



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6

(First paper)

2 June 2023

This marking guideline consists of 6 pages.

QUESTION 1: PRÉCIS**SUCCESSFUL COMMUNICATION X**

- Ineffective communication can cause misunderstanding, frustration, and conflict.✓
- Communication skills can be learned/improved.✓
- It allows you to connect with others, build trust and respect and feel heard and understood.✓
- Do not rush communication.✓
- Breathe and listen.✓
- Communication is a two-way street that is loaded with emotions and intentions.✓
- Pay attention to barriers.✓
- Inconsistent body language can influence communication negatively.✓
- Do not become defensive if you disagree/dislike what has been said.✓
- There is a difference between simply hearing and listening.✓
- Proper communication can lower stress and support physical well-being.✓
- Focus on the speaker and pay attention to his/her body language and tone of voice.✓
- Set aside judgment to ensure proper feedback.✓
- Maintain eye contact and remember that body language emphasizes/enhances the verbal message.✓
- Be aware of individual differences, countries and cultures.✓
- Be assertive and not aggressive.✓

Accept any 12 of the above points.

1 mark for bullets X

(120 words) X

CONTENT	FORMAT	LANGUAGE	
12	3	5	
One mark per ✓	One mark per X	10–12	5
		8–9	4
		5–7	3
		3–4	2
		1–2	1

[20]

QUESTION 2: LETTER OF ENQUIRY**KEORAPETSE ATTORNEYS X**

Tel: 051 565 5552 X

Email:

Any date in full X

The Manager X

IT training (Any IT company name) X

Any address

WELKOM

Code

42 De Waal Drive

WELKOM X

6000

Dear sir/madam X

ENQUIRY ON BUSINESS TRAINING SKILLS (any related topic) X

NOTE: (Allocate a mark for any sentence that has the following information:)

Sending our personnel to be skilled by your training company.✓

Enquire about the skills you cover.✓

Enquire about the fees and✓

duration of the programme✓

Enquire about SETA accreditation.✓

Type of skills to be included in the training:✓

- Electronic filing✓
- Using office equipment with ease✓
- Telephone etiquette ✓
- Communication online/digital✓
- Planning and organisational skills✓

Yours faithfully X

K. Mathabatha (signature) X

KOPANO MATHABATHA/K. MATHABATHA X

HUMAN RESOURCE OFFICER X

CONTENT	FORMAT	LANGUAGE	
11	6	3	
One mark per ✓	½ mark per X	9	3
		4-8	2
		1-3	1

[20]

QUESTION 3: PROGRAMME OF AN EVENT

X LINDA MPE CONSULTANTS
BUSINESS SKILLS TRAINING X
24 May 2022 X

8:00✓	Registration✓	✓
8:30✓	Welcome and opening remarks✓	✓
9:00✓	Electronic filing✓	✓
9:30✓	Using office equipment ✓	✓
10:10✓	Tea break ✓	✓
10:30✓	Telephone etiquette✓ and Communication online/digital✓	✓
12:00✓	Planning and organisational skills✓	✓
13:00✓	Lunch✓	✓
14:00✓	Discussion (Questions and Answers)✓	✓

X

NOTE: Allocate 1 mark for any names/initials with the surname.

CONTENT	FORMAT	LANGUAGE	
11	2	2	
½ mark per ✓	½ mark per X	4-8	2
		1-3	1

[15]

QUESTION 4: INVESTIGATION REPORT

KEORAPETSE ATTORNEYS X
LOGO X
MEMORANDUM X

TO: J. Tladi X

FROM: K. Mathabatha/HR X

DATE: 29 May 2023 X

EXT: Any three/four numbers X

X **SUBJECT:** REPORT ON THE CAUSES OF THE HOSPITALISATION OF FOUR ATTENDEES AFTER THEY ATTENDED THE TRAINING

X 1. **TERMS OF REFERENCE:** On 26 May 2023,✓ the manager at Keorapetse Attorneys,✓ Mr J. Tladi, instructed me✓ to find out what might have led to the admission✓ of the four employees who attended the training.✓ The report should be on his desk on Monday 29 May 2023.✓

X 2. **PROCEDURE:** Questionnaires,✓ interviews✓ and an inspection were used.✓

X 3. **FINDINGS:**

3.1 Questionnaires – Out of 20 attendees only four were affected.✓✓

3.2 interviews – The four hospitalised attendees had an allergy.✓✓

3.3 Inspection – The doctor detected that the food was kept at room temperature for longer than the ideal time.✓✓
(Or relevant findings)

X **CONCLUSION:** Any food-related comment✓

X **RECOMMENDATIONS:** Any recommendation that correlates with the findings✓✓

SIGNATURE: X

CONTENT	FORMAT	LANGUAGE	
18	7	5	
One mark per ✓	½ mark per X	18	5
		15–17	4
		10–14	3
		5–9	2
		1–4	1

[30]

QUESTION 5: NOTICE AND AGENDA

KEORAPETSE ATTORNEYS X

Tel: 051 565 5552 X

42 De Waal Drive X
WELKOM (in CAPS) X
6000

1 June 2023 (2 weeks before meeting) X

Dear member X

NOTICE OF THE MONTHLY MEETING X

Please note✓ that the next monthly general meeting of all committee members✓ will be held in the conference centre✓ on Thursday 15 June 2023 at 9:30.✓
The minutes of the previous meeting are attached.✓

Yours sincerely/faithfully X

Signature X

KEORAPETSE MASHILE X

CHAIRPERSON X

Agenda X

1. Attendance register✓
2. Apologies✓
3. Opening and welcome✓
4. Minutes of the previous meeting✓
5. Matters arising: Workshop on effective communication skills:
Kopano Mathabatha✓
6. BOD
 - 6.1 Legal seminar in Malamulele✓
 - 6.2 Staff policies✓
7. General✓
8. Date of the next meeting✓
9. Closure✓

CONTENT	FORMAT	LANGUAGE	
7	6	2	
½ mark per ✓	½ mark per X	5–7	2
		1–4	1

[15]**TOTAL: 100**