higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N170**(E)**(J10)H

NATIONAL CERTIFICATE

COMMUNICATION N5
(First Paper)

(5140395)

10 June 2019 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

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

This question paper consists of 4 pages and 1 addendum.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMMUNICATION N5
(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.

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BACKGROUND INFORMATION

You are the manager of Imfundo Ayigugelwa. The main objective of your organisation is to encourage literacy and reading in the community of Rensburgdrift. You are launching a campaign to establish a library as part of a two-year activity programme. Your contact details are as follows: PO Box 256, Rensburgdrift, 3310. The telephone number is 036 342 9800, the fax number is 036 342 6905 and the email address is ayigugelwa@webmail.com.

QUESTION 1: PRÉCIS

After reading the article 'Changing lives with books' in the ADDENDUM (attached), you decided to use it as a form of encouragement for your staff members.

Write a précis of 100 words in point form in your own words. Give a different heading from the one given and write the number of words used in brackets at the end of the paragraph.

Format	Content	Language
3	13	4

[20]

QUESTION 2: LETTER OF ENQUIRY

The city council supports local initiatives similar to your project.

Write a letter to the director of library services, Private Bag X246, Ntabamhlophe, 3330. Give THREE reasons for establishing the library project. Request FOUR specific pieces of equipment and types of books that you would like the council to donate for the library project. Do NOT forget to express goodwill in the opening and closing paragraphs.

Format	Content	Language
6	9	5

[20]

QUESTION 3: INVESTIGATION REPORT

The Rensburgdrift City Council is prepared to partner with you in the library project. However, they require evidence that this project will be addressing a need which the entire community will support. On 30 April 2017 the municipal manager instructed the project officer to compile an investigation report to be submitted by 20 May 2017.

Write the investigation report that the project officer compiled for submission to the municipal manager. Use the relevant investigation report format.

Format	Content	Language
6	15	4

[25]

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QUESTION 4: FORMAL INVITATION

You have decided to launch the library project formally on 16 June 2017 as youth involvement is of the utmost importance to your organisation. For this purpose, your organisation will host a dinner party which will be held on 16 June 2017 at 09:00 at the Rensburgdrift Community Centre. The minister of basic education, Angie Motshekga, will be the guest speaker. 

Design the formal invitation which will be sent to the mayor and his partner.

Format	Content	Language
2	11	2

[15]

QUESTION 5: LETTER OF RESIGNATION

The project officer has tendered his resignation after confirming his appointment with Evowood Ltd as manager. He has to serve a 30-day notice and his last working day is on 25 November 2017.

Write the resignation letter that the project officer submitted to the municipal manager.


Format	Content	Language
7	10	3

[20]

TOTAL: 100

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ADDENDUM

CHANGING LIVES WITH BOOKS

Welcome to the Fordeville community library in Colenso which was officially opened to coincide with Nelson Mandela's birthday on 18 July 2017. This was to answer the call around Madiba's birthday the previous year for South Africans to spend 67 minutes doing something to benefit the country. Their idea lasted longer than that of course and the rewards are endless.

It has grown so much that it is hard for the men and women who started it to keep up with the boxes of books and piles of magazine donated from far and wide, standing along the wall of the library shack, waiting to be unpacked. But there is no room for them – every square centimetre of the place is choc-a-block already.

The Cling library (Cling being short for Community Literacy and Numeracy Group) might be only 20 square metres in size but to the people who use it, it is as magical as any library in the big city.

There are books of all kinds here, from mathematics, economics and science textbooks to novels and poetry. A pile of *Drum* magazines is stacked by the window.

"We started by going door-to-door to test the need for such a service," Tholakele says. "We wanted to see how many people in the household were able to read and write and whether they were able to read things like their bills and statements if they had any." The level of illiteracy among children and adults was found to be very high. A library service had to be started.

The objective was to make books part of the community members' lives and to encourage them to read and help them along the way if necessary. The library is open on weekdays and is a hub of activity in the township.

In the mornings children from surrounding crèches come to enjoy stories read to them by the Cling workers. After 14:00 primary and high-school learners make their way to the library to use the books and in the evenings, elderly people in the adult-based education programme grace the shack with their legends and folk tales.

Things began to fall into place for Cling after the team completed their research and approached Marina van Wyk, Ntabamhlophe municipality's director of libraries, and Nomandla Mayisela, Gauteng's MEC for sports, recreation, arts and culture. "We also wanted children to be able to participate in sports and not only on their school work," Pha says. "Children learn through play." Games are held outside the shack for kids on a regular basis. The local department of arts and culture also donated tables, shelves and materials and as this centre has taken shape a new era of hope has dawned in this neglected community.

Now the library is facing another problem: a severe shortage of space. The number of books they have grows almost daily and some 30 boxes of unused books are shoved into one corner.

Cling's goal is to become a central hub that includes a computer centre, a fully-functioning feeding scheme for impoverished children, a recreational centre for sports and, of course, a centre for books.

"The Ntabamhlophe municipality gave us basic training on how to run a library, but we need extensive training to make the project work," Bheki says. "We can't even lend out books yet because we need to learn how the system works." Everyone working here is a volunteer and they are involved because they believe in the project. Such contribution has its own rewards.

Adapted from: *Drum*

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