



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

**COMMUNICATION N4
(Second Paper)**

3 JUNE 2016

This marking guideline consists of 5 pages.

SECTION A**QUESTION 1**

- 1.1 1.1.1 The manager
- 1.1.2 Again! In my office, now!
- 1.1.3 Voice or face-to-face
- 1.1.4 I will explain, sir!
- 1.1.5 Maki
- 1.1.6 When the telephone rings
- (6 x 1) (6)
- 1.2 • When the manager looked at his watch
- When the manager shook his head
- (2 x 1) (2)
- 1.3 Verbal communication refers to the use of words in speaking, writing, reading and listening.
Example: is talking to someone on the phone.
- Non-verbal communication is using any means other than words to communicate.
Example: is waving a hand to greet someone
- (3 x 2) (6)
- 1.4 • To provide, obtain or exchange information
- To form or maintain healthy relationships
- To persuade others to think or act the way you do
- To make decisions about what you think and what you do
- To express yourself and your ideas to others
- (Any 4 x 1) (4)
- 1.5 Communication is a two-way process whereby information (the message) is sent from one person (the sender) through a channel (medium) to another person (the receiver) who in turn reacts by providing feedback.
- (5)
- 1.6 1.6.1 B
- 1.6.2 C
- 1.6.3 A
- 1.6.4 D
- 1.6.5 B
- 1.6.6 A
- 1.6.7 D
- 1.6.8 C
- 1.6.9 C
- 1.6.10 C
- (10 x 1) (10)

- 1.7
- It provides a means of acquiring knowledge.
 - It improves interpersonal relations.
 - It prevents misunderstandings.
 - It saves time and money by improved efficiency and problems can be identified and dealt with in good time.
 - It makes for good public relations and client service resulting in goodwill and increased business. (Any 3 x 1) (3)
- 1.8 Phatic communication refers to the use of words to convey feeling rather than meaning.
- Examples: When one says good morning
When one says it is very hot today (2 x 2) (4)
- [40]**
- TOTAL SECTION A: 40**

SECTION B**QUESTION 2**

- 2.1
- What you think of yourself
 - What you think other people think of you
 - What you would like your image to be (3 x 1) (3)
- 2.2
- 2.2.1 Esteem need
 - 2.2.2 Social need
 - 2.2.3 Self-actualisation
 - 2.2.4 Security or safety need
 - 2.2.5 Physiological or physical need (5 x 1) (5)
- 2.3 Slang refers to informal words and phrases that are used and understood by a specific group only. Many people in the workplace may not understand the meaning of the specific words or expressions. (2 x 1) (2)
- 2.4
- Be conscious of and sensitive to differences of race, gender, class, lifestyle and home language.
 - Be flexible and open-minded when dealing with people of other cultures.
 - Examine your own stereotypes and get to know people for themselves.
 - Talk to employees or colleagues to learn about their culture.
 - Talk openly and constructively about the differences you discover. (5 x 2) (10)

2.5 Gatekeeping is the process of deliberately creating communication barriers as a result of fearing the consequences of a specific act or situation. (3)

Example: When a person who owes you money hides when he/she sees you
When a learner who did not do the assignment given by the lecturer bunks his/her class (2 x 2) (4)

- 2.6
- As soon as possible
 - Later
 - Just now
- (3 x 1) (3)
[30]

TOTAL SECTION B: 30

SECTION C

QUESTION 3



[5]

TOTAL SECTION C: 5

SECTION D**QUESTION 4**

4.1 Interview is a pre-planned, formal, direct or indirect oral conversation between two or more people to exchange information about a specific subject.

OR

Interview is a specialised form of pre-planned verbal and nonverbal interpersonal communication between two or more parties on matters of mutual interest, which has to be completed within a restricted period of time. (5)

4.2 4.2.1 D
4.2.2 E
4.2.3 A
4.2.4 B
4.2.5 C
(5 x 1) (5)

4.3

- Do not arrive too early for an interview as it will make you feel nervous.
- Never be late for an interview.
- Find out beforehand the place of the interview.
- Arrive for the interview about five minutes before the interview starts. This will help you relaxed and organised which ultimately will boost your confidence. (4 x 1) (4)

4.4

- Physical barrier
- Physiological barrier
- Semantic barrier
- Intercultural barrier (3 x 1) (3)

4.5

- Enter the interview room confidently with a smile.
- Extend your hand to shake hands with the interviewer, firmly and briefly.
- Greet the interviewer by surname and introduce yourself by giving your full name.
- If you accept a cup of tea or coffee, be careful not to knock it over in your nervousness. (Any 3 x 1) (3)

[20]

TOTAL SECTION D: 20

SECTION E**QUESTION 5**

5.1 True
5.2 False
5.3 False
5.4 True
5.5 False
(5 x 1) [5]

TOTAL SECTION E: 5

GRAND TOTAL: 100