



# higher education & training

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

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**JUNE EXAMINATION**

**COMMUNICATION N4  
(FIRST PAPER)**

**6 JUNE 2014**

**This marking guideline consists of 7 pages.**



**QUESTION 2: FAX****ADDENDUM B****FAX SHEET**

X TO : Methuseli Dube  
 X FAX NO: Any 10 digits  
 X COMPANY: Restorative Justice Centre  
 X FROM: Any Name and Surname but not Methuseli Dube  
 X TEL NO: Any number with 10 digits  
 X DATE : Any date in full e.g. 10 June 2014 not 10/06/14  
 XSUBJECT: REQUEST FOR CV AND BANK BRANCH/ABOUT THE  
 WORKSHOP/Accept any heading that has to do with what is discussed in the body of  
 the fax.√√

The content paragraph should address:  
 Email CV √ your email address√  
 Tell people at the workshop√  
 Date to√ send the CV and material√  
 Bank branch√

Content : 07 see ticks  
 Language : 03 e.g. tense / punctuation etc. minus ½ per error. (See X)

OR

Language grid

Poor	Average	Good
1	2	3

**[10]**

**QUESTION 3: TELEPHONE MESSAGE FORM****ADDENDUM C**

TO : Any Name and Surname except Nomasonto Kekana and June Radium. ✓

FROM: Nomasonto Kekana NB this name only. ✓

TEL : Any ten digit numbers. ✓

COMPANY: Restorative Justice Centre✓

DATE: Any date in full✓

TIME: Any time e.g. 10:30 not 10h30✓

MESSAGE TAKEN BY: June Radium✓

Message in a paragraph form. Sentences formulated around:

email CV and material✓

Date or time of email✓

Bank branch✓

Content : 08 see ticks

Language : 02 e.g. tense / punctuation etc. minus ½ per error.

OR

Language grid

POOR	AVERAGE	GOOD
½	1	2

[10]

**QUESTION 4: CURRICULUM VITAE****CURRICULUM VITAE****1. PERSONAL INFORMATION x**

NAME: Methuseli Dube✓  
ADDRESS: Any street address or House Number ✓  
TELEPHONE NUMBER: Any ten digits✓  
DATE OF BIRTH: 4 June 1974  
IDENTITY NUMBER: 13 digit number✓  
MARITAL STATUS: Single or Married✓  
HEALTH: Excellent✓  
LANGUAGES: More than one✓  
DRIVER'S LICENSE: Any code✓  
EMAIL: methuselidube @gmail.com✓ or any e-mail address

**2. EDUCATIONAL BACKGROUNDx**

Year 1996 ✓  
Qualification BA in Social Work✓  
Institution where the above was obtained VISTA UNIVERSITY✓  
  
Matriculation/Grade 12: 1992 ✓  
School attended Pilane High School✓

**3. WORK EXPERIENCEx**

1. Period: January 2008 until now✓  
Company: Restorative Justice Centre✓  
Position Held: CEO✓
2. Period ✓  
Company✓  
Position held✓
3. Period✓  
Company  
Position held✓

**NB For work experience two and three should be between 1997 and 2007**

**4. REFERENCESx**

1. Mike Batley✓  
Executive Director  
Restorative Justice Centre  
Private Bag/ PO Box  
TOWN/CITY  
Tel (any 10 digits)
2. Dr. Dinah Alexandra✓  
Any position  
Any Company  
Any Private Bag or PO Box  
TOWN/CITY  
Telephone number (any)

Content : 17 ½ for an error  
 Layout : 05 ½ for an error  
 Language : 03 ½ for an error

OR

Language grid

POOR	AVERAGE	GOOD	EXCELLENT
1-2	3	4	5

**[25]****QUESTION 5: FEEDBACK REPORT****BACKGROUNDx**

Sentences around:  
 Workshop on conflict resolution✓  
 Date✓  
 Venue✓

**PURPOSEx**

Provide information on contents of the workshop✓  
 Evaluate success of the workshop✓  
 Make recommendations✓

**TOPIC CONTENTSx**

How workers can get on well✓  
 Working space✓  
 Team building exercises✓

**VENUE AND CATERINGx**

Sentences around  
 Room where the workshop was held✓  
 Food well prepared/ need improvement✓

## EVALUATION OF THE WORKSHOPx

Good/bad where to improve✓

Assignments/ Oral✓

Certificates/Exam✓

## CONCLUSIONx

Worth it/not worth it✓ and motivation of choice✓

## RECOMMENDATIONx

E.g. All people to attend/ Only managers✓ motivation✓

Held regularly/periodically/ never again✓ motivation✓

NB In each case sentences should be formulated.

Content : 20 see ticks

Layout : 03 subtract ½ for an error

Language : 07 punctuation/ word order/tense etc.

OR

Language grid

POOR	AVERAGE	GOOD	EXCELLENT
1-3	4	5-6	7

[30]

**TOTAL: 100**