



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION N6
(First paper)

26 May 2022

This marking guideline consists of 6 pages.

QUESTION 1: PRESS RELEASE**MAGIC CONNECTION TECHNOLOGY X**

Tel: 0514251799 X



macotec

X
macotec@webmail.com

Allocate 1 X

PO Box 234

BLOEMFONTEIN

6001

PRESS RELEASE X

To: The Editor X

The Daily Sun X

From: Doris Hlubi X OR

Marketing Manager

Date: 9 October 2022 X

Embargo: 15 October 2022 X

X MAGIC CONNECTION TECHNOLOGY OFFERS (any relevant heading and strictly CAPS)

Magic Connection Technology has new offers✓ for customers and the public. This is our way of giving back✓ to the community at this Covid-19 time. The Smart Broadband uncapped wireless internet connection is now available✓ at all Magic Connection branches.

(Refer to ADDENDUM A for more information.)

New Covid-19 Smart Broadband uncapped wireless internet connection

Speed: 90 mbps download, 25 mbps upload speed

Connection: easy, just plug in the device

Installation: no installation fees, no cables, instantly connected

Number of devices: up to 32 devices via Wi-Fi, up to 4 devices using LAN (Any 3)

Types of devices you may connect: smart TVs, smartphones, tablets, notebooks, PCs, security cameras and gaming consoles✓✓ (any 2)

Availability: All Magic Connection Technology branches countrywide✓✓ (2)

X For ENQUIRIES regarding Magic Connection technology offers, contact Doris Hlubi at 082 220 6694✓

X -END-

[20]

CONTENT	FORMAT	LANGUAGE
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11 one mark per	6 ½ mark per x	3	10-11	3	
			4-9	2	
			1-3	1	

QUESTION 2: LETTER OF COMPLAINT**KOMDAAG TVET COLLEGE X**

Tel: (any 10-digit numbers)

Fax (any 10-digit numbers)

Email address

10 Berg Street (any address)

BLOEMFONTEIN X

6001

25 May 2022 X

The Manager X

Magic Connection Technology X

PO Box 234

BLOEMFONTEIN X

6001

Dear Sir/Madam X

Salutation ✓

COMPLAINT ABOUT WRONG DELIVERY X

On 5 April 2022✓ (date must be before letter of complaint)

I purchased 10 Lenovo computers for use by students during their May/June 2022 examinations. ✓ (3)

The delivery was made by Ntokozo Mdluli ✓

and received by Ncamisile Nkosi, the administration clerk. ✓

I was told that the delivery would be made within a week✓

and it was indeed delivered in my absence.✓

When I opened the boxes, I found they contained Life computers instead of Lenovo ✓

(any sentence/phrase that shows dissatisfaction/confusion). ✓ (6)

A word of advice for improvement of their services.✓

Complimentary close.✓ (2)

Yours faithfully X (do not accept Sincerely)

L. Ratanang (Signature) X

LUTHANDO RATANANG (Caps) X

PROCUREMENT MANAGER (Caps) X

[20]

CONTENT	FORMAT	LANGUAGE		
11 1mark per	6 ½ mark per x	3	10-11	3
			4-9	2
			1-3	1

QUESTION 3: LETTER OF ADJUSTMENT**MAGIC CONNECTION TECHNOLOGY X**

Tel: 051 425 1799

Macotec@webmail.com

PO Box 234
BLOEMFONTEIN X
6001

01 May 2022 X

Procurement Manager/Luthando Ratanang X
Komdaag TVET College X
PO Box 456 (any address)
BLOEMFONTEIN X
6001

Dear Ms Ratanang X

RE: SWAPPED COMPUTER ORDERS X

Thank you for your letter dated 25 May 2022 in which ✓
you brought the matter of the incorrect contents of the boxes to our attention. ✓
We apologise for the inconvenience that might have been caused by this. ✓ (3)

We investigated ✓
the matter and spoke to Sfiso Nkuna ✓
who packaged the product on that day. ✓
According to him, he had packed the correct boxes, ✓
but the person responsible for dispatch had swapped the addresses. ✓
(Any valid/related reason)

I have handled the matter and assure you that such an incident will not happen again. ✓
(Any relevant explanation) (6)

We will immediately send you 10 Lenovo computers, to be delivered to you ASAP.
(Any relevant solution) ✓ (1) Please accept our sincere apologies for the error. ✓

Yours Sincerely X

Signature X

NAME AND SURNAME (Caps) X

MAGIC CONNECTIONS TECHNOLOGY MANAGER (Caps) X

[20]

CONTENT	FORMAT	LANGUAGE		
11 1 mark per	6 ½ mark per x	3	10–11	3
			4–9	2

QUESTION4: MEMO**MAGIC CONNECTION TECHNOLOGY X****MEMORANDUM X**

TO: All floor managers X

DATE: 1 July 2022 X

FROM: (any name) General Manager X
X

TEL: any 10-digit numbers/Ext

SUBJECT: NOTICE OF WORKSHOP X

Please note that the workshop✓ for all floor managers✓ of Magic Connection Technology✓ will be held✓ in the company boardroom✓ in Bloemfontein on Thursday 8 July 2022✓ at 10:30. ✓ (8)

Thank you for your cooperation. ✓ (1)

BS (or signature) X

[15]

CONTENT	FORMAT	LANGUAGE		
8 one mark per	4 ½ mark per x	3	6–8	3
			3–5	2
			1–2	1

QUESTION 5: NOTICE AND AGENDA**MAGIC CONNECTION TECHNOLOGY X**

Tel: 051 425 1799
PO Box 234
Fax: 051 425 1788
BLOEMFONTEIN
macotec@webmail.com
6001

Date in full (21 days before 22 August 2022) X

Dear Staff Member X

NOTICE OF A MONTHLY GENERAL MEETING X

Please note✓ that the next ✓ monthly general meeting ✓ will be held✓ in the company boardroom✓ on Friday 22 August 2022✓ at 11:00 ✓ (7)

Yours Sincerely X

Signature X

Any name and surname (initials and surname) in CAPS X

GENERAL SECRETARY (CAPS) X

AGENDA X

1. Attendance register✓
2. Apologies✓
3. Opening and welcome✓
4. Minutes of the previous meeting✓
5. Matters arising: Feedback by all floor managers ✓
6. Launching of the new Covid-19 internet offers ✓
7. General✓
8. Date of the next meeting✓
9. Closure ✓

[25]

CONTENT		FORMAT	LANGUAGE			
16	one mark per tick	5 ½ mark per x	4	14–16	4	
				10–13	3	
				5–9	2	
				1–4	1	

TOTAL: 100