



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE MANAGEMENT COMMUNICATION N4 (First Paper)

12 NOVEMBER 2018

This marking guideline consists of 7 pages.

QUESTION 1: PRÉCIS**CONTENT**

1. Fat people have to put up with ridicule on a daily basis.
2. This causes them a lot of mental pain.
3. Even men become worried about their weight as being fat is seen as unattractive.
4. Skinny people are preferred for promotions and in fashion modelling.
5. Some famous people also have weight problems.
6. Crash diets do not work.
7. Shedding weight is hard work and requires commitment.
8. It is important to eat healthy, balanced food and to exercise.
9. Before starting with a new healthy diet it should be researched.
10. Consult your doctor to ensure it is suitable for your health situation.
11. Don't expect immediate changes/Exercise patience.
12. Write down goals, often refer to them and recommit yourself.

CONTENT	LANGUAGE	COHERENCE	HEADING	WORDS	TOTAL
10	4	4	1	1	20
Any of the 12 points given above	1–2 = poor 2–3 = average 3–4 = good -½ per error	1–2 = poor 2–3 = average 3–4 = good	Any suitable heading which is NOT the heading of the passage	95–105	

(NOTE: -1 from the TOTAL if NOT written in one paragraph)

[20]

QUESTION 2: LETTER OF ENQUIRY**KHANGALA FITNESS ACADEMY***

Tel: 015 975 1818
Fax: 015 975 1820

30 Crescent Street*
VLAFONTEIN*

Code*

Date* *Any date in full*

Dr Kanakana*
*Any address**
CITY IN CAPS
Code*

Dear Dr Kanakana*

ENQUIRY: INVOLVEMENT AS PHYSICIAN*

Paragraph 1: Goodwill paragraph✓

Other paragraphs:

Inform him about the escalating number of overweight customers.✓

Express your plan to involve him in a programme to assist these clients.✓

Determine the ideal day during the week on which he would be available to come to the academy for consultations.✓

Mention at least two frustrations of overweight people.✓

Request a suggested eating programme.✓

State the necessity of consulting with a doctor before participating in a slimming and fitness programme.✓

Mention the ideal to offer the facility for clients to consult with a physician in the academy buildings.✓

Closing paragraph

Goodwill✓✓

Yours faithfully (*Accept Yours sincerely*)

Signature*

NAME IN CAPS*
MANAGING DIRECTOR*

CONTENT	FORMAT	LANGUAGE
10	4	6
Indicated by ticks	Indicated by * -1 per error	-1/2 per error

[20]

QUESTION 3: NOTICE AND AGENDA OF A MONTHLY MEETING**KHANGALA FITNESS ACADEMY***

Tel: 015 975 1818*
Fax: 015 975 1820*

30 Crescent Street*
VLAFONTEN*
Any Code number* (4 digits)

10–14 June 2017

Dear member*

Please note that the next monthly meeting✓ of staff will be held in the boardroom,✓ at 30 Crescent Street,✓ Vlagfontein✓ on 20 June 2017✓ at 15:00.✓

The minutes of the previous meeting held on 19 May 2017 is attached.✓

Yours faithfully*

Signature*

NAME IN CAPS*
CHAIRPERSON* (SECRETARY OPTIONAL)

AGENDA*

1. Opening and welcome✓
2. Attendance register✓
3. Apologies✓
4. Minutes of the previous meeting ✓
5. Matters arising✓
 - 5.1 Response: Dr Umpha
6. New matters✓
 - 6.1 Students' timetable for school holidays✓
 - 6.2 Cocktail party✓
 - 6.3 Buying/Acquisition of equipment✓
7. Date of the next meeting✓
8. General ✓ (optional)
9. Closure✓

CONTENT	FORMAT	LANGUAGE
10	2	3
Any 10 ticks -1 per omission or error	Indicated by * -1 per error	-½ per error

[15]

QUESTION 4: FORMAL INVITATION AND A REPLY

The Managing director✓
of
Khangala Fitness Academy✓
cordially invites

The Mayor and partner✓

to attend a cocktail party for the grand launching of new training equipment✓ at
Khangala Fitness Academy, 30 Crescent Street, Vlagfontein✓
on 30 June 2017 at 18:30✓

GUEST SPEAKER: RAMOSHOU KGAPELA✓

Dress code: Formal*

RSVP on enclosed card by 23 June 2017✓

Contact person: ANY name*
Contact number: Tel: 015 975 1818*

REPLY CARD

The Mayor and partner accept✓ the invitation of the managing director of Khangala Fitness Academy to a cocktail party at 30 Crescent Street, Vlagfontein on 30 June 2017 at 18:30✓ to celebrate the grand launching of the new training equipment.✓

Any address of guest*

CITY*

Code number*

Content	Format	Language
11	2	2
Indicated by ticks	Indicated by * -1 not in frame	-½ per error

[15]

QUESTION 5: INVESTIGATIVE REPORT**KHANGALA FITNESS ACADEMY*****AN INVESTIGATION REPORT* INTO AN INCIDENT IN THE TRAINING ACADEMY****1. Terms of reference***

Who instructed the investigation: Managing director✓

Purpose of report: To investigate claims from a client that happened on 14 June 2017 in the academy.✓

State date on which the instruction was received: 15 June 2017✓

Date by which the report should be submitted: 19 June 2017✓

2. Procedure*

Method used to investigate the problem.

These can include:

- Interviews - Injured client, victim✓
Witnesses✓
Family member/friend✓ (Any TWO)
- Inspection of area where incident occurred✓
(Use discretion)

3. Findings*

Each method used must produce specific findings.✓✓

Findings should be stated in short paragraphs.

4. Conclusion*

A single sentence summarising the findings✓✓

Writer's general overview of the investigation

5. Recommendations*

Suggest possible solutions:

Paste notices around that states that complaints should be reported immediately.✓

Change the shower surface✓ or any logical suggestion.✓

COMPILED BY: NAME IN CAPS

Signature*

NAME IN CAPS*

FACILITY MANAGER*

30 Crescent Street*

VLAGFONTEIN*

Code*

Tel. number*

19 June 2017*

Content✓	Format *	Language
15	5	10
	-1 per error	-1/2 per error

[30]

TOTAL: 100