



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4
(Second paper)

31 May 2022

This marking guideline consists of 7 pages.

SECTION A

QUESTION 1: BASIC COMMUNICATION PRINCIPLES

1.1	1.1.1	D	(10 × 1)	(10)
	1.1.2	F		
	1.1.3	H		
	1.1.4	A		
	1.1.5	B		
	1.1.6	I		
	1.1.7	L		
	1.1.8	J		
	1.1.9	C		
	1.1.10	E		
1.2	1.2.1	Pie chart	(3 × 1)	(3)
	1.2.2	Bar chart/graph		
	1.2.3	Line graph		
1.3	1.3.1	Conflict	(3 × 1)	(3)
	1.3.2	Conflict		
	1.3.3	Conflict		
1.4	1.4.1	Subjective	(4 × 1)	(4)
	1.4.2	Objective		
	1.4.3	Objective		
	1.4.4	Subjective		
1.5	Paralinguistics refers to how words are spoken by using voice qualities such as tone, tempo, rhythm, and accent✓ to add meaning to the word.✓/Our speech can be made more interesting and effective by changes of pace, rhythm, tone, accent and emphasis.			(2)
1.6	1.6.1	Medium: The physical way in which the message is transferred,✓ e.g. spoken✓/direct written/face to face/how the message is sent; The medium can be direct and indirect, oral or written or non-verbal, e.g. telephone calls, emails, letters, etc.	(3 × 2)	(6)
	1.6.2	Code: The format that is used to encode the message with which the receiver also understands,✓ e.g. English.✓		
	1.6.3	Barrier: Anything that prevents successful communication from taking place,✓ e.g. noise.✓		

1.7	• Uncertain reception • Quality of the medium • Quality of the message • Different audiences • Access to the communication medium	(Any 2 × 1)	(2)
			[30]
TOTAL SECTION A:			30

SECTION B: INTERPERSONAL RELATIONSHIPS AND SOCIAL INTERACTION

QUESTION 2

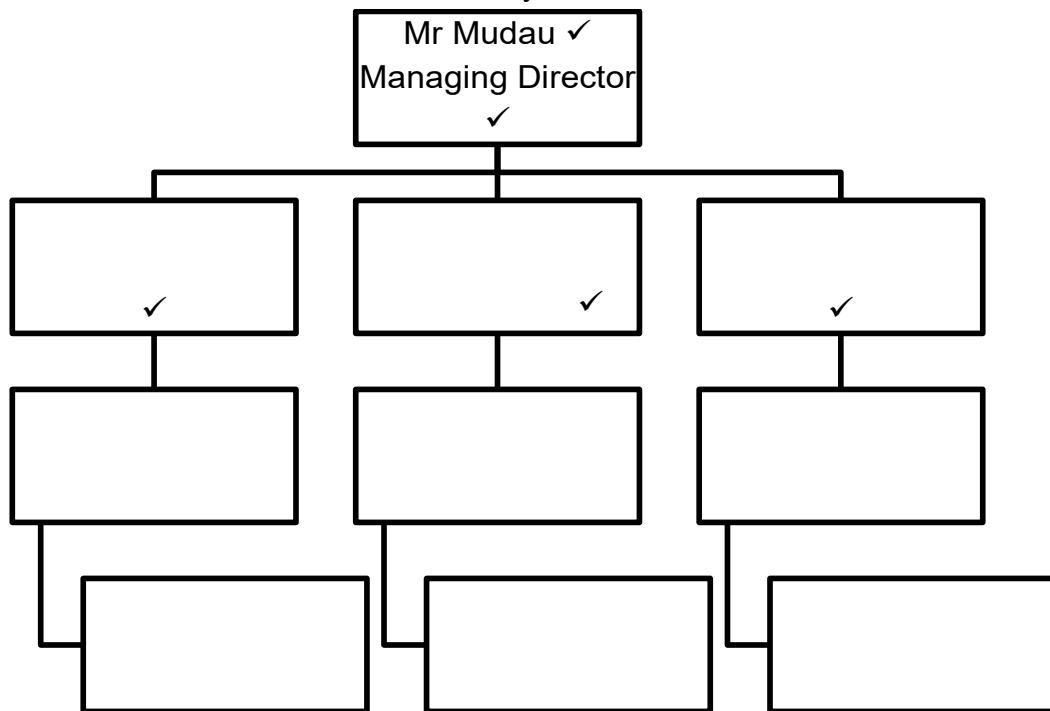
2.1	2.1.1	• Good ventilation and lighting • Fresh drinking water • Lunch breaks • A canteen • A comfortable working space • A sick room • Fair wages or salary	(Any 2 × 1)	
	2.1.2	• Fair wages or salary • Permanent jobs • Fixed contracts • Pension • Protective clothing • Safe work practices • Good security around the building • Fire escape drills	(Any 2 × 1)	
	2.1.3	• Teamwork • Social functions • Teambuilding outings • In-house newsletter • Networking • Think tanks • Workshops	(Any 2 × 1)	
	2.1.4	• Respect from colleagues • Recognition from colleagues • Recognition from the employer • Self-respect and pride in achievements	(Any 2 × 1)	
	2.1.5	• Delegating more responsibilities to mature and experienced or skilled staff • Setting challenging goals • Allowing them to become experts in their field • Asking their advice and input	(Any 2 × 1) (5 × 2)	(10)

2.2	• Positive view of oneself. • Sets realistic and attainable goals. • Ability to express oneself. • Possesses a sense of humour. • Capable of controlling one's emotions. • Ability to cope with negative feedback and criticism. • Usually prepared to take calculated risks. • Comfortable in the company of most people and gets along well with them. • Ability to communicate well • Good social skills • Performs well at college • They don't shift blame unto others • They are happy with what they have and what they are • They respect other people's personalities • They are generally extroverts with warm, caring relations • They accept criticism and are able to get on with most people • They have greater motivation and a greater capacity to achieve	(Any 5 × 1)	(5)
2.3	2.3.1 Physiological barrier 2.3.2 Psychological barrier 2.3.3 Perceptual barrier 2.3.4 Semantic barrier 2.3.5 Psychological barrier	(5 × 1)	(5)
2.4	2.4.1 Stereotyping 2.4.2 Prejudiced 2.4.3 Ethnocentric 2.4.4 Discriminatory 2.4.5 Generalising	(5 × 1)	(5)
			[25]
TOTAL SECTION B:			25

SECTION C: INTRODUCTION TO ORGANISATIONAL COMMUNICATION**QUESTION 3**

3.1

Allied Business Systems ✓



(1✓ for a neat organogram) (10)

3.2

- Written communication
- Oral communication
- Non-verbal communication
- Electronic communication

(Any 3 × 1) (3)

3.3

- 3.3.1 Doctor
- 3.3.2 Madam chair

(2 × 1) (2)

[15]**TOTAL SECTION C: 15**

SECTION D: INTERVIEWING

QUESTION 4

- 4.1
- Busy room
 - Ringing cellular phone
 - Creaking chair
 - Finger pointing
 - Irritated tone of voice
 - Fake smile
- (Any 5 × 1) (5)

- 4.2
- Firm handshake
 - Good eye contact
 - Sits relaxed
 - Controlled hand gestures
 - Waits before she answers
 - Listens attentively
- (Any 5 × 1) (5)

- 4.3 An interview is a pre-planned, formal, direct or indirect oral conversation✓ between two or more people✓ to exchange information about a specific subject.✓

OR

An interview is a pre-planned formal oral interaction between two people (interviewer and interviewee) or one person (interviewee) and a panel of interviewers.✓ It involves an exchange of feelings, information and ideas✓ and it takes place for a purpose and within a limited time.✓ (3)

- 4.4
- 4.4.1 Panel interview
- 4.4.2 Psychometric assessment
- (2 × 1) (2)
- [15]**

TOTAL SECTION D: 15

SECTION E: MEETINGS**QUESTION 5**

5.1	PUBLIC MEETINGS	PRIVATE MEETINGS	
	Community meetings, public workshops or political rallies✓	Attendees of staff meetings, board meetings or parent teacher meetings✓	
	Members are notified via mass media, social media✓	The members are notified beforehand via email, circular with an agenda✓	
	Attendees meet with community leaders, government officials or politicians✓	Attendees meet with peers, managers, employers, etc.✓	
	Meetings are held in public places e.g. school hall✓	Meetings are held in the staffroom, office, boardroom ✓	
	The goals are to make announcements, listen to concerns, explain procedures✓	The goals are to make decisions, give feedback, assign responsibility for tasks✓	
	The meeting is external, visible and open to the public, anyone can attend	The meeting is internal, confidential, only those who have been invited may attend	
	Decisions may be made informally but cannot be voted on	Members can vote on decisions which then become binding	
	(Any 5 + 5)		(10)

5.2	5.2.1	False	
	5.2.2	False	
	5.2.3	False	
	5.2.4	False	
	5.2.5	False	
	(5 × 1)		(5) [15]

TOTAL SECTION E: 15
GRAND TOTAL: 100