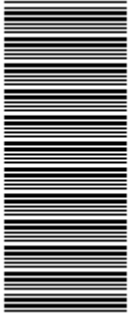


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# higher education & training

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

**N150(E)(J4)H  
JUNE EXAMINATION  
NATIONAL CERTIFICATE**

**COMMUNICATION N4  
(First Paper)**

**(5140344)**

**4 June 2015 (Y-Paper)  
13:00–16:00**

**OPENBOOK EXAMINATION**

**The candidate is allowed to use 2 dictionaries and 2 reference works.  
No electronic dictionaries are allowed**

**This question paper consists of 4 pages and 3 addendums.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
COMMUNICATION N4  
(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. Write neatly and legibly.
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**QUESTION 1****ADDITIONAL BACKGROUND INFORMATION**

You are a member of the SRC at your college. You serve as the secretary. When reading the *Sunday Times* newspaper you came across the text, NO COMPETITIVE EDGE WITHOUT GOOD EDUCATION which is attached as ADDENDUM A. You are going to use this information to share with fellow students in order to prepare yourself adequately for the world of work. Throughout this question paper you will be referring to this text to answer questions.

**QUESTION 1: SUMMARY**

Read the text, *No competitive edge without good education*, provided as ADDENDUM A in this question paper. Write a summary of this text. Your summary should be made of 13 short sentences of one to one and a half lines in length. Supply your summary with a heading. Write the heading in capital letters and number your sentences.

Content : 13  
Language : 5  
Layout : 2

**[20]****QUESTION 2: TELEPHONE MESSAGE**

You phoned Mr Patrice Motsepe to sponsor your College SRC members to travel to Cape Town to attend the SANLAM Africa investment management conference. You told him how many you are, how much you need and why you want to attend the conference. Mr. Motsepe's secretary Mmule Lentswe took the message since Mr. Motsepe was not in. Use the attached ADDENDUM B, telephone message form, to show the message that Mmule Lentswe wrote.

Content : 08  
Language : 02

**[10]**

**QUESTION 3: COVERING LETTER**

You read in the newspaper that Motsepe Foundation is giving bursaries to students who want to study for careers that involve Mathematics and Science. You are interested in this venture. Apply for this bursary; say when and where you saw the advertisement. Indicate the course you want to study, where you are going to study it and duration of the course. Indicate the career you are going to follow on the completion of the course. Your letter should be one page in length.

The information on the overlapping page will not be marked.

Content : 15  
Language : 07  
Layout : 03

**[25]****QUESTION 4: CURRICULUM VITAE**

Your covering letter to the Motsepe Foundation Bursaries should be accompanied by your CV. You get your post from your home address. You have an email address. Do not include work experience since after Grade 12 you came straight to the Management Assistant N4 course. Besides your home language you know two other South African languages. Your Grade 12 Mathematics and Science teachers serve as your references. Indicate the six subjects you passed. You have only one testimonial. Your drivers license is code 08. Indicate the name of your school and the year in which you passed.

Content : 26  
Language : 04

**[30]****QUESTION 5: MEMORANDUM**

Write a memorandum to all students at your campus, inform them about the Motsepe Foundation Bursary, tell them when and where you saw it, who can apply, what is needed and the closing date. Complete the memorandum form, ADDENDUM C (attached).

Content : 10  
Language : 03  
Layout : 02

**[15]****TOTAL: 100**



**EXAMINATION NUMBER:**

[illegible]

Sam T. Innes

7/08/2002  
No competitive  
edge without  
good education

**TSHEPO MASHEGO**

**S**OUTHERN Africa had to focus on providing quality education for the poor if it wanted to improve its competitiveness, Patrice Motsepe said this week.

Speaking at a Sanlam Africa investment management conference in Cape Town, Motsepe said government needed to foster an environment that would enable the "private sector to thrive" -- and key to this was innovation and creativity.

"It is ferociously competitive out there... It is clear to me that in South Africa we have to make sure that the quality of education for poor kids is exceptional and enables them to play a meaningful role in our economy in order to improve our competitiveness," he said.

Motsepe's plea comes at a time when education standards in the public sector have hit a new low.

The World Economic Forum's global IT report ranked South Africa's education system 140th out of 144 countries, and placed maths and science capabilities as second-last in the world.

Motsepe, chairman of African Rainbow Minerals and Sanlam, said: "We need to put emphasis on value-added products. We all want to industrialise. This coun-

try has no problem in funding bankable projects, and I'm confident that we will benefit.

"The key to improve our structural competitiveness is to create an environment — regulatory, legal, economic — that is conducive to private sector."

The Sanlam conference focused largely on the challenges of investment managers in making returns for clients at a time when markets are so unpredictable.

Sanlam CEO Johan van Zyl asked the audience to always keep in mind their higher purpose as professionals.

“What is our purpose as investment professionals? Doctors can say they save lives and engineers can take credit for our roads and bridges. What can we tell our children when they ask us what we do?”

"Our purpose is to be the custodians of the country's savings and wealth, therefore, we have to be successful. If we're successful, the country's wealth can be maintained and grown."

Research by Alexander Forbes showed that the biggest financial danger facing retirees was the drop in people's savings, he said.

David Knee, head of fixed income at Prudential, said: "The economy is on a lower growth



**CREATIVE MIND:** Patrice Motsepe, chairman of African Rainbow Minerals and Sanlam, says better education is key to South Africa's competitiveness  
Picture: ARNOLD PRONTO

trajectory. The world that we've experienced during our careers has been an anomaly. Thus, investment returns will be hard-ly to achieve in future."

Investors had to find high-return investments to compensate for the slower global economy and lower investment returns, Kneese said.

However, investment professionals disagreed on how this could be done, with about half arguing for actively managed portfolios and the others saying index tracking was cheaper.

Chris Hamman, head of fixed interest at Sanlam Investment

Management, said that in future, standardised portfolios known as index trackers would become more popular.

If not, he suggested investment professionals would have to look at even more exotic asset

Our purpose is to be the custodians of the country's savings and wealth

classes to try to increase their returns for SA's retirees and other investors.

One of these strategies was to invest in Africa.

"The continent is a viable investment. It will also help to improve diversification and enhance returns," Hamman said.

He stressed that it remained important for individual employees to take an active interest in their long-term financial future and to make any necessary adjustments to their budgets as soon as possible to ensure a financially viable retirement.

**ADDENDUM B****EXAMINATION NUMBER:**

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**QUESTION 2: TELEPHONE MESSAGE****TELEPHONE MESSAGE FORM****To:** \_\_\_\_\_**From:** \_\_\_\_\_ **Company:** \_\_\_\_\_**Tel:** \_\_\_\_\_**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_**Message:**


**Message taken by:** \_\_\_\_\_

[illegible]

GENERAL'S