

0000000000



# higher education & training

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

N150(E)(J6)H  
**JUNE EXAMINATION**

**NATIONAL CERTIFICATE**

**COMMUNICATION N4  
(First Paper)**

(5140344)

**6 June 2014 (X-Paper)  
09:00–12:00**

**OPEN-BOOK EXAMINATION**

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

**NO electronic dictionaries may be used.**

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

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
**NATIONAL CERTIFICATE**  
**COMMUNICATION N4**  
**(First Paper)**  
**TIME: 3 HOURS**  
**MARKS: 100**

---

**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. Read and interpret the questions against the given background and use ALL the available information.
  6. Write neatly and legibly.
-

**BACKGROUND INFORMATION**

You are the secretary at your workplace. There is an unhealthy working relationship among colleagues. This has a negative impact on productivity. You want to create a harmonious working environment.

Read Nashifa Davids's text THE OFFICE PEACE CORPS, provided as ADDENDUM A, attached to this question paper, in order to understand and answer the questions.

**QUESTION 1: A LETTER OF REQUEST**

Write a ONE-page letter to the CEO of Restorative Justice Centre, requesting that they sell you material for an intervention workshop on conflict resolution to facilitate at your workplace. State how you came to know about them. Highlight TWO problems you are struggling with pertaining to relationship amongst colleagues at your work. Identify the date you are going to conduct the workshop. Ask for the amount they want and banking details.

Content : 15  
Language : 07  
Layout : 03

**[25]****QUESTION 2: FAX**

Ask Methuseli Dube to send you his CV as you would like to tell people at the workshop about him. Give him the date on which he should e-mail this CV. Also remember to include your e-mail address and the workshop material. Request for his bank branch (either name of the branch or street name of the bank branch should be provided). Use the fax form provided as ADDENDUM B (attached).

Content: 07  
Language: 03

**[10]****QUESTION 3: TELEPHONE MESSAGE**

You were in a meeting when Nomasonto Kekana, Methuseli Dube's secretary, called you. Nomasonto responded positively to your fax.

Complete the Telephone Message form, ADDENDUM C (attached) by referring to the telephone message that June Radium took for you.

Content : 08  
Language: 02

**[10]**

**QUESTION 4: CURRICULUM VITAE**

Methuseli Dube works for Restorative Justice Centre as a CEO. He was born on 4 June 1974. He matriculated at Pilane High School. In 1992 he completed BA degree in Social Work at Vista University. In 1996 he worked at two other places before coming to Restorative Justice Centre in January 2008. He drives his own car to work. He gets post from his physical address. He has an e-mail address. He relies on Mike Batley, Executive Director at Restorative Justice Centre and Dr Dinah Alexandra for reference.

Compile Methuseli Dube's CV under the following headings. Make sure that you give sufficient information under each heading.

1. Personal Information
2. Contact Details
3. Educational Background
4. Work Experience
5. References

Content : 17

Language: 05

Layout : 03

[25]

**QUESTION 5: FEEDBACK REPORT**

The CEO of your company was not present at the Intervention Programme Workshop on how workers can get on well. As a secretary, you have to give her a Feedback Report.

Use the following format to compile the report. Use ADDENDUM A (attached) for more information.

1. Background
2. Purpose of the Report
3. Contents
4. Venue and Catering
5. Evaluation
6. Conclusion: Give ONE and motivate
7. Recommendation: Make TWO and give reasons

Content : 20

Language: 07

Layout : 03

[30]

**TOTAL: 100**

## ADDENDUM: A

# The office peace corps

**NASHIRA DAVIDS**

SOMETHING as minor as a coffee machine can sow division in an office and cause productivity to nose-dive.

But the dissent can be resolved using the Restorative Justice Centre's new workplace conflict resolution and mediation programme.

The non-profit organisation has been helping crime victims and offenders for more than a decade.

"We have taken the same concept of restorative justice and just applied them in the work context instead of the criminal justice context," said executive director Mike Batley.

A team of social workers and a psychologist work on the programme headed by Medhuseli Dube. The programme was launched recently and costs about R450 an hour.

The coffee machine con-

flikt really happened. Dube said a man refused to clean the mess he made at the machine. This led to an ugly spat with a co-worker. Eventually, colleagues took sides with the respective parties and this divided the staff.

The programme had also intervened when a woman

**'Some of it is just personality clashes'**

was hired to help a CEO with fundraising, said Dube.

"He had years of experience and natural leadership skills. She had a strong track record and good leadership skills but she had a master's degree. He felt overlooked and thought she wanted to take over.

"Tensions manifested -- they held grudges, wouldn't talk or respond to e-mails.

You could also tell there were underlying tensions related to race."

Dube and his team start with one-on-one meetings to gauge the situation. Then a joint meeting is held to generate solutions. The parties sign an agreement after coming to a resolution. They are monitored to ensure they abide by it.

"Conflicts come in so many forms and not all of it translates to breaking a law where you need to be disciplined. Some of it is just personality clashes or misunderstandings," he said.

Dr Dinah Alexander, who specialises in career psychology, said an initiative seeking to understand and uncover tensions in the workplace could be very helpful.

But she stressed that to avoid causing harm, interventions should be respectful and consider "our historical legacies".

MUSIC

MAFIRI

ES

**ADDENDUM: B**

## QUESTION 2: FAX

**EXAMINATION NUMBER:**

[illegible]

## FAX COVER PAGE

TO : \_\_\_\_\_

FAX NO : \_\_\_\_\_

COMPANY : \_\_\_\_\_

FROM : \_\_\_\_\_

TEL NO : \_\_\_\_\_

DATE : \_\_\_\_\_

SUBJECT : \_\_\_\_\_

.....

---

\_\_\_\_\_

---

---

**ADDENDUM: C**

**QUESTION 3: TELEPHONE MESSAGE**

**EXAMINATION NUMBER:**

--	--	--	--	--	--	--	--	--	--	--	--

**TELEPHONE MESSAGE FORM**

**To:** \_\_\_\_\_

**From:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Tel:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Message:**


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