higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

MANAGEMENT COMMUNICATION N4
(First Paper)

14 NOVEMBER 2016

This marking guideline consists of 6 pages.

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QUESTION 1: PRÉCIS

Content: 10
Coherence: 4 (-½ per error)
Language: 4 (-½ per error)
Words: 1 (95–105 words is acceptable)
Heading: 1 (Any suitable heading)

- Criminals target their victims during holidays as they tend to be more relaxed.
- People also have more money to spend.
- Criminals normally approach their victims as they enter the PIN.
- Criminals will distract you to either steal or swop your card.
- In the confusion, they will go to another ATM and withdraw funds.
- Banks find it difficult to prevent this fraud as the customer's card and PIN is used.
- Customers are advised to be careful.
- Help from strangers should be refused.
- Cancel transactions if you are distracted.
- Contact your bank immediately.
- It is important to check if the holiday accommodation actually exists.
- Negotiate a smaller deposit to minimise your losses.
- If you have been scammed, report it to the police.
- It's often impossible to get your money back, however you will be able to protect other possible victims.
- With identity theft someone else assumes your identity and pretends to be you.
- This type of crime affects the majority of South African businesses.
- Criminals are able to alter an ID document and use it to buy things on credit or take loans.
- Sometimes criminals use documents that have been thrown away to commit fraud.

(Any 10 × 1) **[20]**

QUESTION 2: LETTER TO THE PRESS

Content: 12
Language: 8 (-½ per error)
Format: 5 (-1 per error)

SMK CIVIL ENGINEERING GROUP*

Tel: Any 10 digit number*
Fax: Any 10 digit number*

Any address*
CITY IN CAPS*
4-digit code*

Date *
Editor's name*
KHANYISA WEEKLY*
Any address*
CITY IN CAPS*
4-digit code*

Sir (name)*

ANY RELEVANT SUBJECT LINE*

Paragraph 1
Relevance to the fraud incidents during the festive/holiday season.✓

Other paragraphs
Mention three types of fraud

- ATM fraud – Cards stolen, swopped or exchanged. Be careful around ATM's or any other relevant answer.✓✓
- Travel scams – Paying for accommodation that does not exist. Double check if the accommodation exists and insist on paying a smaller deposit.✓✓
- Identity fraud – Stolen identity documents are used to open accounts or acquire loans. Report stolen or lost identity documents immediately to the nearest police station.✓✓

The purpose of this letter is to make the public aware that criminals know that people are more relaxed and less cautious,✓✓ and that they have a lot of money to spend.✓✓

Last paragraph
Emphasise why people should avoid becoming victims of fraud.✓

Yours faithfully*
Signature*
ANY NAME IN CAPS*
DESIGNATION/POSITION* **[25]**

QUESTION 3: INVESTIGATION REPORT

Content: 15
Language: 10 (-½ per error)
Format: 5 (-1 per error)

SMK CIVIL ENGINEERING GROUP

MEMORANDUM

To: Management *

From: Human resources officer * Date: Not later than 12 November 2016*

SUBJECT: INVESTIGATION REPORT INTO BEING A VICTIM OF FRAUD*

TERMS OF REFERENCE*

Date on which the instruction was given: 07 November 2016✓
Who gave the instruction: Management ✓
To whom was the instruction given: Human resources officer✓
Reason for the report: To determine whether any member of the workforce has been a victim of fraud.✓
When the report must be completed: 12 November 2016✓
Purpose of the report: Determine the extent to which our workforce has been victims of fraud and make the necessary recommendations.✓

PROCEDURE *
Methods used to investigate the community's response:

- Meetings✓
- Interviews✓
- Questionnaires✓
- Any other relevant method

FINDINGS*
State the information obtained through each method used.✓✓✓

CONCLUSION*
Summarise the findings.✓

RECOMMENDATIONS*
Suggest a plan of action on the basis of the findings obtained, or suggest that a workshop be held on how to avoid becoming a victim of fraud.✓✓
Signature * **[30]**

QUESTION 4: MEMORANDUM

Content: 10
Language: 3 (-½ per error)
Format: 2 (-1 per error)

SMK CIVIL ENGINEERING GROUP
MEMORANDUM

To: All staff* From: Management*
Date: 20 November 2016* Ext: Not more than 4 numbers*

SUBJECT: BREAKFAST WORKSHOP: HOW TO AVOID BECOMING A FRAUD VICTIM✓

You are informed about a breakfast workshop✓

Held on 27 November 2016✓ from 09:00 to 11:00 in the company auditorium✓✓

A fraud specialist, Ms. Cathy More,✓ will give a presentation on how to avoid becoming a fraud victim.✓✓

Attendance is compulsory✓

Signature✓ **[15]**

QUESTION 5: APPOINTMENT LETTER

Content: 10
Language: 6 (-½ per error)
Format: 4 (-1 per error)

SMK CIVIL ENGINEERING GROUP*

Tel: Any 10 digit number*
Fax: Any 10 digit number*

Any address*
CITY IN CAPS*
4-digit code*

Date*

Mr. Kabelo Mokone*
Any address*
CITY IN CAPS*
4-digit code*

Dear Mr. Mokone

APPOINTMENT TO POSITION AS JUNIOR ACCOUNTANT *

Paragraph 1
Create goodwill✓

Other paragraphs
Provide information on conditions of service, salary scale, leave benefits, medical aid and working hours.✓✓

Contact person in case of queries – mention name and telephone number.✓✓
Starting date, specific instructions as to whom to contact, office/room number and time.✓✓

Instructions with regard to applicant's written reply, and date by which this reply should be received.✓✓

Closing paragraph
Create goodwill ✓

Complimentary close *

Signature*
NAME*
DESIGNATION* **[10]**

TOTAL: 100

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