



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N5

(First paper)

8 June 2022

This marking guideline consists of 6 pages.

QUESTION 1: PRECIS

ANY RELEVANT TOPIC IN CAPS X

1. If you need help ask for it.✓
2. Keep a record of your successes for future reference.✓
3. Be punctual as late-coming is disruptive.✓
4. Be considerate towards your colleagues.✓
5. Acquire new skills to improve your performance and to keep you interested in your job.✓
6. Maintain positive relationships with your colleagues.✓
7. If the work becomes too much, ask for assistance.✓
8. If you know your goal, it is easier to work towards it.✓
9. Set easier/achievable goals to enable you to achieve them.✓
10. Align your appearance with your company's image and position.✓
11. Acquire more information about your company.✓
12. Pay attention to the work habits of your colleagues and adjust yours if possible.✓
13. Don't volunteer to take more work than you can handle.✓

Accept any relevant answer.

FORMAT: 3	CONTENT: 13	LANGUAGE: 4	
• 1 mark per X • Point form • A different relevant heading • Indicated the number of words used	1 mark per ✓	12–13	4
		7–11	3
		4–6	2
		1–3	1

[20]

MLUNGISI TVET COLLEGE X

STUDENT REPRESENTATIVE COUNCIL X

Date in full from September to early November 2022 X

Dear Mr Mngqobi X

INTRODUCTION: Sentence of goodwill. Mention the reason why he was invited✓ (i.e. as guest speaker on the Career Day).

Request for CV and recent photo for introduction/press release/newsletter✓

CONCLUSION: Express goodwill✓

Yours sincerely X
Signature X

NAME IN CAPS X
DESIGNATION X

FORMAT: 7	CONTENT: 13	LANGUAGE: 5	
½ mark per X	1 mark per ✓	12–13	5
		10–11	4
		7–9	3
		4–6	2
		1–3	1

[25]

QUESTION 3: TELEPHONE MESSAGE**MLUNGISI TVET COLLEGE X****TELEPHONE MESSAGE X*****To:** Any name✓***From:** Mr Mnqobi✓***Company:** Muphronesis PTY LTD✓***Tel:** 011 123 7941✓***Date:** 5 November 2022✓***Time:** Before 16:00✓***Message:**

While you were out, Mr Mnqobi phoned.✓

He was responding to the invitation letter.✓

He will not be able to attend due to prior arrangements.✓

He has arranged with Mr Mogau PS to represent the company.✓

Please contact him by 16:00 at 011 123 7941.✓

***Message taken by:** Thando

FORMAT: 3	CONTENT: 5	LANGUAGE: 2	
½ mark each for 6 of *	1 mark each for 5 of ✓	4–5	2
		1–3	1

[10]

QUESTION 4: NOTICE AND AGENDA OF A MONTHLY GENERAL MEETING

MLUNGISI TVET COLLEGE X Logo X

Tel: Any 10 digit number Fax: Any 10 digit number Email address } X	Any address PARKTOWN X Code }
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From 1 to 6 November 2022 X (Date in full)

Dear member X

NOTICE OF A MONTHLY GENERAL MEETING X

Please note√ that the next monthly general meeting √ will be held in the boardroom√ at Mlungisi TVET College on Wednesday√ 10 November 2022√ at 14:45. √

Minutes of the meeting held on 10 October 2022 are attached. √

Yours faithfully X
 Signature X
 NAME IN CAPS X
 CHAIRPERSON X

AGENDA X

1. Attendance register
2. Apologies
3. Opening and welcome
4. Minutes of the previous meeting
5. Matters arising: Response of Mr Mnqobi√
6. New business:
 - 6.1 Employment of liaison officer √
 - 6.2 Activity plan for 2023 registrations√
7. General
8. Date of the next meeting
9. Closure

√ For writing the agenda in the correct order. -1 if information marked with √ is wrong.

FORMAT: 6	CONTENT: 10	LANGUAGE: 4	
½ mark per X	1 mark per √	9–10	4
		6–8	3
		3–5	2
		1–2	1

[20]

QUESTION 5: COVERING LETTER

Any date after 20 October 2022 X

The Human Resource Manager X

Mlungisi TVET College X

Any address

PARKTOWN X

Code

{ Any address
CITY IN CAPS
Code } X

Dear Sir/Madam X

APPLICATION FOR EMPLOYMENT AS LIAISON OFFICER X

INTRODUCTION: Goodwill sentence and state position, where it appeared and date of advertisement. ✓✓

Other paragraphs

Qualifications: Marketing Management, state institution and year of completion ✓✓

(Accept any relevant answer)

Two of his subjects are Entrepreneurship and Computer Practice. ✓✓

He has a driver's licence. ✓

Work experience: Has experience in sales, mention a certain shop (Accept any relevant answer) ✓✓

Interests and hobbies: Active in sports ✓✓ (Accept any relevant answer)

CONCLUSION: Goodwill sentence and/or contact number for feedback on interview ✓✓

Yours faithfully X

Signature X

Unathi X

FORMAT: 7	CONTENT: 13	LANGUAGE: 5	
1 mark each for the first 7 of the X	1 mark per ✓	12–13	5
		10–11	4
		7–9	3
		4–6	2
		1–3	1

[25]**TOTAL: 100**