



# higher education & training

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

N190(E)(N15)H

**NATIONAL CERTIFICATE**

**COMMUNICATION N6**

(First Paper)

(5140406)

**15 November 2017 (X-Paper)**

**09:00–12:00**

**OPEN-BOOK EXAMINATION**

**TWO dictionaries and TWO reference works are allowed.**

**NO electronic dictionaries may be used.**

**This question paper consists of 5 pages and 1 addendum.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
COMMUNICATION N6  
(First Paper)  
TIME: 3 HOURS  
MARKS: 100

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**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. Start each question on a NEW page.
  5. Write neatly and legibly.
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**QUESTION 1: LETTER OF INVITATION**

The human resource manager at Go & Go Employment Consulting, Mr Matendze, advertised internship posts for students who recently completed Public Management N6. The internship will be from 1 January 2017 to 31 December 2017. The company received a number of applications and HR is busy with the selection and shortlisting processes.

Mr Matendze requested you to write a common letter of invitation for the interviews to the shortlisted applicants including the following:

- The date for the interview
- The position as intern
- The documents/other things to bring for the interview
- The beginning and ending date of the internship
- The stipend

CONTENT	FORMAT/LAYOUT	LANGUAGE
14	5	6

**[25]****QUESTION 2: MEMORANDUM**

The campus manager of Capricorn TVET College, Mr Mabiletse, noticed that most college employees take leave towards the closing of the college and they sometimes forget that during January they start on different dates depending on whether they are academic or support staff. He decided to e-mail a memorandum to all Capricorn TVET employees to remind them about the reopening dates to resume work in January in accordance with their different portfolios and responsibilities.

You are Mr Mabiletse's PA and he requested you to write and forward the memorandum to all employees. Write a memorandum to remind all Capricorn TVET College staff members about the reopening dates of the college.

Design your own memorandum template and include the following (dates should vary):

- The last working days for both academic and support staff
- The date of reopening for both academic and support staff
- The date on which the college will reopen
- The date on which classes commence
- The date on which campus management must resume duties

CONTENT	FORMAT/LAYOUT	LANGUAGE
8	3	4

**[15]**

**QUESTION 3: FEEDBACK REPORT**

The Department of Higher Education has arranged a meeting with TVET Business Studies N6 students at Tshwane North TVET College on 26 March 2017 at 10:00. The Minister of Higher Education and Training, Prof Hlengiwe Mkhize, is concerned about the unemployment rate of the ex-students of the college. She decided to have a one-on-one with the ex-students to discuss how they can curb this challenge and to get the facts of the matter from them. She is accompanied by three MECs for education from three provinces: MEC Ismael Kgetjepe (Limpopo), MEC Mthandeni Dlungwane (KwaZulu Natal) and MEC Panyaza Lesufi (Gauteng).

Each college has sent three student representatives and you are one of them representing Mopani TVET College. Your college management and the students are expecting feedback from the meeting.

Write a formal feedback report and include the following:

- The inputs made by the minister and the three MECs (at least ONE from each)
- The inputs from TWO students
- The challenges addressed during the meeting (at least THREE challenges)
- The consensus reached/way forward

CONTENT	FORMAT/LAYOUT	LANGUAGE
16	8	6

**[30]****QUESTION 4: RESPONSE FORM**

You applied for the internship advertised in QUESTION 1 and Go & Go Employment Consulting sent you a letter of invitation for an interview. Unfortunately, the day they have scheduled for the interview does not suit you. They have attached the response form for you to fill in and send back to them as an assurance of your availability for the interview.

Use the ADDENDUM (attached) to fill in the missing information on the response form.

**[10]**

**QUESTION 5: DISPLAY ADVERT**

BankSeta has vacancies for 70 interns for 2017 at all their branches. They are looking for students who completed their NCV Marketing L4 or Management Assistant N6 qualifications with a pass percentage of 70% and above. The applicants should not have been involved in any internship before. BankSeta promised a stipend of R3 800/pm for 12 months.

You have been requested to assist them in designing a display advert using the following:

- The address of BankSeta
- The closing date
- The reference number
- The contact person
- The options for forwarding their CV

**NOTE:** Apply AIDA principles on different headings.

CONTENT	FORMAT/LAYOUT	LANGUAGE
11	5	4

**[20]****TOTAL: 100**

**ADDENDUM****QUESTION 4****RESPONSE FORM****INTERVIEW SESSION 2017**

<b>Post:</b>	<input type="text"/>	<b>Date:</b>	<input type="text"/>
<b>Name:</b>	<input type="text"/>		
<b>Surname:</b>	<input type="text"/>	<b>Initial(s):</b>	<input type="text"/>
		<b>Title:</b>	<input type="text"/>
		<b>ID no:</b>	<input type="text"/>
<b>Telephone:</b>	<input type="text"/>	<b>Cellular</b>	<input type="text"/>
<b>no:</b>		<b>no:</b>	<input type="text"/>
		<b>Facsimile</b>	<input type="text"/>
		<b>no:</b>	
<b>E-mail:</b>	<input type="text"/>		
<b>Interview venue:</b>	<input type="text"/>		

<b>Mark with an X:</b>				
<b>Yes, I will attend the interview session:</b>	<input type="checkbox"/>			
<b>No, I will not attend the interview session:</b>	<input type="checkbox"/>			
Provide a reason for not attending the interview session:	<input type="text"/>			
I declare that the information provided is reliable, true and valid to the best of my knowledge.				
Are there any arrangements that the company should be aware of?	<table border="0"> <tr> <td><input type="checkbox"/> Yes/No</td> <td>If yes specify:</td> <td><input type="text"/></td> </tr> </table>	<input type="checkbox"/> Yes/No	If yes specify:	<input type="text"/>
<input type="checkbox"/> Yes/No	If yes specify:	<input type="text"/>		

**Please complete and return to the company within 48 hours upon receipt of this response form to enable the company to make the necessary preparations on time.**

**[10]**