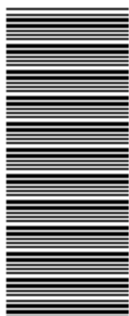


0000000000



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N150(M30)H
JUNE EXAMINATION
NATIONAL CERTIFICATE
COMMUNICATION N4
(First Paper)

(5140344)

30 May 2016 (X-Paper)
9:00–12:00

Downloaded from
TVET Exam Papers app

This



**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 available information.
 6. Write neatly and legibly.
-

BACKGROUND INFORMATION

You are a secretary of the SRC at your college. Read the text, 'Banks Soon to Issue Cards', written by Sibongakonke Shoba. ADDENDUM A (attached) has the adapted version of this text. Read it and answer questions against this background.

QUESTION 1: SUMMARY

Write the summary of this text. Supply the summary with your own heading. Number your sentences 1–12.

[20]**QUESTION 2: A LETTER OF COMPLAINT**

Write a letter of complaint to the Director of Home Affairs.

You wanted to apply for a smart ID card at ABC Bank. You were turned away. You are not satisfied with the reason why you were turned away. State what you think should have been done to help you. Suggest what the director should do in order to solve your problem. In paragraph ONE, give the date, name of the bank, town and province where you went to apply. Paragraph TWO, provide ALL the necessary information. The last paragraph should be of goodwill.

Content : 12
Language : 8
Layout : 5

[25]**QUESTION: 3 MEMORANDUM**

Write a memorandum to students at your college. Inform them that smart ID cards are taken at the home affairs kiosk at the bank. Give the name of the bank, place, time and days during which they can go two days per week. Tell them to take their green bar coded ID books with, give a reason. Your paragraph should not have bullets. Use the memorandum form, ADDENDUM B (attached).

Content : 10
Language : 3
Layout : 2

[15]

QUESTION 4: FEEDBACK REPORT

You attended a presentation where the Department of Home Affairs told you about the smart ID cards. The facilitator, Felicity Moron, told you about three banks where they already have kiosks near your place. You were also given information about dates and times of going to the banks. You liked the facilitation because there were demonstrations and samples. You were given a finger lunch.

Write a feedback report to your principal, Mr JG Bogude, so that he should know what transpired. The presentation was for a day and it was meant for students. The hall was clean and neat. Use the following headings:

Content : 22
Layout : 3
Language : 5

4.1 Background

4.2 Purpose

4.3 Presentation

4.4 Venue and Refreshments

4.5 Conclusion

[30]

QUESTION 5: FORMS

Complete the form that the Home Affairs gave you. Make use of ADDENDUM C (attached).

[10]

TOTAL: 100

ADDENDUM A**BANKS SOON TO ISSUE ID CARDS**

The Department of Home Affairs has partnered with major banks in a deal that will see citizens apply and collect their smart ID cards at the nearest branch.

This was announced by Home Affairs Minister, Malusi Gigaba, yesterday. He said the deal was part of the department's plan to expand its footprint and make it accessible to all citizens.

Gigaba and the Minister of Public Services and Administration, Collins Chabane, were briefing the media in parliament to 'expand' on issues raised by President Jacob Zuma in his state of the nation address.

Gigaba said First National Bank and Standard Bank have signed a memorandum of understanding with his department to start piloting the project from April.

Talks with Nedbank were at an advanced stage, while Absa had not made a commitment.

The department will set up kiosks in branches that will accept applications and issue the smart ID cards.

'A person will be able to go to their banks, and go to a Home Affairs kiosk within the bank and submit all their applications,' said Gigaba.

'They will take their biometric photograph, automated finger prints and electronic signature and that is compiled into an electronic package and deposited at Home Affairs.'

'They will be able to do their payments at the bank for the smart card. It will then be deposited to the government printing works for the printing of that smart ID card at the bank where they applied.'

The department has 403 offices countrywide. Gigaba said 140 of them were dedicated smart ID card offices.

But the process to issue smart cards to citizens has to be smooth. A number of citizens have complained about being turned away from Home Affairs offices as officials claimed the network which is used to capture smart card data was always down.

Gigaba acknowledges the problem, saying they were working with the service provider to fix it.

'A client comes to apply at a Home Affairs office and finds that the systems are down. They don't know that there is a supplier of the network who is responsible for the system being down. They take issue with the department itself. We can't stand and hang our hands in the air and blame the network suppliers, said Gigaba. We have placed before our service providers the absolute need for uninterrupted network supply.'

ADDENDUM C**QUESTION 5: HOME AFFAIRS FORM**

Surname:

Names:

Place:Province:

Date of Birth:

ID no:

Age:

Gender:

Place where this application is made:

Your Signature:Date:

[10]