



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N4
(Second paper)

25 November 2025

This marking guideline consists of 7 pages.

(Second paper)

QUESTION 1

- 1.1 1.1.1 B
 1.1.2 D
 1.1.3 B
 1.1.4 B
 1.1.5 A
 1.1.6 B
 1.1.7 C
 1.1.8 D
 1.1.9 D
 1.1.10 C

(10 × 1) (10)

- 1.2
 - Helps to provide, obtain and exchange information
 - To form and maintain a healthy relationship.
 - To persuade others
 - To express yourself and your ideas to others
 - To listen well
 - Provide a sensible feedback
 - Minimizes and resolves conflict
 - Maintains good external public relations
 - Increase productivity.
 - Provides a more efficient service to clients
 - Negotiates deals
 - Tackles problems logically in order to solve them
 - Ensures effective teamwork through effective group discussion
 - Conducts successful meetings
 - Reduces queries, complaints and the possibility of legal action against the company
 - Promotes a good public image

(Any 5 × 1) (5)

- 1.3 Personality:✓ An individual's personality can greatly influence how they communicate with others.✓

Emotions:✓ Emotions play a significant role in communication. Strong emotions like anger, joy, sadness, or fear can influence how a message is conveyed and received.✓

Reasoning:✓ The ability to reason and think critically affects communication. People with strong reasoning skills can express their thoughts clearly, analyse information effectively, and engage in logical discussions.✓

Frame of reference: Each individual has a unique frame of reference shaped by his or her experiences, beliefs, values, and cultural background.✓ (4 × 2) (8)

(Second paper)

- 1.4 Acoustic semiology is the study of sounds and their role in communication, particularly focusing on how sound impacts the meaning and perception of messages in various contexts. ✓✓ involves using your sense of hearing to get a message from certain sounds or signals other than language. (2)
- 1.5
- Broadens the listener base of knowledge
 - Improves interpersonal skills
 - Minimises misunderstanding
 - Improves personal efficiency
 - Saves energy, money and time
 - Identifies problems and grievances in advance
 - Ensures goodwill and wins clients
- (Any 5 × 1) (5)
- [30]**
- TOTAL SECTION A: 30**

SECTION B

QUESTION 2

- 2.1
- What you think of yourself/How you perceive yourself
 - Your interpretation of what other people think of you
 - Your ideal self-image/Who you hope to be
- (3)
- 2.2
- Negative perception of themselves
 - Critical of themselves
 - Critical of other people
 - They often lack a sense of humour
 - Does not get along with other people
 - Jealous and aggressive nature
 - Not able to take control over own emotions
 - Often come across as domineering people
 - Unable to tell the difference between fair and unfair criticism
 - Does not differentiate between people and their conduct
 - Sets unrealistic goals
 - Afraid of failing, so will not take any risks.
- (Any 5 × 1) (5)
- 2.3
- Be realistic about your abilities
 - Tackle tasks you can cope with and make sure you complete them
 - Encourage yourself to achieve
 - Analyse and evaluate all criticism
 - Do not say negative things about yourself
 - Be proud of your achievements
 - Accept compliments from others graciously
 - Know your own weaknesses and strengths
 - Adopt a positive 'I can do it' attitude
 - Control your emotions
- (Any 5 × 1)

(Second paper)

- 2.4
- Employers can ensure that basic physiological needs✓ are met by providing fair wages, comfortable working conditions, and access to breaks and meals.✓
 - Supporting employees' safety needs can involve offering job security, clear policies, and a safe work environment.
 - Encouraging teamwork, fostering a positive work culture, and recognizing employees'✓ contributions can satisfy love and belongingness needs.✓
 - Providing opportunities for skill development, career advancement, and acknowledgment of achievements✓ can address employees' self-esteem needs.✓
 - Supporting employees' self-actualization✓ can involve offering challenging projects, autonomy in decision-making, and avenues for personal and professional growth.✓
- (5 × 2) (10)
- 2.5 Gatekeeping is the name given to describe the deliberate creation of communication barriers because of fear of known or unknown consequences of communication. (2)
- 2.6
- Speak clearly and audibly.
 - Use simple, unambiguous language.
 - Be sincere.
 - Be a good listener.
 - Allow your conversation partner the opportunity to air their opinion.✓
 - Be fair, constructive and tactful when offering criticism.
 - Accept constructive criticism gracefully.
 - Be tactful and practice empathy.
 - Be sensitive towards your conversation partner's culture, age, background, level of intelligence, needs and interests.
- (Any 5 × 1) (5)
- [30]
- TOTAL SECTION B: 30**

SECTION C

QUESTION 3

- 3.1 Organisational communication is the internal and external communication of members of an organisation at all levels in order to achieve the particular organisation goals. (2)
- 3.2 Line organisation, a supervisor exercises direct control over a subordinate and the authority flows from the top-most position to the lowest.✓✓/Line organisation is the simplest organisational structure, and it is found in small businesses or in divisions of larger organisations. (2)

(Second paper)

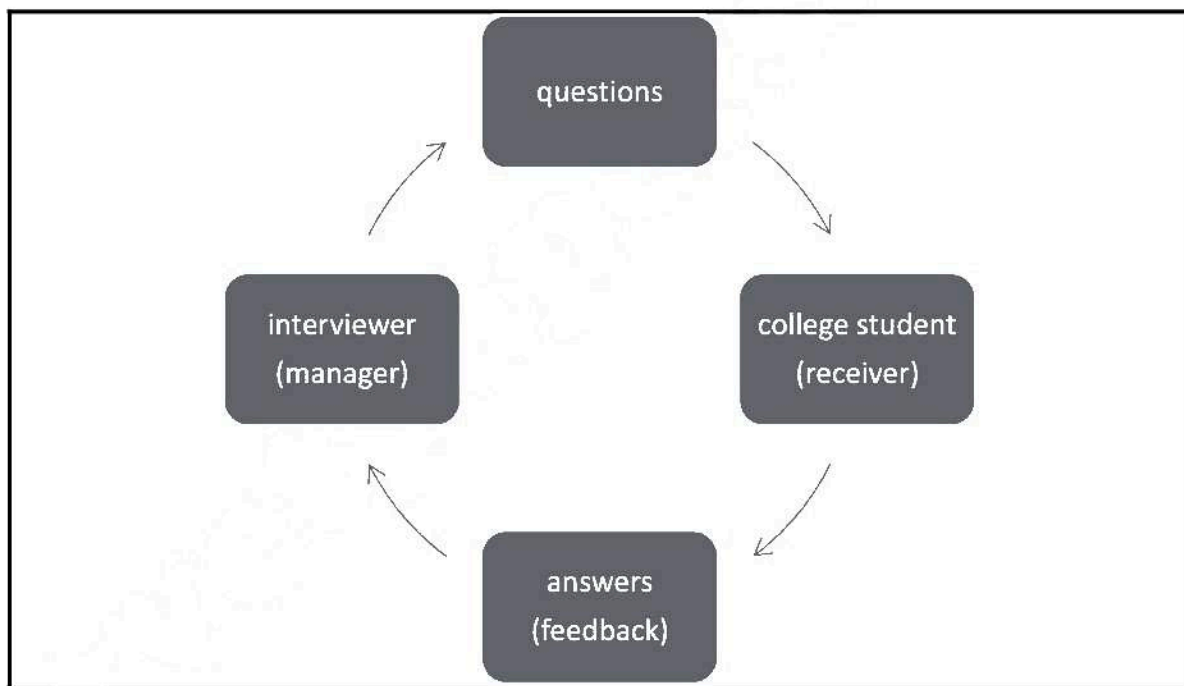
3.3	3.3.1	Horizontal	(3 × 1)	(3)
	3.3.2	Vertical		
	3.3.3	Horizontal		
3.4	• Oral communication • Written communication • Non-verbal communication			(3)
				[10]

TOTAL SECTION C: 10

SECTION D

QUESTION 4

4.1



4 marks and 1 mark is for drawing (5)

4.2	4.2.1	B	(5 × 1)	(5)
	4.2.2	C		
	4.2.3	A		
	4.2.2	D		
	4.2.5	E		

(Second paper)

- 4.3
- Remember you are being evaluated all the time
 - Be punctual
 - Wait until invited to be seated
 - Maintain eye-contact throughout
 - No gum, no smoking
 - Acceptable language, no slang
 - Concentrate on questions
 - Answer concisely but fully
 - Be honest, tactful, positive
 - Be realistic about the salary you want
 - Try to relax for the duration
 - Pay attention to non-verbal clues
 - Create a good first impression
 - Let your body language be alert and attentive
 - When answering questions, remember to listen carefully and to think before you answer
 - Remember that you can also ask questions
 - Be conscious of your voice
- (Any 5 × 1) (5)
[15]
- TOTAL SECTION D: 15**

SECTION E:

QUESTION 5

- 5.1
- The name of the organisation
 - The starting date, i.e. when the constitution was completed and came into operation
 - The aims and objectives of the organisation and a mission and vision statement if they have one
 - The requirements for someone to become a member
 - All aspects of the executive: who it is made up of, their duties and privileges, method of electing office bearers, the length of service etc.
 - Meetings: notification of a meeting, the number required for a quorum, proxy procedure, voting, agendas, minute style, amendments to the constitution et cetera.
 - Finances: date for the end of the financial year, auditors, membership fees, bankers and opening of accounts, signatories, et cetera.
 - How and why members may be suspended
 - How new members may be co-opted
 - Dissolution – the closing down and disbanding of the organisation
- (Any 5 × 1) (5)

(Second paper)

5.2	• Strong leadership qualities • Adequate intellectual ability • Pleasant disposition • Self-discipline • An impartial sense of judgements • Well-developed public speaking skills • Good command of language for clear presentation	(Any 5 × 1)	(5)
5.3	5.3.1	Committee member who is responsible for the finances.	
	5.3.2	A vote that is used to break a tie when the voting results in a deadlock.	
	5.3.3	The minimum number of members required to be present at a meeting in order for the meeting to be valid	
	5.3.4	A list of items or topics that will be discussed and addressed during a meeting	
	5.3.5	A formal proposal that is put to the meeting for discussion and voting	(5)
		(5 × 1)	[15]
		TOTAL SECTION E:	15
		GRAND TOTAL:	100