



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N5

(First paper)

15 June 2023

This marking guideline consists of 6 pages.

QUESTION 1: SUMMARY

Any related/acceptable title (between four and six words) X

Scammers use the bank account numbers, passwords and credit card numbers to rob people's money.✓ They ask people their personal information through an email.✓ They send customers a link which if followed, they find their money cleared. Customers should be careful of fake bank websites. ✓

Par 2

They rob customers by sending them fake money.✓ Online dating is another way scammers use to get money.✓ People should be careful if strangers they meet online ask them money.✓ The bank is not responsible for the loss after giving them an instruction to transfer the money.✓

Par 3

Scammers can also give a person money which was stolen from someone's account.✓ They may ask for payment for a job application.✓ Sometimes the bank is able to reverse the stolen money,✓ but the victim will be liable for the charges,✓ the bank checks if there is enough information to reverse the payment.✓

Number of words X
3 paragraphs used. X

Content	12
Format	3
Language	5

[20]

QUESTION 2: LETTER OF ENQUIRY

Letterhead

THUSANG STEEL AND ALUMINIUM Pty (Ltd) X
Private Bag X 1988
KROONSTAD X
9499
enquiries@thusangsa.co.za. X

Date in full X

The Bank Manager X
DHBSA Bank X
Private Bag X 1869
KROONSTAD (in caps) X
9500

Dear Sir/Madam X

Scam enquiry (Any heading related to bank scam/fraud) X

Par 1

Line of goodwill/greetings✓

Express appreciation for the relationship between the bank and the company.✓

State the purpose for writing this letter.✓

Indicate the CEO has called the bank.✓

Par 2

Explain in detail the three months' untraceable deductions/transactions of R99,00.✓

Mention the amount of R6 500,00 that was deducted.✓

Indicate that you have attached three months' bank statements.✓

Mention that the unknown deductions are highlighted on the statements.✓

Make two suggestions on how the challenge could be solved.✓✓

od will

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

I hope you ... or (any suitable polite line of goodwill)✓✓

Yours faithfully X

Signature X

Name and surname (in caps) X

Designation X

Content	12	See ticks (✓)
Format	6	½ a mark for each X
Language	7	

[25]

QUESTION 3: NOTICE AND AGENDA

DHBSA BANK X
NOTICE OF A MEETING

To: Staff members X
From: Mr Mahube/The bank manager X
Date: 28 June 2021 (Any date before 29 June 2021) X
Subject: Urgent staff meeting✓

Please take note that there will be an urgent staff meeting✓ to be held in room 24✓ on 29 June 2021✓ at 14:00 to 16:00.✓

All members are encouraged to attend as there will be short interviews✓ with those members who are directly involved with the issue at hand.✓

Secretary

Signature X

Full names X

Agenda

1. Attendance register
2. Opening and welcome
3. Apologies
4. Matters arising
 - 4.1 The complaint about the scam/fraud✓
 - 4.2 An interview/questioning of staff members✓
5. Any other business✓
6. Date for the next meeting✓
7. Closure

Content	11
Format	6
Language	3

[20]

QUESTION 4: LETTER OF RESIGNATION

PO BOX 1222
KROONSTAD X
9499

Date in full (Before the date of the meeting) X

The Bank Manager X
DHBSA Bank X
Private Bag X 1869
KROONSTAD (in caps) X
9500

Dear Mr Mahube X (Do not allow any name or dear sir.)

RESIGNATION LETTER X X

Par 1

Line of goodwill/greetings✓

Express appreciation for the relationship you had with the bank.✓

State the purpose for writing this letter.✓

Par 2

Explain in detail that you were mugged on your way home from work.✓✓

You received threats.✓

You were also instructed not to mention names in the report.✓

Mention that the laptop and gadgets were stolen.✓

Mention the name of the post you occupied.✓

Explain how the incident affected you.✓

Mention the date on which you intend to leave the company.✓

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

I hope you ... or (any suitable polite line of goodwill)✓

Yours sincerely X

Signature X

Name and surname (in caps) X

Designation X

Content	13	See ticks (✓)
Format	6	½ a mark for each X
Language	6	

[25]

QUESTION 5: TELEPHONE MESSAGE

Letterhead X (Thusang Steel and Aluminium Pty

(Ltd)

To: Mr Milano }
 Date: 12 July 2021 } X
 Time: 15:30 X }
 From: Mr Mahube /The bank manager X
 Tel. no: 056 777 8881, Ext 124 X

Message: Mr Mahube, the bank manager called✓
 He apologised✓
 for the scam/fraud/unknown deductions from your company's bank
 account✓
 He also promised to reimburse or compensate the company with
 R20 000✓
 in August to show his apologies✓

Taken by (Student's name)✓

Content	6
Format	2
Language	2

[10]

TOTAL: 100