



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4

29 November 2024

This marking guideline consists of 7 pages.

QUESTION 1

X ROBERTSON'S MERCHANDISE (CAPS) **X INTERNAL MEMORANDUM/MEMO/MEMORANDUM**

X TO: All staff
X FROM: The Manager/Student's name and surname
X DATE: 10 May 2023
X TEL: Any extension, e.g.: x101

OR in the format below:

X TO: All staff
X FROM: The Manager
X DATE: 10 May 2023
X TEL: Any extension, e.g.: x101

X SUBJECT: NEW CRIMEFIGHTING RULES
(Accept any reasonable topic in CAPS)

INTRO:

- Due to the need to protect my business and its assets, there is a need to implement some new rules.✓

BODY:

- Products are disappearing.✓
- There is a possibility that staff members are taking products home with them.✓
- Therefore, staff vehicles will be searched upon leaving the premises.✓
- To ensure that no products or resources such as stationery are leaving the premises without permission.✓
- It seems some employees may be overcharging customers and pocketing the difference.✓
- In future, cameras will be installed.✓✓
- Employee usage of company resources such as photocopies will also be strictly monitored.✓✓

EXPANSION INTO FULL SENTENCES:

Products have been disappearing from the premises, and there is a possibility that staff members are taking products home with them. Therefore, staff vehicles will be searched upon leaving the premises to ensure that no products or resources, such as stationery, leave without permission. Additionally, there is concern that some employees may be overcharging customers and pocketing the difference. To address these issues, cameras will be installed in the future. Employee usage of company resources, such as photocopies, will also be strictly monitored to prevent misuse.

Students may be creative and come up with their own ideas. Accept any relevant response.

CONCLUSION: Thank you in advance (any goodwill)✓

initial

CONTENT: 11	LANGUAGE: 2	FORMAT: 2	TOTAL: 15
Award marks as indicated with a tick✓	-½ per error	Indicated with an X. -½ mark per error or omission	

[15]

QUESTION 2

- 2.1 A
2.2 C

(2 × 2) [4]

QUESTION 3

- VIDEOS✓ – To show how things like cameras and mirrors can help the business to catch shoplifters.✓✓
- PHOTOGRAPHS✓ – To show before-and-after pictures on a slide or projector illustrating how things like good lighting can make a difference.✓✓
- POWERPOINT PRESENTATIONS✓ – To show diagrams of how strong locks and security gates can provide effective protection in certain areas of the business premises.✓✓

(Accept any other reasonable answer which may relate to the topic.)

(3 × 3) [9]

QUESTION 4

- 4.1 4.1.1 The chairperson
4.1.2 Casting vote

(2 × 2) (2)

- 4.2 4.2.1 True✓ – This means a decision cannot be taken as the people cannot agree.✓

- 4.2.2 False✓ – They are held because of extraordinary or urgent circumstances and are therefore not planned well in advance.✓

(2 × 2) (4)

[6]

QUESTION 5

Hackers✓ could steal✓ valuable information✓ from the business such as credit information✓ or customer lists.✓ Cybercriminals target business IT systems✓ using viruses✓ and malware✓ to initiate cyberattacks.✓

To protect✓ a business, they must focus on cloud-based software solutions, use strong passwords that change monthly,✓ make use of strong antivirus software✓ and keep all their software up-to-date.✓ Managers✓ must also closely monitor✓ employees with access to sensitive information.✓

CONTENT: 16	LANGUAGE: 4	TOTAL: 20
Award marks as indicated with a tick✓	-1/2 per error	

[20]

QUESTION 6

6.1 Written (1)

6.2 6.2.1 Eskom✓ (1)

6.2.2 By writing to the press, he is more likely to get attention✓ than by writing to Eskom directly, and other people who read his letter may also start publicly voicing their opinions on the effect of load shedding on businesses.✓ (2)

6.3 6.3.1 The main message of the letter is the inability to pay the utility bill at present.

OR

Load shedding is costing businesses a lot of money.

6.3.2 The writer conveys this message humorously by comparing their financial situation to Eskom's load-shedding stages. (2)
[6]

QUESTION 7

X ROBERTSON'S MERCHANDISE

X Tel. number: Any

X Fax number: Any

X PO Box (Any)

X ANY CITY (CAPS)

X Any code

X DATE: FIRST WEEK OF JUNE (LEFT OR RIGHT SIDE)

X Mr Maila

X Manager

X TRELLIDOR

X Any street

X SAME CITY AS ABOVE (CAPS)

X Same code as above

SUBJECT: REQUEST FOR QUOTATION✓
(CAPS)

X Dear Mr Maila

Goodwill✓

I would like to request a quotation for some security equipment to protect our business's premises.✓

We need the following items:✓

1. 7 × retractable security gates✓
2. 30 × galvanised steel burglar bars✓
3. 2 × roller-style shutter doors✓
4. 8 × Trellidor clear-guard security screens✓

Please send me a complete quotation via email✓ by the end of next week.✓ I would also like to know by when you can deliver the above goods.✓

Thank you in advance. (Goodwill)✓

X Yours sincerely

X Signature

X MS TSETSEOA (CAPS)

X PROCUREMENT MANAGER

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

[20]

QUESTION 8

X ROBERTSON'S MERCHANDISE X MEMORANDUM	
X TO: ANY NAME X FROM: MARGARET	X DATE: 6 MAY 2024 X TEL: EXT (ANY)
X SUBJECT: PROGRESS REPORT ON THE ARRANGEMENTS FOR THIS MONTH'S BUSINESS BREAKFAST	
X 1. BACKGROUND - This is to report on the arrangements made for the business breakfast.✓ - To be held on 18 May 2024✓ at the Holiday Inn✓ from 06:00 to 10:00.✓	
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	
X 3.1 VENUE✓ - The Holiday Inn conference room has been booked.✓ - Mention date,✓ (name) – done by who?✓	
X 3.2 INVITATIONS✓ - The invitations were sent via email to the chosen businessmen.✓ - Mention date,✓ (name) – done by who?✓	
X 4. TASKS CURRENTLY BEING ATTENDED TO	
X 4.1 CATERING✓ - I✓ am still awaiting the quote✓ from the Holiday Inn.✓ - Mention expected date. ✓	
X 5. TASKS STILL TO BE COMPLETED	
X 5.1 SEATING ARRANGEMENTS✓ Tomorrow (also accept: On 7 th May 2024),✓ I will be attending to the seating plan for the attendees.✓	
X 6. CONCLUSION - So far, the arrangements are going well.✓	
X SIGNATURE (MARGARET)	

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]

TOTAL: 100