



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA

## MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

COMMUNICATION N5  
(First Paper)

14 JUNE 2016

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**QUESTION 1**

NAME OF COMPANY\*

Tel\*

Any address\*

Date\*

The Editor\*

Newspaper name\*

Address

Sir/Madam\*

SUBJECT\*

Paragraph 1 – Explain the reason for writing the letter.✓✓

Paragraph 2 – Give your point of view✓✓✓ - giving explanation for the problems that led to the article✓✓✓

Paragraph 3 – Suggest a solution✓✓✓

Paragraph 4 – Conclusion✓✓✓

Pseudonym\*

Real Name and Surname\*

LAYOUT	CONTENT	LANGUAGE
5	14	6

**[25]**

**QUESTION 2**

NAME OF COMPANY\*

POSITION\*

REQUIREMENTS:

Any relevant requirements for the position of a cashier.✓✓✓

- ✓ Any mentioning of salary
- ✓✓ contact person and address where cv can be sent
- ✓ Contact numbers
  
- ✓ Closing date

\* border

LAYOUT	CONTENT	LANGUAGE
4	8	3

**[15]**

**QUESTION 3**

NAME OF COMPANY\*

Date: Any date after closing date\*

Ms Thato Semenya\*

Any address

Dear Ms Thato Semenya\*

SUBJECT\*

Paragraph 1 • Promote goodwill✓✓

Paragraph 2 • Inform the applicant that her application was unsuccessful. ✓✓  
• Reasons why her application was unsuccessful.✓✓  
• Thank the applicant for the interest shown.✓✓

Paragraph 3 • Wish the applicant best of luck in her endeavours in job-hunting✓✓

Yours sincerely\*

LL ROSOUW\*

DESIGNATION\*

LAYOUT	CONTENT	LANGUAGE
4	10	6

**[20]**

**QUESTION 4**

The general manager of ...✓  
Invites

Mr and Mrs ... ✓

To attend a cheese & wine party at ...✓  
On ... at ...✓

RSVP: date✓ before the event

LAYOUT	CONTENT	LANGUAGE
2	5	3

NOTE: If it is not in a form of a formal invitation, no mark should be allocated for format/layout. If it is not in a third person, no mark should be allocated for language.

**[10]****QUESTION 5**

Mr & Mrs ...✓

Thank the general manager of ...✓

For their invitation to a ... party✓

But regret that we are unable to attend due to ...✓✓

LAYOUT	CONTENT	LANGUAGE
2	5	3

**[10]**

**QUESTION 6**

NAME OF COMPANY\*

- Instructions on how the questionnaire should be completed✓✓
- What the questionnaire wishes to address✓✓
- 4 questions✓✓✓✓
- Mentioning of staff member who offered excellent service✓
- Any relevant suggestions✓✓

Thank clients for taking part in completing the questionnaire.✓

Signed\*

Date\*

DESIGNATION\*

LAYOUT	CONTENT	LANGUAGE
4	12	4

**[20]****TOTAL: 100**