higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N5
(First Paper)

10 JUNE 2019

This marking guideline consists of 7 pages.

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QUESTION 1: PRÉCIS

FIGHTING ILLITERACY IN OUR COMMUNITY* (or any relevant heading/title)

- The library was opened on Mandela's birthday.✓
- It was to celebrate the call for South Africans to render 67 minutes of community service.✓
- It is a busy place and the workers are unable to cope.✓
- The place is too small to accommodate all the donated books.✓
- Despite that it has all the services offered by big libraries.✓
- All types of books can be found.✓
- Research was done to test interest in the service.✓
- The results showed a high incidence of illiteracy among the general population.✓
- The main aim of establishing a library was to encourage the community to start reading.✓
- All members of the community benefit from the library services.✓
- Government supports the project.✓
- Children have an opportunity to play games.✓
- The government has donated furniture.✓
- Lack of space is preventing expansion.✓
- Cling plans to offer various services.✓
- The municipality has provided training on how to run a library.✓
- Volunteers run the project.✓ (ANY 13)

* point form
* indication of number of words used at the end
* a different heading used

Format (3)	Content (13)	Language (4)		
See *	See ✓		12–13	4
			7–11	3
1 mark per *	1 mark per ✓		4–6	2
			1–3	1

[20]

QUESTION 2: LETTER OF ENQUIRY

***IMFUNDO AYIGUGELWA**

Tel. 036 342 9800 PO BOX 256
Fax. 036 342 6905* RENSBURGDRIFT*
ayigugelwa@webmail.com 3310

*4 September 2017 **(any date in full)**

*The Director of Library Services (Marina van Wyk) **(accept any name and surname)**
Ntabamhlophe Municipality
Private Bag X246
NTABAMHLOPHE*
3330

*Dear Sir/Madam

*REQUEST FOR DONATIONS **(any relevant subject heading in capital letters)**

Introductory paragraph **(create goodwill)**✓

Reasons for the project:
Improve literacy✓
Assist pupils/students/learners with school projects✓
Safe place to study✓
Fight illiteracy✓
Provide internet facilities✓ **(any relevant 3)**✓

Requirements:
Computers✓
Photocopiers✓
Reference works✓

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General books✓

Newspapers✓

Magazines✓ **(any relevant 4)✓**

Closing paragraph **(create goodwill)✓**

*Yours faithfully/sincerely

*Signature

*NAME IN CAPITAL LETTERS

*PROJECT MANAGER

Format (6)	**Content (9)**	**Language (5)**
See *	See ✓	
½ mark per *	1 mark per ✓	8–9 = 5 6–7 = 4 4–5 = 3 2–3 = 2 1 = 1

[20]

QUESTION 3: INVESTIGATION REPORT

*** IMFUNDO AYIGUGELWA**

*** MEMORANDUM**

*To: The municipal manager **(any name)** *Date: **Any date in full**

*From: Project officer **(any name)**

***Subject:** REPORT ON INVESTIGATION WHETHER THE RENSBURGDRIFT COMMUNITY NEEDS A LIBRARY **(or any relevant heading)**

*TERMS OF REFERENCE

Date on which the instruction was given: 30 April 2017✓

Who gave the instruction – the manager✓

To whom was the instruction given – the project officer✓

Reason for the report – to determine whether the community needs a library✓

When the report must be completed – 20 May 2017✓

Purpose of the report – determine community's response to a library project and provide the necessary recommendations✓ **(Any 5)**

*PROCEDURE

Methods used to investigate the community's response:

Meetings✓

Interviews✓

Questionnaires✓

Radio talk shows✓ **(Any 3)**

*FINDINGS

State the information obtained through each method used✓

*CONCLUSION

Summarise findings✓✓

*RECOMMENDATIONS

Suggest plan of action on basis of findings✓

Signature *

Format (6)	Content (15)	Language (4)	
See *	See✓	10–15	4
½ mark per *	1 mark per ✓	7–9	3
		4–6	2
		1–3	1

[25]

QUESTION 4: FORMAL INVITATION

The manager and staff of ……✓

cordially invites✓

----------*

to attend a dinner party✓

to be held for the launch of a

library project✓ at

Rensburgdrift Community Centre✓

Any street address, Rensburgdrift✓

on 16 June 2017 at 09:00✓

Guest speaker: Mrs Angie Motshekga✓

Minister of Basic Education✓

Dress: Formal✓

RSVP on enclosed card by 10 June 2017✓

* Border

Format (2)	Content (11)	Language (2)	
See *	See ✓	5–8	2
1 mark per *	1 mark per ✓	1–4	1

[15]

QUESTION 5: LETTER OF RESIGNATION

IMFUNDO AYIGUGELWA*

Tel. 036 342 9800*
Fax. 036 342 6905
ayigugelwa@webmail.com

PO BOX 256
RENSBURGDRIFT*
3310

*20 October 2017 **(any date in full)**

Ms J.D. Nene **(any name)***
The Municipal Manager*
Langalibalele Municipality*
40 Harding Street
LOSKOP*
3330

Dear Ms Nene*

RESIGNATION AS PROJECT OFFICER*

Introduction **(express goodwill)**✓✓✓

Body **(How you grew from working as project manager✓✓ which led to your appointment as manager at Evowood which is a greener pasture to you)**.✓✓

Conclusion **(express goodwill, thank them and wish them all the best in future)**✓✓✓

Yours sincerely *

Signature *

NAME AND SURNAME*
DESIGNATION*

Format (7)	Content (10)	Language (3)	
See *	See✓	9–10	3
		4–8	2
½ mark per *	1 mark per ✓	1–3	1

[20]

TOTAL: 100

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