



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4
(First paper)

18 November 2024

This marking guideline consists of 8 pages.

(First paper)

QUESTION 1

ANY HEADING **X** (In caps)

1. In every job you want pay attention to details.✓
2. Avoid typing errors by using spellcheck and proofreading.✓
3. Be honest on your cv and application.✓
4. Review your cv and application letter regularly.✓
5. Be specific on your skills and experience.✓
6. Be professional on job interview.✓
7. Give your response in details.✓
8. Pay attention to your body language.✓
9. Make an impression by mentioning people's names when greeting them during office orientation.✓
10. Use thank you words to show good manners.✓
11. Supply more information about the job you are about to apply to your reference.✓
12. When mentioning abilities emphasise your ability to work well with others.✓
13. Offer an updated copy of cv and mention the skills the job requires.✓
14. Number of words 100/(95-105) **X**
Paragraph/Bullets **X**

CONTENT 12 (indicated by ticks (✓))
FORMAT 3 (indicated by X)
LANGUAGE 5

[20]

LANGUAGE GRID

CONTENT	LANGUAGE
10-12	5
7-9	4
4-6	3
2-3	2
1	1

(First paper)

QUESTION 2

Date (in full) X Any name X Company name X P O Box / street address X TOWN/CITY X (CAPS) Postal code (4 digits) Dear Sir/Madam X REQUEST TO ACT AS REFERENCEXX PARAGRAPH 1 Line of goodwill✓✓ Explain the reason for the letter✓✓ Mention the post you are applying for✓ and the company✓ PARAGRAPH 2 State Qualifications,✓ duties,✓ duration of in-service training✓ Indicate the closing date for application✓ PARAGRAPH 3 Express appreciation✓ Line of goodwill✓ Yours sincerely/Faithfully X Signature X NAME AND SURNAME X	P O Box / street address TOWN/CITY X (CAPS) Postal code (4 digits)
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CONTENT 12 (indicated by ticks (✓))

FORMAT 6 (indicated by 12 X)

LANGUAGE 7

[25]

CONTENT	LANGUAGE
12	7
11	6
9-10	5
7-8	4
5-6	3
3-4	2
1-2	1

(First paper)

QUESTION 3

To...	ramoshoeu@tiranicollege.edu.za X
Cc...	
Subject	THE USE OF CATRIDGE/ANY RELEVANT SUBJECT XX

Dear Sir/Mr Ramoshoeu X

PARAGRAPH 1
Greetings✓
Explain the reason for the email. ✓

PARAGRAPH 2
Mention that you have realised that the most used stationery at the college is cartridges. ✓ The Senior of Life skill and Computer Literacy has postponed the test due to the shortage of cartridges. ✓

PARAGRAPH 2
Goodwill ✓

Kind regards/Yours sincerely X
NAME AND SURNAME X

CONTENT = 5 indicated by ticks(✓)

FORMAT = 3 indicated by (6 X)

LANGUAGE GRID

CONTENT	LANGUAGE
3-5	2
1-2	1

[10]

(First paper)

QUESTION 4

**TIRANI TVET COLLEGE X
MEMORANDUM X**

**Private Bag x01038
TRICHARDTSDAL
0890**

TO: All staff members X DATE: before 10 May 2022 X

FROM Any name/Procurement Clerk

Dear Colleagues X

NOTICE OF STAFF MEETINGX

Please take note that the staff meeting will be held in the staffroom of the new administration building✓ 1st floor, on Friday 10 May 2022✓ at 10:00✓

Signature X

AGENDA

1. Opening and welcome
2. Attendance register
3. Apologies
4. Minutes of the previous meeting
5. Matters arising
6. Matters to be discussed
 - 6.1 Issuing of stationery✓
 - 6.2 Stationery requisition form✓
 - 6.3 Control in the copy room✓
7. General

(First paper)

8. Date of the next meeting
9. Closure

CONTENT = 7 indicated by ticks(✓)

FORMAT = 4 indicated by (8 X)

LANGUAGE = 4

[15]

LANGUAGE GRID

CONTENT	LANGUAGE
6-7	4
4-5	3
2-3	2
1	1

(First paper)

QUESTION 5

TIRANI TVET COLLEGE MEMORANDUM

TO: Mr Ramoshoeu/Campus Manager **X** **DATE:** after 15 May 2022 **X**

FROM: Any name and surname **X** **EXT** 3 or 4 digits **X**

SUBJECT: INVESTIGATIVE REPORT ABOUT THE USE OF CATRIDGES AT THE
COLLEGE/ANY OTHER RELEVANT SUBJECT **X**

1. **TERMS OF REFERENCE**

Who instructed you to write the report? Mr Ramoshoeu/The Campus Manager✓
When were you given the instruction? 15 May 2022✓
What was the reason for the instruction? Why cartridges are always finished✓
When should the report be submitted? 30 May 2022✓

(4)

2. **Procedure**

Interview (any explanation)✓
Meeting (any explanation)✓
Questionnaires (any explanation)✓

(2)

3. **Findings**

Interview any explanation)✓✓
Meeting (any explanation)✓✓
Questionnaires (any explanation)✓✓

(6)

4. **Conclusion**

Any summary based on the Stationery requisition form✓ findings✓✓

(2)

5. **Recommendations**

Make any recommendation for every problem mentioned in findings✓✓

(2)

Compiled by
Surname and initials **X**

(First paper)

CONTENT 16 (indicated by ticks (✓))
FORMAT 6 (indicated by X)
LANGUAGE 8

LANGUAGE GRID

CONTENT	LANGUAGE
15-16	8
13-14	7
10-12	6
8-9	5
6-7	4
4-5	3
2-3	2
1	1

[30]

TOTAL: 100