



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1100(E)(N14)H

NATIONAL CERTIFICATE

COMMUNICATION N6

(First Paper)

(5140406)

14 November 2018 (X-Paper)

09:00–12:00

OPEN-BOOK EXAMINATION

The candidate may use TWO non-electronic dictionaries and TWO reference works.

This question paper consists of 5 pages and 1 addendum.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
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(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.
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QUESTION 1: PRECIS/SUMMARY

Read the text in the attached ADDENDUM.

In no more than 12 points, summarise the main facts of what you have read in the ADDENDUM. Write in full sentences and use numbers or bullets to mark sentences.

Provide your own heading, related to the text, for the summary (no more than 6 words). Write it in capital letters.

Do not use more than 120 words.

Indicate the number of words you have used at the end of your summary.

Content	13
Format/layout	02
Language	05

[20]

QUESTION 2: FORMAL INVITATION

Sago Beauty Products (SBP) Pty (Ltd) has organised a cocktail party on 15 September 2017 at 18:00 at Badplaas, A Forever Resort. The purpose of this function is to launch and promote their new facial scrub product while the attendees are enjoying the party. The company invited Katrine Barwise, the founder of Limpopo Modelling Agency, to be the guest speaker.

Write a formal invitation where you invite the guest speaker to this function. Include the following information: who the host will be, the date, the purpose, RSVP, who the guests will be, and the sender's address. Add your own detail where it is not given.

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Language	04

[15]

QUESTION 3: MINUTES OF A SPECIAL MEETING

On 30 August 2017 at 12:00, the senior manager of Sago Beauty Products Pty (Ltd), Ms Moroka, held a meeting with other stakeholders on the cocktail party that has been planned for 15 September 2017 at Badplaas, A Forever Resort (Question 2). They shared ideas on how to make the function/event more interesting.

Mr Cilliers suggested that they award prizes to the best dressed male and female at the function, Ms Swart proposed that a beauty hamper should be awarded to both a male and female for the most beautiful and flawless skin. Finally, Mr Williams proposed that whoever answers the questions well should be given an Estee Lauder voucher worth R300.

Draw up the minutes for this meeting.

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[25]

QUESTION 4: LETTER OF COMPLAINT

Ms Katlego Maleka has a skin problem. She has consulted several dermatologists, but her skin remained the same. She decided to buy a beauty product from a well-known beauty product company. According to their advert and promotion, the company promised that the product works miracles and wonders, but after Ms Maleka used the product for three weeks there was no improvement. Instead, she developed rash and it became itchy at times. She therefore decided to write a letter to the manager of the company, Ms Kroats, and complain about the bad results she got after using their product.

Assist Ms Maleka by writing a complaint letter on her behalf. Complain about the skin product that she has used and explain how disappointed she was with it. Suggest an amicable solution for this matter that will leave both Ms Maleka and the company satisfied.

Include the following:

- A product name
- The name of a company of your choice

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[25]

QUESTION 5: QUESTIONNAIRE

The Department of Health is intending to provide female students at TVET colleges with sanitary towels. The students have been complaining that instead of the government providing them with free condoms, they should consider providing female students with sanitary towels. The first challenge is that this will only benefit female students. Secondly, the Department of Health is not sure whether it should give female students an allowance to buy the sanitary towels themselves or whether it should treat both male and female students equally by totally ignoring or dropping the whole matter. Therefore, the Department has tasked the colleges to run a survey on the issue.

Referring to the above information and design a questionnaire according to the following instructions:

- Two short, multiple-choice questions (Request respondents to tick)
- Two open-ended questions (Request respondents to give their own opinion or make their own suggestions)
- One semantic question (Respondents may choose the answer according to the rating/scaling)

Content	10
Language	05

[15]**TOTAL: 100**

ADDENDUM

How to use make-up and look after your skin.

Wash your face to remove any unwanted oils or old make-up. Use a cleanser that is marketed as gentle or pH-balanced. These cleansers won't dry out or irritate your skin. You can also choose cleansers that match your skin type. For example: If you have dry skin, use moisturising cream cleansers. For normal skin, use a gentle cleanser without any micro beads or exfoliates. If you have oily skin, use an oil-based cleanser. These cleansers will reduce your skin's oil production.

You should always moisturise after washing your face. There are many kinds of moisturisers to choose from. For example, if you spend a lot of time outside, choose a moisturiser with sunscreen in it to protect your skin. Other considerations: If you have oily skin, choose an oil-free gel moisturiser. This moisturiser will soften your skin without stimulating oil production. If you have dry skin, choose a lightweight cream moisturiser. If you struggle with acne, choose a moisturiser with salicylic acid in it.

Spread primer onto your skin. Primer is a make-up product that fills your pores and smooths your skin in preparation for foundation. To apply primer, dab a small amount onto your cheeks, forehead, and chin. Blend the primer into your skin using your fingertips or a foundation brush. Tinted primers can be used to correct colour problems on any skin tone. For example: If you have a dull skin, use a light pink primer to give your skin a healthy glow. If your face looks sallow, use a lilac tinted primer to neutralise any unhealthy tones. Green tinted primer neutralises uneven redness or acne spots.

Apply a layer of foundation. Foundation evens out your skin tone and gives you a beautiful glow. To apply foundation, dab a small amount on your cheeks, forehead, chin, and the bridge of your nose. For light coverage, use your fingertips to blend the foundation towards the edges of your face. For a heavier coverage, use a damp beauty sponge to blend the foundation into your skin. Make sure you use the right colour of foundation. The right shade should be invisible on your chin and neck in full daylight. If your neck and face are different shades, match your foundation to your neck. Otherwise, you will look like you're wearing a mask.

Use concealer to erase any blemishes. Concealer can be used to cover up acne, red spots, or dark circles under your eyes. For heavy coverage, use a liquid foundation and apply it with a small make-up brush. For lighter coverage, use a concealer stick.

Blend the edges of the concealer into your foundation to give yourself flawless coverage. You can use your fingertips, a q-tip, or a make-up brush to blend the concealer. Buy a concealer that matches your foundation exactly. If possible, buy within the same brand to be sure that the colours will match.

Apply translucent setting powder. Translucent setting powder is a clear powder that locks in foundation and soaks up any excess oil that your skin produces. Apply a thin layer of setting powder all over your face with a large fluffy make-up brush. Make sure to blend in the areas around your eyes and mouth to avoid any cakey build-up. Choose a loose powder instead of pressed powder for a lighter coverage.

(<http://www.wikihow.com/Do-Your-Make-up-Flawlessly>)