



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**N130(E)(N23)H  
NOVEMBER EXAMINATION  
NATIONAL CERTIFICATE  
COMMUNICATION AND HUMAN RELATIONS N6  
(5140306)  
23 November 2016 (X-Paper)  
09:00–12:00**

This question paper consists of 9 pages and 1 addendum.

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
COMMUNICATION AND HUMAN RELATIONS N6  
TIME: 3 HOURS  
MARKS: 200

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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. QUESTION 2.4 must be answered on the attached ADDENDUM and handed in with the ANSWER BOOK.
  3. Read ALL the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Use only BLUE or BLACK ink.
  6. Start each question on a NEW page.
  7. Write neatly and legibly.
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**SECTION A****QUESTION 1**

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1– 1.1.5) in the ANSWER BOOK.

1.1.1 Another name for a curriculum vitae is a/an ...

- A testimonial.
- B résumé.
- C application.
- D covering letter.

1.1.2 An example of verbal communication:

- A Memo
- B Graphics
- C Sign language
- D Barriers

1.1.3 AIDA is the acronym for:

- A African Independence of Democratic Associations
- B Assumption, Interest, Desire, Attention
- C Avoidance of Independence Dividing Africa
- D Attention, Interest, Desire, Action

1.1.4 Practical ways of motivating employees to perform without using monetary motivations are:

- A Praising employees on the spot after every job was well done
- B Work overloading to maintain focus
- C Not showing interest in employee's personal issues
- D Expose employees showing incompetence

1.1.5 Which of the following is NOT an element of the communication process?

- A Sender
- B Option
- C Encode
- D Message

(5 × 2) (10)

- 1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.2.1–2.1.10) in the ANSWER BOOK.
- 1.2.1 It is the responsibility of a trainee to ensure that the involvement of other learners is maintained.
- 1.2.2 A business consultant can be recommended as a mentor.
- 1.2.3 A person who has an ongoing relationship with the organisation, is referred to as a client.
- 1.2.4 All new employees need some sort of training to avoid confusion.
- 1.2.5 A memorandum is a good example of direct communication.
- 1.2.6 Proxemics refers to the use of space and distance as a way of communicating.
- 1.2.7 Common law is a written basic set of rules used by business organisations and is recognised in a court of law.
- 1.2.8 The main role of the secretary is to chair the meeting.
- 1.2.9 Clients and customers are valuable assets of any hospitality-related business.
- 1.2.10 Accent refers to how loud or funny you sound. (10 × 2) (20)
- 1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.
- 1.3.1 To (co-opt/vote) is to appoint a member onto a committee.
- 1.3.2 A (functional/non-functional) conflict supports the company's goal and improves performance.
- 1.3.3 An (attendance/agenda) register is a signed record of all the members present at a meeting, including the apologies received.
- 1.3.4 (Pitch/Intensity) refers to the emotions behind the sender's words.
- 1.3.5 A (honorarium/quorum) is the amount of money awarded voluntarily in recognition of service rendered.
- 1.3.6 A (proposal/resolution) is a decision taken at a meeting.
- 1.3.7 The process of choosing the best candidate for the job is (recruitment/selection).

1.3.8 A written document supplied by the previous employer describing your conduct, qualifications and services is known as a (reference/testimonial).

1.3.9 (Resonance/Articulate) refers to the correct placing of vowels and consonants during speech.

1.3.10 Communication takes place (diagonally/horizontally) across formal lines of communication.

(10 × 1) (10)

1.4 Define the following terms:

1.4.1 Knock-and-drop

1.4.2 Proxemics

1.4.3 Kinesics

(3 × 2) (6)

1.5 Distinguish between the following:

1.5.1 External calls

1.5.2 Internal calls

(2 × 2) (4)

[50]

**TOTAL SECTION A: 50**

**SECTION B****QUESTION 2**

Study the advertised post below and answer the questions.

| <b>SALES REPRESENTATIVE</b>   | <b>Nelspruit/Middelburg</b> |
|---|-----------------------------|
| <p>One of South Africa's leading publishing companies wants YOU to join their team!</p> <p><b>Truck &amp; Trailer field representative in Nelspruit/Middelburg, Mpumalanga</b></p> <p>This is an intensive industry where drive is the key and where reps realise just how far they can push themselves to meet the targets.</p> <p>We require field reps that want to be part of our company's constant growing success!</p> <p><b>Job description:</b></p> <ul style="list-style-type: none"> <li>• Selling ad space to various clients</li> <li>• Getting own leads</li> <li>• Meeting targets and growing in sales</li> <li>• Building relationship with prospective clients</li> </ul> <p><b>Personal attributes:</b></p> <ul style="list-style-type: none"> <li>• Creatively persistent</li> <li>• Self-motivated and self-disciplined</li> <li>• Good people skills</li> <li>• Hardworking</li> </ul> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• Previous sales experience an advantage and excellent communication skills</li> <li>• Fluent in English and Afrikaans</li> </ul> <p><b>Remuneration:</b></p> <ul style="list-style-type: none"> <li>• Basic salary and excellent commission structure</li> <li>• Incentives throughout the year and quarterly bonuses</li> </ul> <p>Please send your detailed CV to <a href="mailto:recruitment@junkmail.co.za">recruitment@junkmail.co.za</a></p> |                             |

- 2.1 Indicate FIVE components of a curriculum vitae. (5)
- 2.2 List SEVEN points to remember when writing a curriculum vitae. (7)
- 2.3 Name THREE important documents that accompany your CV. (3)
- 2.4 A covering letter points out information that is not elaborated on in your CV. An incomplete structural guide of a covering letter is given in the attached ADDENDUM.
- Write what kind of information is relevant under each heading given. Complete the ADDENDUM and hand it in with your ANSWER BOOK. (8)

- 2.5 When business requires continuous interaction with clients, it is important that you understand the different personalities that you will be dealing with.
- Distinguish between the following personality types:
- 2.5.2 Choleric
- 2.5.1 Bilious
- (2 × 3) (6)
- 2.6 Describe how you will deal with clients that have a legitimate complaint. (6)
- 2.7 As a sales representative, what do you think will be expected of you to deliver good service to clients?
- Give FOUR practical steps to provide satisfying client service. (4)
- 2.8 Define the following:
- 2.8.1 Job description
- 2.8.2 Job requirements
- (2 × 2) (4)
- 2.9 Identify ONE motivational factor used to attract the interest of a candidate to apply for the position. (1)
- 2.10 Which method of communication will the candidates use to respond to the advert? (1)
- 2.11 List FIVE qualities the candidates must have to stand a better chance to get the job. (5)
- [50]**

**QUESTION 3**

- 3.1 What is communication? Explain briefly. (2)
- 3.2 Diagrammatically illustrate an interview as a communication process. (7)
- 3.3 Make FIVE recommendations to prospective candidates on what will negatively project a bad image during interviews. (5)
- 3.4 During the interview you are asked how you cope with a stressful life.  
Describe SIX practical ways of coping with stress. (6 × 2) (12)
- 3.5 Work satisfaction contributes to the success of the organisation.  
List FIVE factors contributing to work satisfaction. (5 × 2) (10)
- 3.6 Describe the TWO purposes of an informative interview. (2)
- 3.7 Give work-related examples on Maslow's hierarchy for the following needs:
- 3.7.1 Self-actualisation
- 3.7.2 Security needs
- 3.7.3 Need for love and affection (3 × 2) (6)
- 3.8 List SIX characteristics of an individual with a good self-image. (6)
- [50]**

**QUESTION 4**

A group of ten students from various TVET colleges has joined the company for training. They will be placed in different departments according to their speciality. Students are assigned to do job rotation within their field of work until the cycle is complete. The programme will run for a year.

- 4.1 How would the new staff be welcomed and introduced? (2)
- 4.2 Why is it important to introduce new members to their other colleagues? Give ONE reason. (2)
- 4.3 Describe FIVE advantages of orientation programmes. (5 × 2) (10)
- 4.4 Which type of training would the students be engaged in? (2)
- 4.5 Describe FOUR roles of the facilitator in preparation for the identified training. (4)
- 4.6 Discuss FIVE possible barriers which could occur during the training. (5 × 2) (10)
- 4.7 Discuss FIVE important aspects that should be considered when selecting audio-visual aids. (5 × 2) (10)
- 4.8 Name TEN audio-visual items of equipment that could possibly be utilised as training aids. (10)
- [50]**

**TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**

**ADDENDUM**

**EXAM NUMBER:**

|  |  |  |  |  |  |  |  |  |  |
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**QUESTION 2.4**

| <b>COVERING LETTER STRUCTURE</b> |  |
|----------------------------------|--|
| <b>SUBJECT HEADING (1)</b>       |  |
|                                  |  |
| <b>FIRST PARAGRAPH (3 × 1)</b>   |  |
|                                  |  |
|                                  |  |
|                                  |  |
| <b>SECOND PARAGRAPH (2 × 1)</b>  |  |
|                                  |  |
|                                  |  |
|                                  |  |
| <b>THIRD PARAGRAPH (2 × 1)</b>   |  |
|                                  |  |
|                                  |  |
|                                  |  |
| <b>LAST PARAGRAPH (2 × 1)</b>    |  |
|                                  |  |
|                                  |  |