



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

MARKING GUIDELINE

General Studies

Communication and Human Relations

(N6)

Task 3 Internal Exam

Date

17 April 2019

Duration

3 Hours

Total marks

200

SECTION A

QUESTION 1

- 1.1 1.1.1 Intergroup ✓
1.1.2 Physiological ✓
1.1.3 Interpersonal ✓
1.1.4 Psychological ✓
1.1.5 Individual ✓

(5 × 1) (5)
- 1.2.1 Grievance
A disagreement over a specific set of facts ✓ regarding a particular matter ✓
(2)
- 1.2.2 Conflict
Where the affected people experience generally negative feelings ✓ about each other. ✓
(2)
- 1.2.3 Consultation
A meeting or discussion between two or more parties ✓ to seek information, advice or guidance from the other. ✓
(2)
- 1.2.4 Client
A person that uses the services or products ✓ of a business. ✓
(2)
- 1.2.5 Patron
A person that uses the services or products ✓ of a business in the hospitality industry. ✓
(2)
(5 × 2) (10)
- 1.3 1.3.1 J ✓
1.3.2 C ✓
1.3.3 D ✓
1.3.4 I ✓
1.3.5 E ✓
1.3.6 H ✓
1.3.7 B ✓
1.3.8 A ✓
1.3.9 G ✓
1.3.10 F ✓

(10 × 1) (10)
- 1.4 1.4.1 C ✓
1.4.2 B ✓
1.4.3 D ✓
1.4.4 C ✓
1.4.5 B ✓

(5 × 1) (5)

1.5	1.5.1	Abstain ✓		
	1.5.2	Adjournment ✓		
	1.5.3	Closure ✓		
	1.5.4	Committee ✓		
	1.5.5	Deadlock ✓		
	1.5.6	Honorarium ✓		
	1.5.7	Precedent ✓		
	1.5.8	Resolution ✓		
	1.5.9	Second ✓		
	1.5.10	Verbatim ✓	(10 x 1)	(10)
1.6	1.6.1	False ✓		
	1.6.2	True ✓		
	1.6.3	False ✓		
	1.6.4	False ✓		
	1.6.5	True ✓	(5 x 1)	(5)
1.7	1.7.1	C ✓		
	1.7.2	A ✓		
	1.7.3	E ✓		
	1.7.4	B ✓		
	1.7.5	D ✓	(5 x 1)	(5)
				[50]
			TOTAL SECTION A:	50

SECTION B

QUESTION 2

- 2.1 Mistakes when Penny answered the telephone
- The name of the company and her name were not given. ✓
 - Tone of her voice was not friendly. ✓
 - Did not get all necessary information before she ended the call e.g. the name of the caller, contact details. ✓
 - The caller was never referred to by his name. ✓
 - She kept the customer waiting while she was organising herself. ✓
 - She did not greet the customer nor thanked him for the call. ✓
- (6)
- 2.2 Barriers
- Psychological barrier ✓
 - Perceptual barrier ✓
- (2)
- 2.3 How to improve communication skills
- Learn about other cultures and their customs ✓
 - Control your emotions ✓
 - Understand different personality types ✓
 - Manifest constructive attitudes and beliefs ✓
 - Develop effective listening skills ✓
 - Don't send mixed messages ✓
 - Remember the importance of feedback ✓
- ANY SIX (6)
- 2.4 Tips to improve listening skills
- Focus your attention. ✓
 - Make a conscious decision to listen attentively. ✓
 - Show that you are listening by making use of active signs of attentiveness such as "I see" or "go on". ✓
 - Do not interrupt the communicator until he/she has finished talking. ✓
 - Anticipate what is coming – concentrate on remembering facts. ✓
 - Take notes. ✓
 - Ask yourself "What are the main points". ✓
 - Remain objective and open-minded. ✓
 - Avoid jumping to conclusions. ✓
 - Ask questions if you need clarity. ✓
 - Focus on what is being said and not the way it is being said. ✓
- ANY 10 (10)
- 2.5 Behavioural signs of stress
- Overreacting to situations. ✓
 - Forgetfulness. ✓
 - Trouble learning new information. ✓
 - Reduced work efficiency. ✓
 - Difficulty with concentrating. ✓
 - Disorganised and confused. ✓
- (6)

- 2.6 2.6.1 Physical barrier ✓ (1)
- 2.6.2 Semantic barrier ✓ (1)
- 2.6.3 Psychological barrier ✓ (1)
- 2.6.4 Perceptual barrier (gender) ✓ (1)
- 2.6.5 Psychological barrier ✓ (1)

2.7

Personality type (1)	Type A personality ✓	Type B personality ✓
Characteristics (2)	This person is self-assertive, impatient and has a strong sense of drive. ✓ As they are very active they have a lean shape. ✓	This person is calmer, more placid and more laid back. ✓ They are inclined to be overweight. ✓
How they cope with stress (3)	They are always racing against the clock, ✓ try to do too much at one, and this results in a lot of stress. ✓ They also find it difficult to relax. This poses a greater risk for cardiovascular disorders. ✓ ANY THREE	They do not show a sense of time urgency ✓, relax easily, and cope with stress far better. ✓ They are not at as great a risk of cardiovascular diseases. ✓ ANY THREE

(12)

- 2.8 Directly coping with stress
- Confrontation ✓
 - Compromise ✓
 - Withdrawal ✓
- (3)

[50]

QUESTION 3

- 3.1 Five components of a Curriculum Vitae
- Personal information ✓
 - Educational history ✓
 - Career history/work experience ✓
 - Skills ✓
 - Testimonials and References ✓
- (5)
- 3.2 Documents to accompany a CV
- Certified copies of all certificates ✓
 - Certified copy of ID ✓
 - Testimonials ✓
- (3)

- 3.3 The correct way to apply for testimonials
- A testimonial is obtained in the form of a letter. ✓
 - The use of someone's name is regarded as a privilege and not a right. ✓
 - The tone of requesting this privilege should be courteous. ✓
 - The person from whom you would request a testimonial is usually a leader in the community in the particular business field in which you operate, or a senior who helped to train you. ✓
 - You may contact them directly requesting it face-to-face or telephonically, sending an e-mail or by sending a letter. ✓
 - It is important to supply sufficient information about yourself so that he/she knows exactly who you are, what you require, where and when he/she was associated with you, etc. ✓
- ANY THREE (3)
- 3.4 3.4.1 Find out more about the job
Try to find out what the job entails, ✓ i.e. the nature of duties, the responsibilities, the working conditions and the location. ✓ This can be done via the internet or talking to people in that field of work. ✓ (3)
- 3.4.2 Find out more about the situation
Gather information about the organisation, ✓ what products/services it offers, how big the organisation is, how long has it been in operation, ✓ what sort of public image it has, what the organisational culture is, etc. ✓ (3)
- 3.5 Knock-and-drop
- This is a distribution method where the target market is situated in a specific area ✓
 - Pamphlets, leaflets or other types of advertising tools are dropped into post boxes in suburbs or placed on the windscreen of vehicles in the parking areas ✓
 - Morula Sun could place pamphlets on the windscreens of vehicles in the parking area (OR any other relevant suggestion) ✓ (3)
- 3.6 3.6.1 Choleric
Irascible ✓ (grumpy ✓, irritable) ✓ and sometimes short-tempered of nature. ✓ (2)
ANY TWO
- 3.6.2 Bilious
Melancholic (moody), ✓ sad, ✓ depressed and sensitive of nature. (ANY TWO) (2)
- 3.6.3 Sanguine
Confident ✓, positive ✓, usually optimistic ✓, hopeful ✓ and impulsive ✓ (2)
ANY TWO
- 3.6.4 Phlegmatic
Calm ✓, apathetic ✓, not focussed ✓ and sometimes uninterested ✓ (2)
ANY TWO

- 3.7 How to deal with a client with a legitimate complaint
- Tell the client that you understand the problem. ✓
 - Request opportunity to rectify the problem. ✓
 - Rectify the problem and provide feedback. ✓
 - Offer the client assurance that similar problems will be managed better. ✓
 - Prevent similar problems. ✓
 - Apologise for inconvenience caused. ✓
- (6)
- 3.8 Practical steps to provide satisfying client service
- Approach client promptly to determine type of assistance they require. ✓
 - Be presentable at all times. ✓
 - Listen attentively to the client. ✓
 - Concentrate on the client's request. ✓
 - Execute requests promptly and communicate the outcome. ✓
 - Allow time to the client to be comfortable with his/her decision. ✓
 - Overcome sale resistance by determining the objection to the product or service. ✓
 - Offer suggestions of alternative products. ✓
 - Close the sale and process any purchase quickly. ✓
 - Offer sale support as prescribed by establishment policies. ✓
- ANY FOUR
- (4)
- 3.9 3.9.1 Job description
- A written document that spells out to a job holder what he/she is supposed to do ✓, how it is done and under what circumstances. ✓
- (2)
- 3.9.2 Job requirements
- This indicates the knowledge, skills and certain characteristics ✓ that a potential employee must possess. ✓
- (2)
- 3.10 Characteristics of a good self-image
- Positive view of him/herself. ✓
 - Sets realistic and attainable goals. ✓
 - Ability to express him/herself. ✓
 - Possesses a sense of humour. ✓
 - Capable of controlling his/her emotions. ✓
 - Ability to cope with negative feedback and criticism. ✓
 - Usually prepared to take calculated risks. ✓
 - Comfortable in the company of most people and gets along well with them. ✓
- ANY FIVE
- (5)
- 3.11 Characteristics of motivation:
- Motives may be subconscious. ✓
 - Motives are difficult to identify. ✓
 - Motives are sometimes formed under unpleasant circumstances. ✓
 - Sometimes unconscious motives can be regarded as habits. ✓
- ANY THREE
- (3)

[50]

QUESTION 4

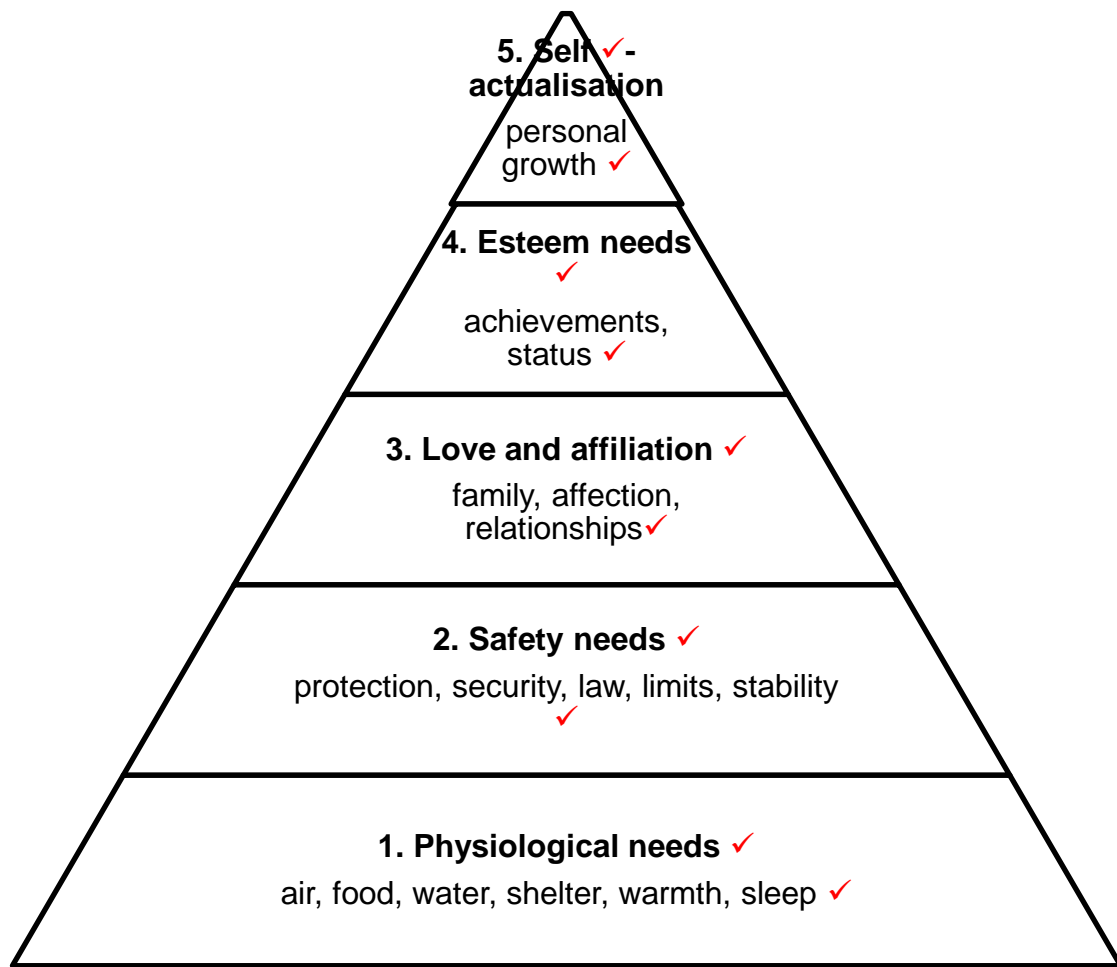
- 4.1 Principles that form part of learning in a training programme
- Commitment: ✓ the management of a business must be committed to provide an organisational climate that stimulates continued learning and growth. ✓
 - Responsibility: ✓ Line managers must be assigned responsibility for organising and administering the office training programme in their own departments. ✓
 - Planning and implementation: ✓ The organisation must accurately identify its training needs and specify clearly how the objectives of training are to be implemented. ✓
 - Principle of feedback: ✓ The results of the training programme should be effectively communicated to all involved. This will help stimulate the desire to improve. ✓
 - Principle of evaluation: ✓ A sound training programme should provide for periodic evaluation and measurement of its effectiveness. ✓
- (10)
- 4.2 Barriers in training
- An inexperienced trainer. ✓
 - The absence of an objective. ✓
 - Cost factor. ✓
 - Lack of continuous training. ✓
 - Less support from managerial team. ✓
 - Evaluation of employees at a wrong time. ✓
 - Training limited to a specific course. ✓
 - Insufficient evaluating of training. ✓
- ANY SEVEN (7)
- 4.3 Types of training programmes
- Adult training ✓
 - Group training ✓
 - In service/On-the-job training ✓
 - Orientation ✓
- (4)
- 4.4 Types of visual aids for the hearing impaired
- Flip chart ✓
 - Chalkboard ✓
 - Notice board ✓
 - Overhead projector ✓
 - Data projector ✓
 - Graphic representations ✓
- ANY FOUR (4)
- 4.5 Type of training
Orientation programmes ✓ (1)
- 4.6 Why introduce new members to staff
- To initiate them into the socialisation process. ✓
 - Know who is who in the company. ✓
 - Understand the role of other members. ✓
- (3)

4.7 Which type of training
In-service training/on-the-job training ✓ (1)

4.8 Aspects to consider when selecting audio-visual aids
• The impact on the type of audience. ✓
• The support it provides. ✓
• The time available for and volume of information to transfer to learners. ✓
• The complexity of the subject. ✓
• Funds available to use or buying the aid required. ✓ (5)

4.9 Audio-visual training aids
• TV ✓
• Flip chart ✓
• Data projector ✓
• Pictorials ✓
• Pie chart ✓
• Digital recorder ✓
• Bar chart ✓
• Line charts ✓
• Slides ✓
• Overhead video ✓
• Chalkboard or note board ✓
ANY TWO (2)

4.10 Maslow's Hierarchy of Needs



✓ for drawing a triangle

✓ different levels divided

If the student did not number the different levels, 5 marks to be deducted

(12)

4.11 The customer is always right. ✓

(1)

[50]

TOTAL SECTION B: 150

GRAND TOTAL: 200