



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4

7 August 2026

This marking guideline consists of 7 pages.

QUESTION 1

X ACHIEVE TVET COLLEGE

X Tel number: Any
X Fax number: Any

X PO Box (Any)
X GERMISTON (CAPS)
X Any postal code

X DATE: 23 July 2025 (LEFT OR RIGHT SIDE)

X Manager
X PROTEA SUN HOTEL
X Any street
X KEMPTON PARK (CAPS)
X Any postal code

XSUBJECT: REQUEST FOR QUOTATION (CAPS) ✓

INTRO: - Goodwill✓ Example: We have heard great things about your hotel and are confident that your team can help provide an excellent setting for our upcoming teambuilding weekend
- I would like to request a quotation for a teambuilding weekend✓
- for eight people✓

BODY: - The team consists of three female members✓
- and five male members✓
- Rooms may be shared if necessary✓
- One member is a vegetarian✓
- therefore, suitable food needs to be available✓
- The team requires dinner on Friday,✓
- breakfast, lunch and dinner on Saturday,✓
- breakfast and lunch on Sunday
- as well as facilities for tea and coffee in the conference room✓
- They need accommodation from 17:00 on Friday✓
- to 15:00 on Sunday✓
- The conference room will be required from 09:00✓
- to 17:00 on Saturday✓
- and 09:00✓
- to 14:00 on Sunday ✓
- Any weekend in September is suitable for us,✓
- depending on the availability of conference facilities✓
- for a small group like ours✓

CONCL: - Please send me a complete quotation detailing room allocation✓
- via email✓
- by 29 July 2025✓
- Thank you in advance (any goodwill)✓

X Yours sincerely

X *Signature*

..... NCINA (CAPS)
ONAL ASSISTANT

MARK ALLOCATION

CONTENT: 13	LANGUAGE:3	FORMAT: 4	TOTAL: 20
Award ½ mark as indicated with a tick✓	-½ per error	Indicated with an X -1 mark per error or omission	

[20]

QUESTION 2

X ACHIEVE TVET COLLEGE

Same as in Q1

X Tel number : Any

X Fax number: Any

X PO Box (Any)

X GERMISTON (CAPS)

X Any code

X DATE: 24-28 July 2025 (10-14 days before)

X Dear Management

X NOTICE OF MONTHLY MEETING (CAPS)

Please note that the next monthly meeting will take place on Wednesday, 6 August 2025✓ in the boardroom✓ at 12:00. ✓

X Yours faithfully

X *Signature*

X MR SOLOMONS (CAPS)
X CAMPUS MANAGER (CAPS)

X AGENDA

X 1. Opening and welcome/attendance register

X 2. Attendance register/apologies

X 3. Apologies/opening and welcome

X 4. Minutes of the previous meeting✓

X 5. Matters arising✓

X 5.1. Graduation ceremony plans ✓

X 5.2. Improvement of student attendance during first week of new trimesters✓

X 6. New business✓

X 6.1 Teambuilding weekend✓

X 7. General✓

X 8. Date of next meeting✓

X 9. Close/closing/closure✓

MARK ALLOCATION

CONTENT: 12	LANGUAGE:4	FORMAT: 4	TOTAL: 20
Award 1 mark as indicated with a tick✓	-½ per error	Indicated with an X -1 mark per error or omission	

QUESTION 3

- 3.1
- It provides a written record which can continuously be consulted✓if any queries arise about what was communicated.✓
 - Written explanations may be easier to understand than spoken ones – more precise and transparent.
 - There are no time constraints – can communicate information as and when one thinks of it.
 - It ensures everyone gets the same information, reducing the chance of misunderstandings.
 - It allows team members to review and process the information at their own pace, making complex details easier to manage.
 - It avoids the need for real-time meetings, letting people respond when convenient for them.
- (Any 2 × 1) (2)
- 3.2
- Report
 - Letter
 - Memorandum
 - Email
 - Fax
 - Proposal
 - Contract
 - Press releases
 - Bulletin
- (Any 1 × 1) (1)
- 3.3
- Effective communication helps a team function properly.✓
 - Helps form and maintain healthy relationships amongst team members.✓
 - Communication is how you express yourself and your ideas to others.✓
 - Effective communication helps improve clarity in terms of instructions, problem-solving, etc.
 - People in the workplace need to communicate all the time in order to be productive.
 - Communication aids the decision-making process.
- (Any 3 × 1) (3)
- [6]

QUESTION 4

- 4.1 C
- 4.2 E
- 4.3 A
- 4.4 B
- (4 × 2) [8]

QUESTION 5

X ACHIEVE TVET COLLEGE X MEMORANDUM

X TO: MR SOLOMONS
X FROM: Mrs MNCINA

X DATE: 30 July-5 August 2025✓
X TEL: EXT(ANY)

XSUBJECT: PROGRESS REPORT ON THE ARRANGEMENTS FOR THE
TEAMBUILDING WEEKEND✓

X 1. BACKGROUND

- This is to report on the arrangements made for the teambuilding weekend✓
- to be held on (any weekend in September 2025)✓
- at the Protea Sun Hotel✓
- in Kempton Park✓

X 2. PURPOSE

- To give a breakdown of the tasks completed✓
- the tasks currently being attended to ✓
- and the tasks still to be completed✓

X 3. TASKS COMPLETED

- The accommodation✓ and conference room✓
- have been booked on (mention date between 29 July and 5 August 2025)✓
- by who?(name) ✓
- The menu has been arranged for all meals✓
- including arrangements for vegetarian food✓
- The prices for everything are on the attached quotation✓

X 4. TASKS CURRENTLY BEING ATTENDED TO

- I ✓am currently making arrangements for company transport✓ for the weekend
- The driver will confirm by (date) ✓
- and (time)✓

X 5. TASKS STILL TO BE COMPLETED

- Tomorrow✓
- I will be attending to/making✓
- the payment arrangements✓

X 6. CONCLUSION

- So far, the arrangements are going as planned✓

X *Signature*

MARK ALLOCATION

CONTENT: 12	LANGUAGE: 4	FORMAT: 4	TOTAL: 20
Award ½ mark as indicated with a tick✓	-½ per error	Indicated with an X -1 mark per error or omission	

[20]

QUESTION 6

USE AIDA PRINCIPLE <u>ATTENTION:</u> Name of position: Management intern✓ <u>INTEREST (INFORMATION):</u> - Qualities: (2) ✓✓ - Requirements: (2) ✓✓ <u>DESIRE:</u> - Benefits: ✓ <u>ACTION:</u> - Contact details (name, ✓ phone number, ✓ email✓) - Closing date: 7 November 2025✓	- X College name - X different fonts - X border
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MARK ALLOCATION

CONTENT: 10	LANGUAGE: 2	FORMAT: 3	TOTAL: 15
Award 1 mark as indicated with a tick✓	-½ per error	Award 1 mark per item in the 2 nd column above	

[15]

QUESTION 7

- 7.1 7.1.1
- How do you feel about working in a team?
 - Do you prefer teamwork or working independently?
 - How would your previous team describe you as a team member?
 - Have you ever found it difficult to work with a manager or other team members?
 - What strategies would you use to motivate your team?
 - Provide an example of a time you showed strong teamwork skills.
- (Any 3 × 1) (3)

- 7.1.2
- Communication
 - Problem-solving
 - Critical thinking
 - Listening
 - Time management
- (Any 2 × 1) (2)

- 7.2 7.2.1 True✓
- There are many things you should prepare the previous night to ensure you arrive punctually and make a good impression, for example:
- Plan your route to the place where the interview is taking place so you don't get lost. ✓
 - Make sure your vehicle is in good working order and has enough fuel in it.
 - Pack your bag with whatever you'll need for the interview.
 - Lay out your outfit for the interview – make sure it is clean and not creased.
 - Plan your breakfast.
 - Set your alarm – allow enough time for all you need to do.
 - Get a good night's sleep.
- (Any 2 × 1)

- 7.2.2 True✓
- It is not good to be overconfident during an interview because overconfident candidates ...
- oversell their skills✓
 - make unrealistic promises
 - overestimate their knowledge
 - exaggerate their achievements
- (Any 2 × 1)

- 7.2.3 False✓
- You should prepare questions to ask the interviewer during your job interview because ...
- It shows you are interested enough to have done some research on the company✓
 - It helps you make a good impression
 - It helps the interviewer get to know you better
- (Any 2 × 1)
(3 × 2)

(6)
[11]

TOTAL: 100