



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

DAY CARE COMMUNICATION N5

17 November 2023

This marking guideline consists of 6 pages.

SECTION A: CONCEPTS OF COMMUNICATION**QUESTION 1**

- 1.1 1.1.1 Verbal
 1.1.2 Non-verbal
 1.1.3 Written
 1.1.4 Visual
 1.1.5 Intrapersonal
(5 × 2) (10)
- 1.2 • Physical barriers
 • Perceptual
 • Emotional
 • Cultural
 • Language
 • Gender
(5 × 2) (10)
- 1.3 • Physical (bad radio output, bad sound)
 • Physiological (deafness, blindness)
 • Psychological (anger, jealousy)
 • Cultural difference
(Any relevant answer 5 × 2) (10)
- 1.4 • Sender
 • Message
 • Receiver
 • Feedback
 TWO marks each for keywords, TWO marks indicators/arrows/diagram
(10)
[40]
- TOTAL SECTION A: 40**

SECTION B: LANGUAGE SKILLS**QUESTION 2**

- 2.1 age of 18✓
 35 per cent✓
- 2.2 Across✓
 Child✓
- 2.3 country's✓
 girl's✓
- 2.4 sub-Saharan✓
 example = may✓

- 2.5 Globally₁✓
article 16₁✓
- 2.6 'in union'₁✓
'free and full'₁✓
- 2.7 (24 per cent, data not shown)✓
(17 per cent)✓
- 2.8 2030₁✓
sexes₁✓
- 2.9 states₁✓
household₁✓
- 2.10 marriage₁✓
grooms₁✓

(10 × 2) [20]

TOTAL SECTION B: 20**SECTION C: CORRESPONDENCE AND WRITTEN WORK****QUESTION 3**

- 3.1 Layout and spelling (8)
Style and content (12)

Layout and spelling 8	Style and content 12
- Format 6: (address, greetings and endings) (TWO marks each = 6) - Spelling 2 (1 per error)	- Formal 2 - Introduction 2 - Body 4 - Conclusion 2 - Use of key words 2

(20)

- 3.2 Layout and spelling (8)
Style and content (12)

Layout and spelling 8	Style and content 12
- Format 6: (address, greetings and endings) (TWO marks each = 6) - Spelling 2 (1 per error)	- Formal 2 - Introduction 2 - Body 4 - Conclusion 2 - Use of key words 2

(20)

[40]**TOTAL SECTION C: 40**

SECTION D: TEXTUAL STUDIES**QUESTION 4**

- 4.1
- The main purpose of this pamphlet is to advertise of the camp.
 - To create awareness that a camp will be held.
 - To show parents the various activities that will take place at the camp.
- (Any ONE) (2)
- 4.2
- Kids will have fun.
 - They will play.
 - Kids will do various activities.
- (3 × 2) (6)
- 4.3 The heading makes the reader understand what the entire pamphlet is about. (2)
- 4.1 4.4.1 Yes or No (1)
- 4.4.2 TWO marks each for the elaboration
Markers' to use own discretion (2 × 2) (4)
- 4.5 4.5.1 Yes or No (1)
- 4.5.2 TWO marks each for the elaboration
Markers must use own discretion for examples such as (price,
specific venue, requirements and supplies) (2 × 2) (4)
- [20]**

TOTAL SECTION D: 20

SECTION E: STUDY SKILLS**QUESTION 5**

- 5.1 Layout (4)
 Content (12)
 Language and style (4)

Layout 4	Content 12	Language and style 4
• Heading (2) • Paragraphs (2)	• Own words, logical sentences (2) • NINE to TEN keywords used (10) • SEVEN to EIGHT keywords used (8) • FIVE to SIX keywords used (6) • FOUR and fewer keywords used (4) • Summary not in own words and very few keywords used (2)	• Formal writing, grammatically correct, no spelling errors (4) • Minus ONE mark per spelling/grammatical error

(20)

- 5.2 Layout (4)
 Language, spelling and style (6)
 Format (10)

Layout/Format 4	Grammar and spelling 6	Format/keywords 10
• Central idea/topic (2) • Design and branches (2)	• No spelling and punctuation (2) • Minus 1 mark per spelling/grammatical error	• 10 or more keywords used/information presented in very short phrases • Information must be grouped together neatly

(20)

- 5.3 Open ended
- Questions that cannot be answered with a simple yes or no.
 - They require the respondent to elaborate on their points.
 - The response can be compared to information that is already known to the questioner.
- (Any 2 × 2)

(4)

Closed ended

- Help one see things from a customer's perspective.
- One gets feedback in own words instead of stock answers.
- They are sometimes phrased as statements which require a response.

(Any 2 × 2) (4)

5.4 Open ended examples

- What do you think about the food?✓
- What is your favourite food?✓
- Why would you like to eat sea food?✓
- Describe your idea of a perfect meal.✓

Closed ended

- Would you rate our food good, average, or bad?✓
- Would you be incomplete without our happy meals?✓
- How often would you like to eat this?✓
- Did we provide you good value for your money?✓

(12)
[60]**TOTAL SECTION E: 60****SECTION F: CREATIVE WRITING****QUESTION 6**

Heading (2)

Content (18)

Heading 2	Content and spelling 18
• Suitable for a children's story (2)	• Followed the requirements (15) • Minus ONE mark per spelling or grammatical error to a maximum of THREE marks.

[20]

TOTAL SECTION F: 20
GRAND TOTAL: 200