higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

MANAGEMENT COMMUNICATION N4
(First paper)

24 May 2021

This marking guideline consists of 8 pages.

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QUESTION 1: PRECIS

Content:	A maximum of 10 important points identified	10
Language:	Own words with no errors in grammar, spelling and punctuation	2
	Own words with some errors in grammar, spelling and punctuation	(-1)
	Copied verbatim	(-2)
Words	95–105 words indicated below the precis	1
Coherence	A complete paragraph whose ideas flow smoothly	1
Heading:	Any suitable heading	1

- HIV/Aids affect the most productive members of the workforce.
- The epidemic has been in existence for 40 years and every workplace is affected by it.
- It affects 29- to and 49-year olds, which constitutes half of the nation's workforce.
- Businesses are globally counting costs related to labour issues.
- Effective HIV/Aids prevention and care fails due to stigmas and discrimination.
- Rejection by fellow workers and family is rife among the infected.
- Small business leaders are aware of the dangers of ignoring the economic impact of HIV .
- HIV is the world's leading infection disease and has claimed a high number of lives.
- The government has various legislation aimed at improving conditions for HIV positive persons.
- This has had positive effects such as reducing the number of infections.
- More people are aware of their status, resulting in timeous treatment.
- Discrimination and stigmatisation show the extent of vulnerable victims.
- The government cannot be expected to fight the disease alone.
- Everyone needs to be involved in the fight against HIV and Aids.
- Both employers and employees are affected by the epidemic.
- It becomes dangerous when companies fail to implement health programmes for their infected workers. (Any 15 × 1) **[15]**

QUESTION 2: LETTER OF COMPLAINT

Content:	A maximum of 12 ticks✓	12
Language:	Use impression marking for grammar, spellings and punctuation:	
	• Perfect with no errors	5
	• One or two errors found	(-1)
	• Average Language	(-2)
	• Too many error	(-3)
	• Poor language	(-4)
Format:	-1 for every error on areas marked*	3

Any address *
CITY IN CAPS *
Code number *

Date in full *

Any name and surname with title*
The Manager *
Wellness Clinic *
Sunshine College *
Any Address *
CITY IN CAPS *
Code

Dear Any title and Surname *

COMPLAINT ABOUT POOR SERVICES FOR HIV POSITIVE EMPLOYEES

Paragraph 1

Goodwill✓✓

Other paragraphs

Recently tested HIV positive in one of the wellness campaigns offered by the College.✓
Disclose/shared the information with colleagues.✓
This has led to rejection and discrimination.✓
The college offers no counselling services for the HIV positive✓
There is also no education on prevention and treatment.✓✓

Any TWO relevant solutions to the existing problem. ✓✓

Closing paragraph

Promote goodwill ✓✓

Yours sincerely*

Signature*

ANY NAME AND SURNAME*
HIV POSITIVE EMPLOYEE (Optional) **[20]**

QUESTION 3: PROGRESS REPORT

Content:	Ability to use available information (Instruction 5✓)	20
Language:	Use impression marking for grammar, spellings and punctuation:	
	• Perfect own words with no errors	5
	• Own words with one or two errors found	(-1)
	• Average language in own words	(-2)
	• Own words with many errors	(-3)
	• Verbatim from question paper 1	(-4)
Format:	-1 for each error on areas marked *	5

SUNSHINE COLLEGE *
College contact details like address, telephone, fax and email. (Optional)

MEMO/MEMORANDUM*

To: Mrs Mary Chauke*
College Principal*

From: Any name*
Wellness Clinic Manager*

Date: (Any date between 10 and 27 November 2020)*

BACKGROUND *

Instruction received on 10 November 2020✓
Instruction from Mrs Mary Chauke the College Principal✓
To be briefed on the progress of arrangements for an HIV/Aids Awareness Campaign✓
Function scheduled to take place on 27 November 2020✓
From 10:00-1400. ✓ (5)

PURPOSE OF THE REPORT*

To give a breakdown of which tasks have been completed ✓
Which tasks are currently being attended to ✓
And those that are scheduled to be completed in the future. ✓ (3)

TASKS COMPLETED*

Venue where the event will be held has been secured ✓
Key figures in the community have been invited✓
Catering committee has been selected/Food budget has been finalised and sent to you✓ (3)

TASKS BEING ATTENDED TO*

Obtaining services of the main speaker from the Department of Health✓
Name of person✓ is busy coming up with a programme for the day✓
Name of person✓ is designing R20 entrance cards for students ✓
Problems being encountered✓ (6)

TASKS STILL TO BE COMPLETED*

Finding Musicians to grace the day✓
Obtaining an HIV positive person to talk at the event. ✓ (2)

CONCLUSION*

Conclusive statement relating to total readiness for the event✓ (1)

COMPILER*
Signature*

[30]

QUESTION 4: FORMAL NOTICE AND AGENDA OF A COMMITTEE MEETING

Content:	A maximum of 6✓	6
Language:	Use impression marking for grammar, spelling and punctuation:	
	• Perfect language with no errors	2
	• Average language	(-1)
Format:	(-1 for each error on areas marked *)	2

SUNSHINE COLLEGE*

NOTICE OF A COMMITTEE MEETING*

Dear Committee Member*

A committee meeting✓ will be held
in the Clinic auditorium ✓
at any Physical address
on 27 November 2020 at 11:00✓

The purpose of the meeting is to discuss issues pertaining to the AIDS Awareness function.

Yours sincerely*

Sign*

NAME*
WELLNESS CLINIC MANAGER*

Address* (Sunshine Address)*

Tel:* (Sunshine Telephone)*

Date: Before the 25th *

AGENDA*

1. Opening and welcome
2. Attendance register
3. Apologies
4. Discussions:
   - 4.1 Submitted feedback report ✓
   - 4.2 Transport for campuses ✓
   - 4.3 Ushering ✓
5. Closure

[10]

QUESTION 5: TELEPHONE MESSAGE

ADDENDUM B

Content:	Maximum of 5 ticks ✓	5
Language:	Use the following guide for language • Reported speech✓ • Past tense✓ • Clarity of message ✓ • Verbatim 0	3
Format:	Subtract a full mark for every error made in areas marked*	2

TELEPHONE MESSAGE FORM

To: Any Name and Surname/Wellness Clinic Manager *

From: Mr Pule Phala * Company: Department of Health *

Tel: 014 678 2233*

Date: 20 November 2020 * Time: 10:00*

Message:

Mr Pule Phala from the Department of Health called. ✓
He wanted to inform you that the Department will be bringing and distributing pamphlets✓
and educational material available to the public ✓
He said they also have big banners that can be used at the venue of the upcoming event ✓
He asked you to call him back ✓

Message taken by: Mahlatse * **[10]**

QUESTION 6: MEMORANDUM

ADDENDUM C

Content:	Maximum of 12 ✓	12
Language:	Use impression marking for grammar, spelling and punctuation	
	• No errors	2
	• Some errors	(-1)
Format:	All must be accurate on areas marked*	1

SUNSHINE COLLEGE

MEMORANDUM

To: All staff and students * From: HIV-Aids planning committee *
Date: 20 November 2020 * Ext: Not more than 4-digits *

SUBJECT: HIV/AIDS AWARENESS CAMPAIGN *

You are reminded that the HIV/Aids Awareness Campaign✓
Will be held on 27 November 2020✓
From 10:00 to 14:00. ✓
All staff is expected to wear T-shirts in college colours✓
Each student must produce an entry ticket of R20✓
The guest speaker will be (Any Name) from the Department of health✓
Everyone should be at the venue by 09:00 ✓
Buses will transport them from campuses✓
The Department of Health will have stalls where information will be provided ✓
Everyone present will be pinned with a red and white ribbon ✓
Food and refreshments will be served after the event✓

Goodwill to encourage attendance.✓

Signature* **[15]**

TOTAL: 100

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