



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N5
(First paper)

1 December 2023

This marking guideline consists of 6 pages.

QUESTION 1: SUMMARY

Any acceptable title x (TWO xx if six words used)

- Aims to give people fair services when solving problems.✓
- After three days receipt of acknowledgement is sent.✓
- The receipt will contain the personal details of the person handling the complaint.✓
- The complaint will be referred to the medical scheme.✓
- Written response should be sent within 30 days by the medical scheme.✓
- The ruling takes about 120 days to be finalised.✓
- Anyone not satisfied with the decision is allowed to appeal for free.✓
- An affidavit can be submitted within three months after the decision.✓
- Late submission is not encouraged/tolerated.✓
- Notice with date and time should be given 14 days before the hearing.✓

Number of words x
Bullet/Numbering used X

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

Format = 4

CONTENT: 10 (indicated by✓)

FORMAT: $12 \div 2 = 6$

LANGUAGE: 4 (-½ per error)

[20]

QUESTION 2: LETTER TO THE EDITOR

Tel. no. (012) 431 0500 X

Private Bag/PO Box/Street address
PRETORIA (in caps) X
0001

Date in full X

The Editor X

BNK News

Private Bag

PRETORIA (in caps) X

0001

Sir/Madam X

Any heading related to medical schemes X

Par 1

Line of goodwill✓

Highlight or general comment on how medical aids work.✓

The reason/purpose of the letter.✓

People's complaints that you have heard or read about.✓✓✓

(THREE complaints from the scenario)

Par 2

Advice on how the victims and possible victims can lodge complaints.✓✓

Appeal against the decision✓ to council at no cost.✓

For complaints against Health Professionals (doctors) – www.hpcsa.co.za✓For complaints in respect of other health insurance products – www.osti.co.za✓

That's according to Medical Schemes Act (131 of 1998).✓

od will

I am looking forward to ... I will appreciate ...

I hope you or (any suitable polite ending).✓✓

A concerned citizen X

Signature X

Name and Surname X

Content	Language
12-14	6
9-11	5
7-8	4
5-6	3
3-4	2
1-2	1

CONTENT: 14 (indicated by✓)**FORMAT:** 5**LANGUAGE:** 6 (-½ per error)**[25]**

QUESTION 3: FORMAL INVITATION

Letterhead (HPCSA) x

Content:

The venue – company's auditorium✓

The date – 12 August 2021✓

The time of the function – at 15:00✓

A request for staff members to respond by or before 7 August 2021✓

The sender's address✓

Telephone number (do not allow any number)✓

The identity of the celebrant – Ms Thula Sizwe✓

The dress code (should be old age-related theme)✓

Award ONE mark for any COVID-19 regulations.✓

Format:

The borders X

Different font size X

Different fonts X

Content	Language
7-9	3
4-6	2
1-3	1

CONTENT: 9 (indicated by✓)

FORMAT: 3 (-½ mark per X)

LANGUAGE: 3

[15]

QUESTION 4: INVESTIGATION REPORT

HP Helen Hospital X

TO: HPCSA manager X

FROM: Dr Phodisho X

DATE: 15 August 2021 (do not accept any date before 15th and after the 16th) X

SUBJECT: THE REPORT ON THREE STAFF MEMBERS' ILLNESS X

1. TERMS OF REFERENCE

Instruction was received on 15 August 2021✓ from Dr Phodisho✓ to investigate the cause of three staff members' illness✓ after the farewell party at HPCSA.✓

The purpose of this report is to find out what has led to the hospitalisation of the three staff members.✓✓

The report has to be submitted on 16 August 2021.✓

2. PROCEDURES

2.1 The catering company was consulted.✓

2.2 The family members of the staff members were interviewed.✓

2.3 The nurses responsible were questioned.✓

3. FINDINGS

3.1 The food served were old/expired.✓

3.2 The staff were allergic to some spices used in the menu.✓

3.3 The staff has eaten excessively.✓ (Accept any relevant reason)

(Mark only TWO of the three)

4. CONCLUSION

Catering companies must always consider the health of the clients before providing their services.✓

5. RECOMMENDATIONS

Food should always be served fresh.✓

The client should provide service providers with a menu that suits them.✓

Members should disclose their allergies to the caterers.

(Mark only TWO of the three)

Compiled by
Signature X
Student's name- X
Designation – (PA)

Content	Language
12-16	5
9-11	4
6-8	3
4-5	2
1-3	1

CONTENT: 16 (indicated by✓)
FORMAT: 4 (mark per X)
LANGUAGE: 5 (-½ per error)

[25]**QUESTION 5: DISPLAY ADVERTISEMENT**

COMPANY'S LETTERHEAD x

Format: 3

- Letterhead (HPCSA) x
- Heading (lodging medical-scheme related complaints) x
- Use of different font types x
- Use of different font sizes x
- Border x
- Picture related to the topic (any medical-/health-related picture) x
- Use of full A4 page x (Mark any correct SIX)

Content: 7

- Written acknowledgement of a complaint within three working days✓
- Office working days/hours – Mondays to Fridays✓
- During 08:00-16:30✓
- The name of the person✓
- Email address to submit their complaints – complaints@medicalschemes.com✓
- Contact numbers – (012) 431 0500✓
- Websites they can use – www.medicalschemes.com✓

Content	Language
12-14	6
9-11	5
7-8	4
5-6	3
3-4	2
1-2	1

CONTENT: 7 (indicated by✓)
FORMAT: 3 (½ mark per X)

LANGUAGE: 5

[15]

TOTAL: 100