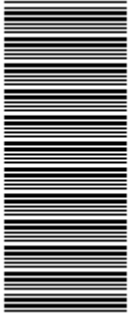


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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N980(E)(M30)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

MANAGEMENT COMMUNICATION N4
(First Paper)

(5140364)

30 May 2016 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

TWO dictionaries

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This



DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
MANAGEMENT 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. Read and interpret the questions against the given background and use ALL the available information.
 5. Start each question on a NEW page.
 6. Write neatly and legibly.
-

BACKGROUND INFORMATION

You are the Sports and Recreational Officer at Kudube Municipality. The area under your municipality includes urban, rural and informal settlements. Certain facilities are centralised. The municipality plans to extend similar services to all their areas.

QUESTION 1: LETTER OF COMPLAINT

Your office received a letter of complaint from Youth Expresso, a group whose mission is to keep young people off the streets through participation in various sports. The coordinator complained about inadequate recreational facilities. He mentioned the need for the municipality to provide swimming facilities as most people are unable to swim and that is one advantage of providing swimming facilities.

Write the letter that the municipality received. Do not forget to open and close with a goodwill paragraph.

CONTENT	LANGUAGE	FORMAT	TOTAL
12	8	5	25

[25]

QUESTION 2: PRÉCIS

The Sports and Recreation Committee meets regularly. You read an article, '3 in 4 South Africans can't swim – Can You? In ADDENDUM A (attached), which you would like to share with the committee. Write a précis of 100 words. Use a different heading from the one provided and write the number of words used at the end of the paragraph.

CONTENT	LANGUAGE	COHERENCE	HEADING	WORDS	TOTAL
10	4	4	1	1	20

[20]

QUESTION 3: FAX

You have informed the committee about the letter of complaint that you received from Youth Expresso and also shared the article on the majority of people being unable to swim. The committee has suggested that an investigation be conducted to determine if a need for swimming facilities exists. The committee has requested that you respond by writing a fax on the municipality's plans pertaining to their (Youth Expresso's) complaint. Use ADDENDUM B (attached), and submit it together with the ANSWER BOOK.

CONTENT	LANGUAGE	FORMAT	TOTAL
10	3	2	15

[15]

QUESTION 4: INVESTIGATION REPORT

Before the municipality can consider the establishment of facilities for various areas, a need has to be determined. The Sports and Recreation Committee has assigned the Sports and Recreation Officer the responsibility of conducting an investigation into the need for swimming facilities for the people within the municipality. The instruction was given on 10 May 2015 and the report is to be submitted to the committee by 24 May 2015. Three methods are to be used to collect the information and corresponding findings are to be made.

Present the report in a memo format using the following headings:

1. Terms of reference
2. Procedure (THREE methods used)
3. Findings
4. Conclusion
5. Recommendations
6. Signature

CONTENT	LANGUAGE	FORMAT	TOTAL
15	10	5	30

[30]**QUESTION 5: PUBLIC NOTICE (EXTERNAL NOTICE)**

One other way of obtaining public opinion with regard to the provision of recreational facilities is by means of a public meeting.

Use the AIDA formula to draw up a notice in which you invite the general public to a public meeting where their opinion on the provision of recreational facilities will be obtained. The meeting will be held at the Kudube Recreational Centre on Friday, 15 May 2015 at 19:00.

Use half a page to draw up this notice.

CONTENT	LANGUAGE	FORMAT	TOTAL
6	2	2	10

[10]**TOTAL: 100**

ADDENDUM A**3 IN 4 SOUTH AFRICANS CAN'T SWIM – CAN YOU?**

Is it not shocking to know that more children are going to drown than die in car accidents during this holiday season? It is more alarming to know that about 500 people drowned in South Africa every year and most of them were between one and four years old.

Drowning therefore still accounted for the second highest cause of accidental death among children under the age of 15. About 70 percent of the South African population are not proficient swimmers, according to Swimming South Africa (SSA)

Statistics compiled by the Medical Research Council shows that an average of six children drowned every month in home pools alone- persuading the City of Tshwane to urge parents to be vigilant and not to allow children to play near water unattended. Parents have been urged never to allow children near streams of rivers and also avoid crossing a river when it had been raining. There should also be attempts to ensure that children never swim in pools without adult supervision.

The onset of summer rainfall also meant that conditions on the roads, public spaces and rivers became hazardous, leading to drowning around the city.

So to prevent drowning in public amenities such as municipal swimming pools, the City of Tshwane will introduce tough regulations on the use of alcohol inside these facilities. Emergency responses systems will also be tightened to improve the way emergency personnel respond to drowning incidents.

Interestingly, last December, Netcare 911 has received more calls relating to drowning from the country's inland provinces than it has for the coastal areas.

Many of the calls received from the coastal provinces, resulted from freshwater sources, not being clean. There is also a noticeable trend in terms of the age differences of the children involved in these incidences

One of the scariest statistics is that, for every child that dies because of drowning, five are left with permanent brain damage as a result of prolonged lack of oxygen which occurs during a near drowning.

Drowning is listed as one of the top causes of unnatural death amongst children in South Africa. At the same time these unfortunate events are very preventable.

[Adapted from: *City of Tshwane Magazine: My Capital City*]

EXAMINATION NUMBER:

[illegible]

KUDUBE MUNICIPALITY

**PO Box 922
KUDUBE
0410**

FAX

To: _____
For attention: _____
Fax number: _____
From: _____
Number of pages: _____
Date: _____

Message

GENERAL

[15]