



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N190(E)(J5)H

NATIONAL CERTIFICATE

COMMUNICATION N6

(First Paper)

(5140406)

5 June 2018 (X-Paper)

09:00–12:00

OPEN-BOOK EXAMINATION

The candidate is allowed to use 2 dictionaries and 2 reference works. No electronic dictionaries are allowed.

This question paper consists of 5 pages and 2 addenda.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
COMMUNICATION N6
(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. Write neatly and legibly.
-

BACKGROUND

The year 2016 was a year of heavy rains, floods and storms in South Africa. A number of people from different provinces and municipalities were victims of those natural disasters. Some lost their lives, loved ones, properties and businesses. Use the information and pictures on ADDENDUM A to answer the questions on this paper.

QUESTION 1: PRÉCIS/SUMMARY

Go through the pictures and read the text, attached on ADDENDUM A.

In not more than 14 facts, summarise the main points of what you see in the pictures and what you have read in the text on Addendum A. Provide your own heading for the summary. Your heading should be related to the text or to what emerged in the pictures, (not beyond eight words). Use numbers or bullets.

Use no more than 140 words and indicate the number of words you have used at the end of your summary.

Content	14
Format	3
Language	8

[25]

QUESTION 2: LETTER OF ENQUIRY

The Department of Human Settlements and Housing has promised to build houses for those who lost their houses and properties during the storms and floods in the Ekurhuleni Municipality and other affected areas in November 2016. Your neighbour is one of the flood victims. His house was destroyed and her car was swept away. A year passed and nothing has been done by the Department. He has been calling the hotline number and the line is always engaged. He has asked you to assist him in writing a letter to the Ekurhuleni Municipality to enquire about the progress and developments around the promise the Department has made. (Refer to the text and the pictures on ADDENDUM A)

In your letter, include the reason for writing this letter, the challenges faced by your neighbour and other community members. Show them reasons why they should speed up the process and indicate that you have attached the copy of your neighbour's destroyed properties.

Content	14
Format/layout	5
Language	6

[25]

QUESTION 3: TELEPHONE MESSAGE

The Chief Financial Officer (CFO) of the Ekurhuleni Municipality, Ms T.P. Shongwe has been working around the clock. She is busy with the budget meeting and is also trying to find funds for the disaster management project after the municipality experienced a natural disaster (heavy storms and floods) on 9 November 2016.

Her schedule is very busy and she is always out of the office. Her interest and intentions are to see the affected community members compensated for their loss as soon as possible.

Businesswomen and men have come forward and promised to contribute towards the project. On 12 December 2016 at 14:00, one of these business people, Mr Motsepe, called while you are in the CFO's office. You have to take the message.

Use ADDENDUM B to write down what the caller has said over the phone.

Content	4
Format/layout	4
Language	2

[10]**QUESTION 4: FAX MESSAGE**

One of the businessmen, Mr Motsepe, has volunteered to donate building materials to Ekurhuleni community members after the destruction of houses and properties caused by floods and storms. He also bought a piece of land somewhere in Gauteng for those flood victims who would not mind to relocate to a safer place.

Mr Motsepe will need a list of the most affected community members by the end of December 2016.

You are the secretary of the municipal manager and he requested you to send a fax message with the names and the details (ID numbers or cell phone) of at least three of the most affected people.

Design a fax template and fill in the information you have been provided with.

Content	8
Format	4
Language	3

[15]

QUESTION 5: NOTICE AND AGENDA FOR A FORMAL SPECIAL MEETING

The year 2016 has not been a good year in South Africa. We have experienced heavy rainfalls, floods and storms. The houses, businesses and roads have been destroyed, and that needed serious and urgent attention from Public Services Departments, namely Roads and Transport as they are the most affected departments economically. Prevention is better than cure and they need to have an urgent meeting with the stakeholders in order to warn people on how to minimise the chances of being victims of these natural disasters for the coming rainy season.

You are the secretary of one of the two above-mentioned Departments and you are requested to write the notice and agenda of the special meeting which will be held with all the stakeholders at Luthuli House in Pretoria at 13:00 on 29 July 2017.

Issues to be discussed:

- The after effects of the floods and storms
- The precautions/protections to be taken to minimise the chances of being victims
- The budget
- The potholes on national roads.

Content	15
Format/layout	3
Language	7

[25]**TOTAL: 100**

ADDENDUM A**FLOOD OF TERRIFYING MEMORIES**

The damage caused to this house in Highway Gardens gives an idea of the force of the flood which left the suburb reeling. Picture: Matthews Baloyi/*Saturday Star* Johannesburg - Highway Gardens is quiet. There has been a mass exodus of residents after many homes in the Germiston suburb were destroyed and badly damaged after the now-infamous stormy downpour of 9 November.

There are still puddles of dirty water in some of the homes where the two-hour nightmare unfolded. Those few families who remain are trying desperately to repair their homes, but they won't be staying for they fear another round of flash floods. Whenever it rains their children get scared. They know what happened last time.

In the backyard of a house in Swartkops Crescent, two tricycles and a scooter lie abandoned. They do not belong to the family who live on the property and were carried by water from a few streets away. The walls here have felt the might of flooding waters and parts of the suburb were forced into a single homestead. An elderly couple next door to Lara Geldenhuys's home on Donald Avenue were trapped in their house during the deluge. Water oozed into their house with so much force that it slammed all the doors shut and the couple faced a watery grave, said Geldenhuys. But daring neighbours climbed into their home and plucked them to safety. The couple have since left.

The entire suburb looks like a construction site, but Swartkops Crescent suffered the worst, said Geldenhuys. "The road was lifted, everything beneath it washed away and it slammed back down." That part of the suburb reminded her of the Hurricane Katrina videos she had seen on the Internet. "When the road slammed down, it made a big hole," she said, adding that if you looked deep enough you could see down to hell. Geldenhuys and her husband are fixing their home and plan to sell it. They moved into the property in May last year.

Kevin Naidoo, who lives a few houses down the road, was taking a video of the disaster from his front porch when his wall collapsed. Little did he know that water was already soaking his house from the vinyl floor halfway up to his cupboards. Naidoo survived another disaster with his wife 16 years ago. "A flat we rented caught fire and we nearly burnt to death. Now we have lived through a possible death by water."

Lyn Buckler, a pensioner, remembers that the water was over 1 m high. She took pictures of it flowing into her yard, surrounding her house and seeping into her living room. She stood at the window thinking: "Where do I run to? I can't swim. I watched everything get destroyed by water." In her garage, two cars were floating and banged into one another. Residents who have remained in the suburb after the flood are signing a petition for the City of Ekurhuleni to fix the attenuation dam and storm-water channel next to their homes.

The City of Ekurhuleni on Friday said by Christmas it would have made the lives of those hit by the floods better.

“We are in a process of collecting data from areas we identified as hotspots that were most affected by the flash floods,” spokesperson Zweli Dlamini said. “This data will be sent to the province because we need funds. Our budget is not enough to fix the infrastructural damage.” “These facilities are designed to hold a certain amount of water, but with the natural disaster, the drainage may not be able to hold it,” Dlamini said.

He said some of the work they were doing was typical municipal work, such as fixing potholes. “But obviously from the floods, the roads will need more work.

“Our disaster management team has been going to hotspots, such as Katlehong, Vosloorus and Thokoza to fix what we can and collect data,” he added. Ekurhuleni has already spent R64 million to increase the capacity of storm-water drainage, said Dlamini.

“We want to normalise residents' lives before Christmas.”

By Rabbie Serumula
Source – *Saturday Star*. 3 December 2016

ADDENDUM A (continued)



ADDENDUM B

EXAMINATION NUMBER:

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

CENTRE NUMBER:

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

TELEPHONE MESSAGE

DATE:
 TIME:
 TO:
 FROM:

TELEPHONE
 Please tick in the appropriate box.

Telephoned		Please call	
Called to see you		Will call again	
Wants to see you		Returned your call	

Message:

Taken by