higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE

## DAYCARE COMMUNICATION N5

## 13 NOVEMBER 2018

**This marking guideline consists of 7 pages.**

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## SECTION A (CONCEPTS OF COMMUNICATION)

### QUESTION 1

1.1 1.1.1 False; Interpersonal communication

1.1.2 False; Sender to receiver

1.1.3 False; Intra-personal communication

1.1.4 False; Non-verbal communication

1.1.5 False; Mass communication

(5 × 2) (10)

1.2
- Listen to the other person's opinion.
- Use language that can be understood. Use plain simple language.
- Do not judge before you know the whole story.
- Be firm, but polite and courteous.
- Use a friendly but assertive tone of voice.
- Remember communication is a two-way process.
- Make sure there are no communication barriers. Watch your body language.
- Feedback is important so that you know the message is understood.
- Be honest are sincere.
- Use simple language.
- Show empathy.
- Determine the right time to say the right thing' Think before you speak'. (10)

**[20]**

**TOTAL SECTION A: 20**

## SECTION B (LANGUAGE SKILLS)

### QUESTION 2

2.1 2.1.1 Exclamation mark; impressed, stressed, surprised

2.1.2 Question mark; at the end of a question

2.1.3 Hyphen; to avoid confusion

2.1.4 Comma; used to avoid ambiguity

2.1.5 Dash; add additional information

2.1.6 Postrophe; instead of; shows where a letter has been left out

2.1.7 Inverted commas; direct speech

2.1.8 Apostrophe; show possession

2.1.9 Full stop; at the end of sentence/statement

2.1.10 Brackets; add information

(10 × 2) (20)

2.2 2.2.1 Normal
2.2.2 Spend
2.2.3 Unlimited
2.2.4 End
2.2.5 Never
2.2.6 Bad
2.2.7 Remember
2.2.8 Manual
2.2.9 Disrespectful
2.2.10 Incoming

(10 × 1) (10)

2.3 app; techie; Account Tracker; MoneySmart; automatic; PayPal; online; password; PIN cash machines; Wi-Fi (10 × 2) (20)

**[50]**

**TOTAL SECTION B: 50**

## SECTION C (CORRESPONDENCE AND WRITTEN WORK)

## QUESTION 3

3.1 CARE BEARS DAYCARE CENTRE

Tel. : 011 2357542
Fax. : 011 2357543
carebearsdaycarecentre@gmail.com

Street Name/PO Box address X
CITY / SUBURB X
Code X

Date X

The Manager X
Zeni Bank X
Street Name / PO Box address X
CITY / SUBURB X
Code X

Dear Sir/Madam X

OPENING BANK ACCOUNT X accept relevant headings

Para 1 Intro – Inform the manager that you want to open a savings account (rainy day fund)✓✓

Para 2 Body – Ask how to open such an account✓✓✓

Para 3 – Ask three relevant questions about the type of account✓✓✓

Para 3 Concl – Goodwill✓✓

Yours faithfully X

Signature X
NAME (indicate if female only!) X
PRINCIPAL X

| | | |
|---|---|---|
| CONTENT | – | 10 (every tick) |
| LANGUAGE | – | 5 -½ per error (never give 0 – use content mark as a guide – pro rata) |
| FORMAT | – | 5 – 1 per error (every X) |

(20)

3.2

ZENI BANK

Tel. : 011 2357542
Fax. : 011 2357543
zenbank@gmail.com

Street Name/PO Box address X
CITY / SUBURB X
Code X

Date X

The Manager X
Zen Bank X
Street Name / PO Box address X
CITY / SUBURB X
Code X

Dear Sir / Madam X

OPENING SAVINGS ACCOUNT X accept relevant headings

Para 1 Intro – Manager thanks you for your letter and interest in bank✓✓

Para 2 Body – Provide details about the account✓✓✓

Para 3 – Provide answers to the questions✓✓✓

Para 3 Concl – Goodwill✓✓

Yours faithfully X

Signature X
NAME (indicate if female only!) X
MANAGER X

| | | |
|---|---|---|
| CONTENT | – | 10 (every tick) |
| LANGUAGE | – | 5 -½ per error (never give 0 – use content mark as a guide – pro rata) |
| FORMAT | – | 5 – 1 per error (every X) |

(20)

3.3 AIDA- Attention; Interest; Desire; Action (5)

**[45]**

**TOTAL SECTION C: 45**

## SECTION D (TEXTUAL STUDIES)

## QUESTION 4

4.1 Which path or way to go (2)

4.2 which; new; your dreams (4)

4.3 4.3.1 which way

4.3.2 to know
to go
to follow
to come (2 × 2) (4)

4.4 You cannot always know what will happen in your life. You might have dreams, challenges to face. But you need to try…….*any own ideas.*

| | | |
|---|---|---|
| CONTENT | – | 5 |
| LANGUAGE | – | 3 |
| FORMAT | – | 2 |

(10)

4.5 Paragraph own words

| | | |
|---|---|---|
| CONTENT | – | 10 |
| LANGUAGE | – | 8 |
| FORMAT | – | 2 |

(20)
**[40]**

**TOTAL SECTION D: 40**

## SECTION E (CREATIVE WRITING)

## QUESTION 5

5.1 Rewards (1)

5.2 Repay the full amount each month (2)

5.3 It is easier to spot errors/keep an eye on spending/handy when you need proof of address (2)

5.4 'Never access your banking app using unsecure public Wi-Fi and always quit the app when you're done.' (2)

5.5
- You will be able to whizz through online checkouts in seconds.
- Saves you the hassle of entering your details every time you buy online.
- You will never have to disclose your card details online again. (3)

5.6
- It is a technological online edition that works like an income and spending chart.
- A technological version of record-keeping of your income and expenses.
- Using an app on your cell phone to keep track of your budget. (4)

5.7 Not to overspend. (1)
**[15]**

**TOTAL SECTION E: 15**

**SECTION F (STUDY SKILLS)**

bank statements –errors; bank app-balance-register; interest rate; PayPal-online-e-mail+passwords

**FINANCIAL SAFETY**

Debit card; credit card-purchases; rewards; budget-monthly-control-spending; rainy-day fund-current-savings **[30]**

**TOTAL SECTION F: 30**
**GRAND TOTAL: 200**

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