



**higher education  
& training**

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

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE  
NOVEMBER EXAMINATION  
COMMUNICATION N4  
(FIRST PAPER)**

**6 NOVEMBER 2013**

**This marking guideline consists of 6 pages.**

**QUESTION 1: SUMMARY**

1. Debt counseling is meant to help people get out of debt.
2. An over indebted person applies for his debt to be reconstructed.
3. It can serve as a way of getting out of the tight spot.
4. It looks time consuming but it leads to a clean credit record.
5. Consider other ways of dealing with your debt before entering into debt counseling.
6. Take longer to pay off debts.
7. Pay interest.
8. Debt counseling is not free.
9. Debt counseling not an easy way out.
10. It demands commitment and sacrifice from you.
11. You will have to convince the court that you are prepared to scale down your lifestyle.
12. You are unable to get more credit while you are still on debt counseling.
13. No legal action can be taken against you while you are under debt review.
14. All counseling applications end in court.
15. Do not wait long before you go for debt counseling.
16. Do not make debt counseling a lifestyle
17. Once your debt review has been done, you can apply for credit.

Layout            2 X Heading X Sentences numbered  
Content           Allow any 13 from the list above  
Language         5

**[20]**

OR Language grid

|      |         |      |           |
|------|---------|------|-----------|
| Poor | Average | Good | Excellent |
| 1-2  | 3       | 4    | 5         |

**QUESTION 2: A LETTER OF ENQUIRY**

X Private Bag/P O Box/ Street address  
 X Town/ City (in caps)  
 X Postal Code  
 X Skip a line  
 X Date in full e.g. 10 October 2013 (not 10/10/13)

X Skip a line  
 X THE CEO  
 X Panorama Recovery Centre  
 X P O Box/Street Address/Private Bag  
 X PIETERMARITZBURG (in caps)  
 X 0100 (with four digits)

X Skip a line  
 X Dear Sir (Dear Sir not Dear Sir/Madam)  
 X Skip a line  
 X APPLICATION FOR A VOLUNTEER SECRETARY✓✓ (allow any suitable heading related to secretary vacancy)  
 X Skip a line  
 X Par 1  
 Apply secretary vacancy✓ advertised in THETHA NEWS✓10 October 2013✓.

X Par 2  
 Available✓ 16 December 2013 ✓10January 2014✓.Can type/answer phones/fax/take minutes etc(consider any three secretarial duties)✓✓✓ reason for interest in working for Panorama✓✓

I am looking forward to ... I will appreciate ...  
 I hope you or any suitable ending that reflects politeness. ✓✓  
 X Skip a line  
 X Yours faithfully  
 X Signature  
 X Name and Surname (in caps)

Layout 7 See X subtract ½ a mark for an error  
 Content 15 see ticks (✓)  
 Language 3 Tense maintained, punctuation observed, coherence etc. Minus half a mark for an error.

**[25]**

OR Language grid

| Poor | Average | Good | Excellent |
|------|---------|------|-----------|
| 1-3  | 4       | 5    | 6-7       |

**QUESTION 3: FAX**

To: Any name (since candidates write their own)  
Company: None since personal/any company taken as the work place  
From: NCR  
Fax No.: Any number with 10 digits  
Date: Any date in full e.g. 10 may 2013 not 10/5/2013  
Subject: Additional information that we need/any heading relevant to the credit  
Regulation  
No. of pages: 2 (this message form plus the one with the map)

Sentences formulated around  
Thank you for  
Provide  
Total sum of money owing  
Your appointment date with us  
Attached map

Layout 1  
Content 12 see ticks  
Language 2 sentence construction punctuation tense

**[15]****OR** Language grid

| Poor | Average | Good | Excellent |
|------|---------|------|-----------|
| 1-2  | 3       | 4    | 5         |

**QUESTION 4: TELEPHONE MESSAGE**

To: Any name  
Date: X Any date in full e.g. 10 June 2012  
Time: X Any time before 16:00  
From: X Monty Reddy

Company/  
Organisation: X NCR  
Tel no: Any with 10 digits

Please Call ☐ Will Call Again ☐ URGENT ☐

Message: Message Sentences, forming a paragraph/formulated around  
Bring certified copies of ID,  
Proof of residence  
Salary slip  
Recent three months bank statement

Taken by:

Layout 1  
Content 12  
Language 2

[15]

**QUESTION 5: CURRICULUM VITAE**

1. Curriculum Vitae X
  - Personal details
  - Surname✓
  - Names✓
  - Date of birth✓
  - ID no✓
  - Citizenship✓
  - Home language✓
  - Other languages (they should be three)✓✓✓
  - Gender✓
  - Driver's license✓
2. Educational Qualifications X
  - Institution
  - Name of High School✓
  - Qualification Obtained: Matric ✓
  - Year
  - Institution: Any FET College✓
  - Qualification: Diploma in Management Assistant✓
  - Year:
3. Work Experience X
  - (1) Work place✓
    - Position held
    - Year
  - (2) Work place✓
    - Position held
    - Year
4. Testimonials X
  - Mr. or Ms (Any name surname)✓
  - Principal any High School
5. References X
  - (1) Name and Surname✓
    - Designation
    - Phone no
  - (2) Name and Surname✓
    - Designation
    - Phone no

Layout: 3  
Content: 18  
Language: 4

**[25]****TOTAL: 100**