



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4
(First paper)

21 November 2023

This marking guideline consists of 6 pages.

QUESTION 1

- Bullies are using words and personal attacks.
- They perceive their target as weak.
- They usually target someone who is new with no experience.
- They fear competition.
- They are always defensive.
- They are always known as rude.
- They use emotional blackmail.
- They need attention.
- They use their bullying on those who do not agree with them.
- They use guilt and shame.
- They dominate meetings by arguing.
- They don't involve their target socially.
- They shift blame of their failure to their target.

Content **10**
Format **3** (own heading, numbering, and number of words)
Language **7**

Language grid

9-10	7
7-8	6
5-6	5
4	4
3	3
2	2
1	1

[20]

QUESTION 2

Any address
CITY/TOWN (in caps) X
Postal code (4 digits)

Date (any date) X

Any name X

Name of company X

PO Box/Private Bag X

TOWN/CITY (in caps) X

Postal code

Dear Sir/Dear Madam X

COMPLAINT ABOUT BULLIES AT WORK (Any relevant subject)

Introductory paragraph

Create goodwill and state what the complaint is about. ✓✓

Other paragraphs

Mention THREE incidents.

(Any THREE relevant incidents) ✓✓✓

Mention that you are not the only one that is being bullied. ✓✓

Express emotions. ✓✓

Closing paragraph

Create goodwill. ✓✓

Yours sincerely X (NOT faithfully)

Signature X

NAME AND SURNAME/SURNAME AND INITIALS X (in caps)

Content 12

Language 8

Format 5 (indicated by X; minus ½ if one element is omitted)

Language grid

11–12	8
9–10	7
7–8	6
5–6	5
4	4
3	3
2	2
1	1

[25]

Content	15
Language	10
Format	5 (indicated by X; minus ½ if one element is omitted)

Language grid

15	10
13–14	9
11–12	8
9–10	7
7–8	6
5–6	5
4	4
3	3
2	2
1	1

[30]**QUESTION 4****MEMORANDUM**

NAME OF COMPANY X
MEMORANDUM X

TO: All staff✓

DATE: Any date before 30 June 2021✓

FROM: Any name✓

EXT2021

SUBJECT: WORKSHOP ON HOW TO DEAL WITH BULLYING X

Please take note that there will be a workshop on how to deal with bullying.✓ The workshop has been arranged for 30 June 2021✓ from 10:00 to 12:00✓ in the company's dining hall.✓ Chemory Gunko, founder of *my-coach-online.com*, has been invited to come and give a presentation.✓ It is compulsory for all staff members to attend.✓

I trust you will benefit from the workshop.✓

Signature X

Content	10
Language	3
Format	2 (indicated by X; minus ½ if one element is omitted)

Language grid

7–10	3
4–6	2
1–3	1

[15]

QUESTION 5

To...	Chemory Gunko's email address X
Cc...	
Subject: APPRECIATION FOR THE WORKSHOP (ANY RELEVANT HEADING)✓ Dear Ms Gunko X I am writing on behalf of the management of our company✓ to thank you for the presentation✓. All the employees liked your presentation.✓ We appreciate your kindness.✓ (Any goodwill sentence) Kind regards X Any name X	

Content	5	
Language	3	
Format	2 (indicated by X; minus ½ if one element is omitted)	

Language grid

5	3
3–4	2
1–2	1

[10]**TOTAL: 100**