



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

DAY CARE COMMUNICATION N5

14 November 2024

This marking guideline consists of 8 pages.

SECTION A: CONCEPTS OF COMMUNICATION

QUESTION 1

- 1.1
- Emails✓✓
 - Memos✓✓
 - Websites✓✓
 - TV or radio or newspaper✓✓
 - Online meetings✓✓
 - Telephone calls✓✓
- (Use discretion) (5 × 2) (10)
- 1.2
- Sender✓ – where the message begins✓
 - Encode✓ – putting the message together✓
 - Channel/medium✓ - method used to send the message✓
 - Message✓ – the information to share✓
 - Receiver✓ – who gets the message✓
 - Decode✓ – the understanding of the message✓
 - Feedback✓ – the response from receiver✓
 - Barriers/noise✓ – disturbance in communication✓
- (Lecturers to use discretion-any FIVE elements to be accepted) (5 × 2) (10)
- 1.3
- 1.3.1 Interpersonal communication
- 1.3.2 Intrapersonal communication
- 1.3.3 Mass communication
- 1.3.4 Extrapersonal communication
- 1.3.5 Interpersonal communication
- (5 × 2) (10)
- [30]**
- TOTAL SECTION A: 30**

SECTION B: LANGUAGE SKILLS

QUESTION 2

- 2.1
- Get down to the child's level✓✓
 - Look the child in the eye✓✓
 - Keep your voice low✓✓
 - Use the child's name to begin your statement✓✓
 - Be brief and keep to the point✓✓
 - Ask the child to repeat what you have said✓✓
- (Any FIVE suitable answers to be accepted) (5 × 2) (10)
- 2.2
- 2.2.1 Courageous✓✓
- 2.2.2 Personality✓✓
- 2.2.3 Preference✓✓
- 2.2.4 Authenticity✓✓
- 2.2.5 Committee✓✓
- 2.2.6 Sarcasm ✓✓

2.2.7 Gradually✓✓
2.2.8 Assessment✓✓
2.2.9 Satellite✓✓
2.2.10 Disappointed✓✓

(10 × 2) (20)

2.3 2.3.1 Incorrect✓✓
2.3.2 Decrease✓✓
2.3.3 Failed✓✓
2.3.4 Wife✓✓
2.3.5 Full✓✓

(5 × 2) (10)
[40]

TOTAL SECTION B: 40

SECTION C: CORRESPONDANCE AND WRITTEN WORK

QUESTION 3

3.1

X COLLEGE NAME
X EDUCARE DEPARTMENT

X TEL NO: (ANY)
X FAX NO: (ANY)

X STREET/PO BOX ADDRESS (ANY)
X TOWN/CITY (ANY-IN CAPS)
X CODE (ANY)

X ANY DATE (IN FULL ON THE LEFT OR RIGHT)

X MR T DLAMINI
X OWNER/BRANDING AND MARKETING GURU
X FACE IMPRESSIONS MAGAZINE
X STREET ADDRESS/PO BOX (ANY)
X TOWN/CITY (ANY-IN CAPS)
X CODE (ANY)

X DEAR MR DLAMINI/SIR

X INVITATION TO BE GUEST SPEAKER

INTRODUCTION:- we would like to invite you to be a speaker✓
- At our annual seminar✓
- Date✓ Venue✓ Time✓

BODY: details-Theme - "The journey after N6 to the new future"✓
- The purpose of the seminar is to prepare students for the world of work✓
- as they approach the end of their studies in N6.✓

Audience - educate N6 students and staff of the college✓

Speech –any relevant topic✓
-any length✓

Arrangements- any travel suggestions✓

CONCLUSION:- ask for CV and photograph✓
- Give reply date✓

X Yours sincerely

Xsign

X S MAUREEN (MRS)
XORGANISER

CONTENT :Indicated with tick	14
LANGUAGE : - ½ per error	3
FORMAT : indicated with an x -1 per error/omission	3
TOTAL	20

(20)

3.2

X COLLEGE NAME
XEDUCARE DEPARTMENT

XTEL NO: (ANY)
X FAX NO: (ANY)

X STREET/PO BOX ADDRESS (ANY)
X TOWN/CITY (ANY-IN CAPS)
X CODE(ANY)

XANY DATE (IN FULL)

XMR T DLAMINI
X OWNER/BRANDING AND MARKETING GURU
XFACE IMPRESSIONS MAGAZINE
XSTREET ADDRESS/PO BOX (ANY)
XTOWN/CITY (ANY-IN CAPS)
XCODE (ANY)

XDEAR MR DLAMINI/SIR

XCOMPLAINT ABOUT SPEECH (ANY SUITABLE SUBJECT HEADING)

INTRODUCTION:

- Thank you for being the guest speaker✓
- At our annual seminar✓
- Date✓
- Venue✓
- Time✓

BODY: details - the Theme was "The journey after N6 to the new future"✓
 - But your speech was not relevant to the theme of the event✓
 - you were also late for the event✓
 - your speech took longer than it was supposed to✓
 - this caused a delay in the programme✓

CONCLUSION:- Goodwill✓make a suggestion to correct the situation✓

X Yours sincerely

X sign

X S MAUREEN (MRS)
 X ORGANISER

CONTENT: Indicated with a tick✓	12
LANGUAGE: minus ½ per error	4
FORMAT: Indicated with an X minus 1 per error/omission	4
TOTAL	20

(20)
[40]

TOTAL SECTION C: 40

SECTION D: TEXTUAL STUDIES

QUESTION 4

- 4.1 Lecturer's discretion✓✓ (2 × 2) (4)
- 4.2 Maya Angelou ✓✓ (2)
- 4.3
- Angry✓
 - Bold✓
 - Courageous✓
 - Daring✓
 - Determined✓
- (Any 2 × 1) (2)
- 4.4 English sestet✓✓/Narrative (2)
- 4.5
- Anger✓
 - Boldness✓
 - Courage✓
- (3)
- 4.6
- about being confident in who you are✓
 - about being grateful for what we have✓
 - about remembering ancestors and heritage✓
 - about the journey to freedom✓
 - about new beginnings and new times✓
- (Lecturer to use discretion)

- 4.7
- Cause I walk like I've got oil wells✓✓
 - Shoulders falling down like teardrops,✓✓
 - You may cut me with your eyes,✓✓
 - I'm a black ocean, leaping and wide✓✓
- (Accept any THREE suitable answers) (3 ×2) (6)

- 4.8
- Cause I walk like I've got oil wells✓✓
 - Cause I laugh like I've got gold mines✓✓
 - That I dance like I've got diamonds✓✓
- (Accept any THREE suitable answers) (3 ×2) (6)
- [30]

TOTAL SECTION D: 30

SECTION E: CREATIVE WRITING

QUESTION 5

<u>LETTERHEAD</u>	
Xname of company (accept any book store)	X ADDRESS
X Tel	
X Fax:	
X email:	
<u>TOPIC:</u>	
Improving customer services✓✓	
<u>WHO IS IT FOR?</u>	
Dear Customers/Daycare Centres✓	
<u>REASON FOR QUESTIONNAIRE:</u>	
The purpose of the questionnaire is to determine the needs of customers in order for the management to improve customer services.✓✓	
<u>SUBMISSION:</u>	
- date✓and where to submit (any)✓	
<u>REQUEST AND INSTRUCTIONS ON HOW TO COMPLETE IT:</u>	
E.g.: Please✓ answer the questions below in the space provided:✓	
<u>QUESTIONS:</u>	
1. Is the service offered up to your expectation and value for money?✓	
2. If No, what are your complaints? ✓	
3. Comment on staff friendliness and efficiency.✓	
4. In case of complaints, which communication channel do you prefer to use to remain anonymous?✓	
5. Is there any member of staff that you consider to have provided excellent service?✓	
6. Please make suggestions on how the company can improve its customer service.✓	

GOODWILL: -e.g.: thank you for completing the questionnaire✓✓

COMPILER'S DETAILS:-name: Mr Theo Thomas✓
 -position: Manager✓
 -date: any

RESPONDENT DETAILS: must note that its optional
 -name and contact number✓

CONTENT = 20	LANGUAGE: 5 -1/2 per error	X FORMAT: 5 -1 per error/omission	TOTAL
Indicated with ✓	Grammar spelling punctuation	X spaces X fonts size X letterhead	30

(30)

5.2

- Story must not be longer than 20 minutes.✓
- Limit the number of characters and happenings.✓
- Encourage correct concepts.✓
- Story must have a beginning, main part, and ending.✓
- Use characters with which the child can identify.✓
- The ending must always be positive.✓
- Try to write from the child's point of view.✓
- Develop imagination.✓
- They can use bigger words (fonts).✓
- Children are now able to distinguish between reality and fantasy.✓
- They are inquisitive and eager to learn.✓
- Easy reader's books are for those children who are starting to read.✓
- Stories are told mainly through action and dialogue. ✓
- They can use colour illustrations.✓
- Use repetition, fun words, and rhyming words.✓
- Language must be suitable for the age group.✓

(Accept any TEN suitable elements) (10 × 1)

(10)

[40]

TOTAL SECTION E:

40

SECTION F: STUDY SKILLS

QUESTION 6

CONTENT: 14	LANGUAGE: 3	FORMAT:3	TOTAL: 20
TOPIC: 2 marks Implications of online education 4 PROVIDED KEYWORDS:4 marks keywords: 1: Online education 2.Implication 3. Quality education system 4.Sustainability INFORMATION: (4 × 2) = 8 marks Any added words/information to explain the 4 keywords	-1/2 per an error	STRUCTURE: (3 × 1) = 3 marks - blocks/circle etc - branches - from topic to keywords etc - must resemble a mind-map	

[20]

TOTAL SECTION F: 20
GRAND TOTAL: 200



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REPUBLIC OF SOUTH AFRICA

NASIENRIGLYN

NASIONALE SERTIFIKAAT

DAGSORGKOMMUNIKASIE N5

14 November 2024

Hierdie nasienriglyn bestaan uit 8 bladsye.

AFDELING A: KONSEPTE VAN KOMMUNIKASIE

VRAAG 1

- 1.1
- E-posse✓✓
 - Memo's✓✓
 - Webwerwe✓✓
 - TV of radio of koerant✓✓
 - Aanlyn vergaderings✓✓
 - Telefoonoproepe✓✓
- (Gebruik diskresie) (5 × 2) (10)
- 1.2
- Sender✓ – waar die boodskap begin✓
 - Enkodeer✓ – om die boodskap saam te stel✓
 - Kanaal/medium✓ - metode gebruik om die boodskap te stuur✓
 - Boodskap✓ – die inligting om te deel✓
 - Ontvanger✓ – wie kry die boodskap✓
 - Dekodeer✓ – die begrip van die boodskap✓
 - Terugvoer✓ – die reaksie van ontvanger✓
 - Hindernisse / geraas✓ – versteuring in kommunikasie✓
- (Dosente moet diskresie gebruik - enige VYF elemente wat aanvaar moet word) (5 × 2) (10)
- 1.3
- 1.3.1 Interpersoonlike kommunikasie
- 1.3.2 Intrapersoonlike kommunikasie
- 1.3.3 Massakommunikasie
- 1.3.4 Buitepersoonlike kommunikasie
- 1.3.5 Interpersoonlike kommunikasie
- (5 × 2) (10)
- [30]**

TOTAAL AFDELING A: 30

AFDELING B: TAALVAARDIGHEDE

VRAAG 2

- 2.1
- Kom af na die kind se vlak✓✓
 - Kyk die kind in die oë✓✓
 - Hou jou stem laag✓✓
 - Gebruik die kind se naam om jou stelling te begin✓✓
 - Wees kort en hou by die punt✓✓
 - Vra die kind om te herhaal wat jy gesê het✓✓
- (Enige VYF geskikte antwoorde wat aanvaar moet word) (5 × 2) (10)
- 2.2
- 2.2.1 Restourant✓✓
- 2.2.2 Maklike✓✓
- 2.2.3 Om verskoning✓✓
- 2.2.4 Onmiddellik✓✓
- 2.2.5 Komitee✓✓

	2.2.7	Geleidelik✓✓		
	2.2.8	Assessering✓✓		
	2.2.9	Satelliet✓✓		
	2.2.10	Teleurgesteld✓✓	(10 × 2)	(20)
2.3	2.3.1	Onakkurate✓✓		
	2.3.2	Verlaag/Verminder✓✓		
	2.3.3	Onsuksesvolle✓✓		
	2.3.4	Bruid✓✓		
	2.3.5	Versadig/Vol✓✓	(5 × 2)	(10)
				[40]
			TOTAAL AFDELING B:	40

AFDELING C: KORRESPONDENSIE EN GESKREWE WERK

VRAAG 3

3.1

X KOLLEGENAAM
XEDUCARE-DEPARTEMENT

XTEL-NO: (ENIGE) XSTREET/POSBUSADRES (ENIGE)
X FAKS-NR: (ENIGE) XDORP/STAD (ENIGE IN HOOFLETTERS)
XKODE (ENIGE)

XENIGS DATUM (VOLLEDIG LINKS OF REGS)

XMNR T DLAMINI
XEIENAAR / HANDELSMERK- EN BEMARKINGSGHOEROE
XFACE IMPRESSIONS MAGAZINE
XSTRAATADRES/POSBUS (ENIGE)
XDORP/STAD (ENIGE IN HOOFLETTERS)
XKODE (ENIGE)

XGEAGTE MNR DLAMINI/MENEER

XUITNODIGING OM GASSPREKER TE WEES

INLEIDING:- ons nooi u graag uit om 'n spreker te wees✓
- By ons jaarlikse seminaar✓
- Datum✓ Plek✓ Tyd✓

LIGGAAM: besonderhede - tema - "Die reis na N6 na die nuwe toekoms"✓
- Die doel van die seminaar is om studente voor te berei vir die wêreld van werk✓
- soos wat hulle die einde van hul studies in N6 nader.✓

Gehoor - N6-studente en personeel van die kollege✓

Toespraak – enige relevante onderwerp✓

- enige lengte✓

Reëlins - enige reisvoorstelle✓

GEVOLGTREKKING:- vra vir CV en foto✓

- Gee antwoorddatum✓

X Die uwe met vriendelike groewe

Xhandtekening

X S MAUREEN (MEV)

XORGANISEERDER

INHOUD : Aangedui met regmerk	14
TAAL : - 1/2 per fout	3
FORMAAT : aangedui met 'n x -1 per fout/weglating	3
TOTAAL	20

(20)

3.2

X KOLLEGENAAM
X EDUCARE-DEPARTEMENT

X TEL-NO: (ENIGE) X STRAAT / POSBUSADRES (ENIGE)

X FAKS-NOMMER: (ENIGE) X DORP / STAD (ENIGE IN HOOFLETTERS)

X-KODE (ENIGE)

X ENIGE-DATUM (VOLLEDIG)

X MNR T DLAMINI

X EIENAAR / HANDELSMERK- EN BEMARKINGSGHOEROE

X FACE IMPRESSIONS MAGAZINE

X STRAATADRES/POSBUS (ENIGE)

X DORP/STAD (ENIGE IN HOOFLETTERS)

X KODE (ENIGE)

X GEAGTE MNR DLAMINI/MENEER

X KLAGTE OOR TOESPRAAK (ENIGE GESKIKTE ONDERWERPOPSKRIF)

INLEIDING:

- Dankie dat u die gasspreker was✓
- By ons jaarlikse seminaar✓
- Datum✓
- Plek✓
- Tyd✓

LIGGAAM: besonderhede - die tema was "Die reis na N6 na die nuwe toekoms"✓

- Maar u toespraak was nie relevant vir die tema van die geleentheid nie✓

- u was ook laat vir die geleentheid✓

- u toespraak het langer geneem as wat dit veronderstel was✓

- dit het 'n vertraging in die program veroorsaak✓

GEVOLGTREKKING:- Klandisiewaarde✓ maak 'n voorstel om die situasie reg te stel✓

X Die uwe

X handtekening

X S MAUREEN (MEV)

X ORGANISEERDER

INHOUD: Aangedui met 'n regmerkie✓	12
TAAL: minus 1/2 per fout	4
FORMAAT: Aangedui met 'n X minus 1 per fout/weglating	4
TOTAAL	20

(20)

[40]

TOTAAL AFDELING C: 40

AFDELING D: TEKSSTUDIE

VRAAG 4

4.1 Die digter vergelyk die lees van lektuur/leesstof/boeke met die vier seisoene in die jaar van die begin van die boek tot aan die einde (4)

4.2 Lente – begin "Soos 'n boek kraak, oop, begin"
Somer – hoofstukke/inhoud/klimaks "welsprekend brom"
Herfs – na die klimaks op pad na die einde van die boek "bladstil tuin"
Winter – afsluiting die einde wat gewoonlik kort is "goeie slotsom" (4 × 3) (12)

4.3 Kruisrym. (2)

4.4 4.4.1 "bye brom"; "suidoos blaai"; "kraak die lente"
4.4.2 "dan sal"; "sodat ons"; "lank kan"
4.4.3 "wat welsprekend"; "kan kom"; "sagte son" (3 × 3) (9)

"Soos 'n boek kraak die lente oop"

- 4.6 Daniel Hugo (1)
- 4.7 Winter is gewoonlik koud en op baie plekke sonder kleur – dié dat dit met 'n wit bladsy vergelyk word. (Aanvaar enige ander toepaslike antwoord.) (1)

[30]

TOTAAL AFDELING D: 30

AFDELING E: KREATIEWE SKRYFWERK

VRAAG 5

<u>BRIEFHOOF</u> Xnaam van maatskappy (aanvaar enige boekwinkel) X Tel X ADRES X Faks: X e-pos: <u>ONDERWERP:</u> Verbetering van kliëntediens✓✓ <u>VIR WIE IS DIT?</u> Geagte kliënte/dagsorgsentrum✓ <u>REDE VIR VRAELYS:</u> Die doel van die vraelys is om die behoeftes van kliënte te bepaal sodat die kliëntediens kan verbeter.✓✓ <u>INDIENING:</u> - datum✓ en waar om in te dien (enige)✓ <u>VERSOEK EN INSTRUKSIES OOR HOE OM DIT TE VOLTOOI:</u> Bv.: Beantwoord asseblief✓ die vrae hier onder in die spasie wat voorsien word:✓ <u>VRAE:</u> 7. Voldoen die diens aan jou verwagting en waarde vir geld?✓ 8. Indien nee, wat is jou klagtes? ✓ 9. Lewer kommentaar op personeelvriendelikheid en doeltreffendheid.✓ 10. In geval van klagtes, watter kommunikasiekanaal verkies jy om anoniem te bly?✓ 11. Is daar enige personeellid wat volgens jou uitstekende diens gelever het?✓ 12. Maak asseblief voorstelle oor hoe die maatskappy sy kliëntediens kan verbeter.✓
--

KLANDISIEWAARDE: -bv.: dankie dat jy die vraelys voltooi het✓✓

SAMESTELLER SE BESONDERHEDE:-NAAM: Mnr Theo Thomas✓

-posisie: Bestuurder✓

-datum: enige

RESPONDENTBESONDERHEDE: moet daarop let dat dit opsioneel is

-naam en kontaknommer✓

INHOUD = 20	TAAL: 5 -1/2 per fout	X-FORMAAT: 5 -1 per fout/weglating	TOTAAL
Aangedui met ✓	Grammatika Spelling leestekens	X-spasies X-lettertipes grootte X briefhoof	30

(30)

5.2

- Storie mag nie langer as 20 minute wees nie.✓
- Beperk die aantal karakters en gebeure.✓
- Moedig korrekte konsepte aan.✓
- Storie moet 'n begin, hoofdeel en einde hê.✓
- Gebruik karakters waarmee die kind kan identifiseer.✓
- Die einde moet altyd positief wees.✓
- Probeer om vanuit die kind se oogpunt te skryf.✓
- Ontwikkel verbeelding.✓
- Hulle kan groter woorde (lettertipes) gebruik.✓
- Kinders kan nou onderskei tussen werklikheid en fantasie.✓
- Hulle is nuuskierig en gretig om te leer.✓
- Maklike leesboeke is vir die kinders wat begin lees.✓
- Verhale word hoofsaaklik deur aksie en dialoog vertel. ✓
- Hulle kan kleurillustrasies gebruik.✓
- Gebruik herhaling, prettige woorde en rymwoorde.✓
- Taal moet geskik wees vir die ouderdomsgroep.✓

(Aanvaar enige TIEN geskikte elemente) (10 × 1)

(10)

[40]

TOTAAL AFDELING E:

40

AFDELING F: STUDIEVAARDIGHEDE

VRAAG 6

INHOUD: 14	TAAL: 3	FORMAAT:3	TOTAAL: 20
ONDERWERP: 2 punte Implikasies van aanlyn onderwys 4 VERSKAFDE SLEUTELWOORDE:4 punte sleutelwoorde: 1: Aanlyn onderwys 2. Implikasie 3. Kwaliteit onderwysstelsel 4. Volhoubaarheid INLIGTING: (4 × 2) = 8 punte Enige bygevoegde woorde/ Inligting om die 4 sleutelwoorde te verduidelik	-1/2 per fout	STRUKTUUR: (3 × 1) = 3 punte - blokke/sirkel ens - Takke - van onderwerp tot sleutelwoorde, ens - moet soos 'n breinkaart lyk	

[20]

TOTAAL AFDELING F: 20
GROOTTOTAAL: 200