division in the community. Some members of the community feel that the action taken by others is not fair and has a negative impact on the economy of the country.

The mayor of the Mpendulo District Municipality, Mr Tebogo Ndou, has requested you to compile a notice and an agenda for a special meeting with community members and stakeholders to address this issue. The suggested date is 26 October 2019 at 14:00 at the Hlanganani Community Hall.

Draw up a formal notice and agenda for this special meeting.

CONTENT	FORMAT/LAYOUT	LANGUAGE
15	6	4

[25]

QUESTION 2: INVITATION LETTER

The mayor has requested you to write an invitation letter for the meeting, which is going to be held (see QUESTION 1). You must invite the Minister of Police, Mr Bheki Cele, to address the community of Mpendulo about taking the law into their hands.

Your invitation must include the following details:

1. Title: Destruction of state property by Mpendulo community members
2. Date, time and place
3. TWO challenges that Mpendulo's community members face

CONTENT	FORMAT/LAYOUT	LANGUAGE
10	4	6

[20]

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QUESTION 3: DISPLAY ADVERTISEMENT

Some of Mpendulo's community members assume that it is the present municipal manager's fault that the municipality does not attend to their problems. Hence, they suggest that a new municipal manager must be appointed as soon as possible.

Design a display advertisement to submit to the national newspaper for the municipal managers' post. Use the AIDA principles to design the poster.

The following information must be included in the advertisement:

- The closing date for applications
- The title of the post
- The educational requirements, age limit, experience and TWO job responsibilities

CONTENT	FORMAT/LAYOUT	LANGUAGE
11	3	6

[20]

QUESTION 4: FAX

Your manager, Mr Ndou, asked you to send a fax to all the Community Police Forum members about the postponement of the meeting with community leaders, which was supposed to be held on 26 October 2019.

Design a fax template and write a fax to the Community Police Forum. Provide them with the telephone number and the name of the person they should contact to confirm that they have received the fax message.

CONTENT	FORMAT/LAYOUT	LANGUAGE
6	2	2

[10]

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QUESTION 5: INVESTIGATIVE REPORT

The community of Mpendulo is dissatisfied with the development and the service delivery of the Emadlangeni Local Municipality. For the past three years, they have been complaining about a lack of water and tarred roads, etc. One morning they took it to the streets and blockaded the traffic with stones, trees and tyres.

You are the secretary of the municipal manager, Mr Mulekoa. On 26 October 2019, he requested you to compile an investigative report that must be submitted to a concerned local chief, Mr Mbagi Mabia, on 14 November 2019. The report must state the cause of the contest and what the community has done to show their dissatisfaction.

Use a memo format and draft an investigative report to be given to the chief.
Cover the following in your report:

1. Terms of Reference (the name of the person who gave you the instruction, the date of the instruction, the instruction that was given, the purpose, the date of submission)
2. Procedure
3. Findings
4. Conclusion
5. Recommendations

CONTENT	FORMAT/LAYOUT	LANGUAGE
15	4	6

[25]

TOTAL: 100

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ADDENDUM

BACKGROUND INFORMATION



[Source: *Arrive Alive*]

A group of about 50 angry protesters voiced their disdain over a lack of service delivery on Friday. Traffic came to a standstill when they blockaded a road and torched a municipal bus in Cato Manor, an impoverished suburb outside Durban.

'We can confirm that a group of 50 people blockaded the road this morning, complaining about service delivery in the area,' said police spokesman Lieutenant Thulani Zwane.

[Source: *www.timeslive.co.za/news*]

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