



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4
(First paper)

21 November 2025

This marking guideline consists of 7 pages.

(First paper)

QUESTION 1: SUMMARY

HEADING (any, underlined and in caps)

1. Mental illnesses affect a significant portion of the population, including adults, teenagers and children.✓
2. Only half of those affected receive treatment due to the stigma surrounding mental health.✓
3. Untreated mental illness can lead to higher medical expenses.✓
4. Mental illness is a physical illness of the brain that causes disturbances in thinking, behaviour, energy and emotions.✓
5. Research is uncovering complex causes of mental illnesses, including genetics, brain chemistry, trauma, and other medical conditions.✓
6. The two most common mental health conditions are anxiety disorders and mood disorders.✓
7. Anxiety disorders, including PTSD, OCD, panic disorder and phobias, affect over 19% of adults each year.✓
8. Mood disorders, like depression and bipolar depression, impact nearly 10% of adults annually.✓
9. Stigma about mental illness is still prevalent, fuelled by media stereotypes and lack of education.
10. Stigma affects the number of individuals seeking treatment and the availability of resources.✓
11. Stigma and misinformation can be overwhelming obstacles for those struggling with mental health conditions.✓
12. Showing respect and acceptance to individuals with mental illness helps them cope.✓
13. Advocating for their rights and opportunities within communities is crucial.✓
14. Increasing knowledge about mental health allows for better support for affected individuals.✓

(First paper)

15. Everyone can play a role in reducing stigma and improving mental health awareness.✓

CONTENT 12 (indicated by any 12 ticks (✓))
FORMAT 3 (Heading X point form X number of words X)
LANGUAGE 5

LANGUAGE GRID

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

[20]

QUESTION 2: MEMORANDUM

TIN LIMITED COMPANY

MEMORANDUM

To: Staff Members X Date: Any date X

From: Occupational Health Safety Officer/ Any Name X

Subject: MENTAL HEALTH AWARENESS DAY X

After reading the article about the importance of mental health awareness✓ I decided to organize a Mental Health Awareness Day✓, wherein I want to make all the staff members aware of mental health issues.✓ I realised that some staff members have the same symptoms mentioned in the article. ✓ All staff members must attend the event,✓ because I will be introducing an Employee Assistance Programme,✓ which will make confidential counselling✓ and mental health support services✓ available to all staff members.✓ Your participation will be highly appreciated.✓

Signature X

CONTENT 10 (indicated by ticks (✓))
FORMAT 5 (indicated by X)
LANGUAGE 5

CONTENT	LANGUAGE
9–10	5
7–8	4
4–6	3
	2
	1

(First paper)

QUESTION 3: TELEPHONE MESSAGE

TIN LIMITED COMPANY

TELEPHONE MESSAGE FORM

To: ANY Name/Occupational Health Safety officer✓

From: Naledi Majiya✓

Date: Any date before 27 July 2024✓

Message

While you were out for lunch,✓ Mr Jean Mooi phoned to confirm✓ that he will be available as guest speaker✓ at the Mental Health Awareness Day✓ on 27 July 2024 at 13:00✓ You can contact him on his cell phone at 082 499 1234.✓

Message taken by Naledi Majiya✓

CONTENT = 10 indicated by ticks(✓)

LANGUAGE = 5

LANGUAGE GRID

CONTENT	LANGUAGE
9–10	5
7–8	4
5–6	3
3–4	2
1–2	1

[15]

(First paper)

QUESTION 4: NOTICE

TIN LIMITED COMPANY

MENTAL HEALTH AWARENESS CAMPAIGN✓

AIM: Promote understanding and support for mental health✓

VENUE: Company dining hall✓

DATE: 27 July 2024 at 10:00✓

Guest speaker: Mr Jean Mooi✓

A free lunch and T-shirt will be available.✓

CONTACT DETAILS:✓

Name

Telephone number

Email address

CONTENT = 7 indicated by ticks (✓)

FORMAT = 4 (Spacing, Heading, Boarder, Fonts)

LANGUAGE = 4

LANGUAGE GRID

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

[15]

(First paper)

QUESTION 5: PROGRESS REPORT

TIN COMPANY LIMITED X

MEMORANDUM X

To: Mr Diale/The CEO X

From: Occupational Health Safety Officer/Any Name X

Date: Any date after 10 July 2024 X

SUBJECT PROGRESS REPORT ABOUT MENTAL HEALTH AWARENESS DAY XX

1. Background

Say who instructed you---Mr Diale / The CEO✓
and mention the date of the instruction---10 July 2024✓
Say what the report is about--- to organise the Mental Health Awareness Day
in order to educate and increase awareness about mental illness.✓ (3)

2. PURPOSE

To give breakdown of which tasks have been completed,✓ which tasks are
currently being dealt with✓ and those that still have to be completed.✓ (3)

3. TASK COMPLETED

3.1 On [Date], notices regarding the Mental Health Awareness Day
were successfully posted on all notice boards across the campus
and on the company's website. (Name)✓✓
(award two marks only if name; task and date are mentioned) (2)

3.2 On [Date], Invitations were sent out to Mr Jean Mooi, the guest
speaker for the day, and two musicians who will be performing
during the event.
(Names)✓✓
(Award two marks only if name; task and date are mentioned) (2)

(First paper)

4. **TASK CURRENTLY ATTENDED TO**

- 4.1 (Name) is currently in the process of engaging with the nearest hospital to seek support from health workers who can provide medical assistance and guidance during the event (date).✓✓
(Award two marks only if name; task and date are mentioned) (2)
- 4.2 (Name) is currently in discussions with a local catering company to finalize a menu for the event. ✓ Quotations for different menu options are being obtained✓ (date)
(Award two marks only if Name; task and date are mentioned) (2)

5. **TASK STILL TO BE COMPLETED**

- 5.1 [Date], efforts will be made to identify potential sponsors for T-shirts to be distributed during the campaign (name of person responsible).✓✓
(award two marks only if name; task and date are mentioned) (2)
- 5.2 [Date], arrangements will be made with Netflorist to supply flowers and decorate the hall for the event (name of person responsible.✓✓
(Award two marks only if name, task, and date are mentioned) (2)

6. **CONCLUSION**

All arrangements are running smoothly. ✓We are looking forward to a pleasant day.✓ (2)

Compiled by: X

CONTENT 20 (indicated by ticks (✓))
FORMAT 4 (indicated by 8X)
LANGUAGE 6

LANGUAGE GRID

CONTENT	LANGUAGE
17–20	6
13–16	5
10–12	4
7–9	3
4–6	2
1–3	1

[30]

TOTAL: 100