higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

MANAGEMENT COMMUNICATION N4

(First paper)

(5140364)

24 May 2021 (X-paper)
09:00–12:00

OPEN-BOOK EXAMINATION

TWO dictionaries (bilingual and/or explanatory) and TWO additional reference works may be used.
No electronic dictionaries may be used.

This question paper consists of 5 pages and 3 addenda.

031Q1J2124

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
MANAGEMENT COMMUNICATION N4
(First paper)
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Read and interpret all the questions against the given background and use all the available information.
5. Start each section on a NEW page.
6. Use only a black or blue pen.
7. Write neatly and legibly.

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BACKGROUND INFORMATION

Imagine that you are the manager of a wellness clinic at Sunshine College. You service the seven campuses. You are tasked with the organisation of one main event, the HIV/AIDS Awareness Campaign Celebration, which would bring all the workers and students together at a central venue.

QUESTION 1: PRECIS

Write a precis of 100 words in paragraph form, using the article 'Fight HIV/Aids in the workplace' in ADDENDUM A (attached) which appeared in the New Age newspaper. Provide a different heading from the one given in the article.
Write the number of words you used in brackets at the end of the precis.

CONTENT	LANGUAGE	WORDS	COHERENCE	HEADING
10	2	1	1	1

[15]

QUESTION 2: LETTER OF COMPLAINT

You received a letter of complaint from an employee working on one of your campuses. She recently tested HIV positive in one of the wellness campaigns offered by the College. She disclosed her HIV status and had since experienced rejection as well as discrimination. This has made her realise that the college neither offers any counselling for people in her condition, nor any education on prevention or treatment for the infected employees. The employee has not only complained, but also suggested TWO possible solutions to the problem.

Write the letter that the staff member wrote. Remember to open and close the letter with a goodwill paragraph.

CONTENT	LANGUAGE	FORMAT
12	5	3

[20]

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QUESTION 3: PROGRESS REPORT

The Management of the college has approved the celebration of the HIV/Aids Awareness Campaign for both staff and students on 27 November 2020 from 10:00 to 14:00. A planning committee, consisting of Wellness Clinic staff and some college students, has started with the preparations. On 10 November 2020 the College Principal, Mrs Mary Chauke, requested a progress report from you as the manager of the Wellness Clinic. She wants to be briefed on preparations. Besides securing the venue, you have also managed to send invitations to key figures in the community. You have also selected a catering committee which has finalised its food budget and submitted it to you. You are currently trying to obtain the main guest speaker from the Department of Health. One staff member is also still designing a programme for the day. One of the students is busy designing entrance cards for students whose fee you have already pegged at R20 per head. You are yet to find musicians to grace the day. You are also yet to find an HIV positive person who will provide a word of encouragement at the event.

Submit the progress report in memo format using the following headings:

1. Background
2. Purpose of the report
3. Tasks completed
4. Tasks being attended to
5. Tasks still to be completed
6. Conclusion

CONTENT	LANGUAGE	FORMAT
20	5	5

[30]

QUESTION 4: FORMAL NOTICE OF AND AGENDA FOR A COMMITTEE MEETING

You need to meet with all the wellness staff members and students who are on the committee involved in preparations for the AIDS Awareness day that shall be held on 27 November 2020. You decide to invite them for a committee meeting on 20 November 2020 to brief them on the progress report that you submitted to the principal and also to discuss how students will be transported from different campuses to the central venue on the day of the event. You will also discuss issues of ushering. A convenient time for the meeting will be 11:00 in the Clinic auditorium.

Write a formal notice and agenda of this committee meeting using the format of a special general meeting.

CONTENT	LANGUAGE	FORMAT
6	2	2

[10]

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QUESTION 5: TELEPHONE MESSAGE

While you were at a meeting on 20 November 2020, Mr Pule Phala, from the Department of Health phoned from 014 678 2233. The call came through at 10:00 and was received by Mahlatse. He wanted to inform you that the Department will be bringing and distributing pamphlets and educational material on the services available to the public. They also have big HIV/AIDS banners that can be used at the venue where the event will be held. He requested you to call him back.

Write this telephone message using ADDENDUM B (attached).

CONTENT	LANGUAGE	FORMAT
5	3	2

[10]

QUESTION 6: MEMORANDUM

As the working committee, you are expected to provide information on the expectations on the day of the event. Remind staff and students about the title and date of the event. Also supply them with the name of the guest speaker. All staff is expected to wear the T-shirts bearing the college colours. Each student must be in possession of their entry ticket of R20. All campuses are expected to be at the venue by 09:00. Buses will ferry them from campuses. Red and white ribbons will be pinned on everyone present to symbolise the event. The Department of Health will have stalls where information will be given. Food and refreshments will be served after the event.

Write this memorandum using ADDENDUM C (attached).

CONTENT	LANGUAGE	FORMAT
12	2	1

[15]

TOTAL: 100

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ADDENDUM A

FIGHT HIV/AIDS IN THE WORKPLACE

HIV/Aids is a major threat to the world of work and has had a huge impact on the most productive segment of the labour force.

As we commemorate World Aids Day under the theme *Increasing Impact through Transparency, Accountability and Partnerships,* and as the HIV/Aids epidemic enters its fourth decade, few, if any, workplaces remain untouched. Lest we forget, according to the World Health Organisation (WHO), the majority of infected people are between 25 and 49 years old. Half the nation's workforce falls into this age group. Businesses around the globe are steadily counting up the cost of HIV/Aids and the statistics are staggering.

Stigmas and discrimination are amongst the primary obstacles to effective HIV/Aids prevention and care in the workplace and across communities. Persons living with HIV/Aids are rejected and scorned by colleagues at work, members of the community and even relatives and friends. Of course, smart business leaders are recognising the danger of ignoring its economic and social consequences. According to the WHO, the disease is the world's leading infectious killer, claiming to date more than 25 million lives.

HIV/Aids is covered by various legislations which look into non-discrimination standards, job application procedures, hiring, advancement procedures and the discharging of employees. Discrimination in compensation, job training, and any other terms, conditions and privileges of employment are also covered. We must praise the efforts of the government on the progress made nationally regardless of many challenges and resource constraints. Some of the successes include a reduction in transmission of HIV, particularly among the economically active age group (15–49), a decline in the mother-to-child transmissions and an increase in voluntary testing. These days people get to know their status sooner, seek treatment sooner and hence the increase in the number of people on treatment. However, it cannot be left to the government alone to continue the fight against HIV/Aids. The corporate world and responsible citizens need to help stop the discrimination and stigmatisation of HIV infected workers as it makes them vulnerable in the workplace. Some companies still wait until they discover that one employee carries the virus before they attempt the need for education and proper personnel policies. This is tantamount to improvising a response in a crisis situation already.

HIV/Aids in the workplace is serious. Its threat to workers has critical implications. It is detrimental for companies not to implement health programmes and proper personnel policies because the illness has affected gone workers, continues to attack current workers and is a looming threat to future workers as well.

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ADDENDUM B

EXAMINATION NUMBER:

QUESTION 5: TELEPHONE MESSAGE

TELEPHONE MESSAGE FORM

To: _____

From: _____ **Company:**_____

Tel: _____

Date: _____ **Time:** _____

Message:

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Message taken by: _____

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ADDENDUM C

EXAMINATION NUMBER:

QUESTION 6: MEMORANDUM

MEMORANDUM

To: _____ **From:** _____

Date: _____ **Ext:** _____

Message:

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