



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

**NATIONAL CERTIFICATE
JUNE EXAMINATION
COMMUNICATIONN AND HUMAN RELATIONS N6**

19 JUNE 2014

This marking guideline consists of 5 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	Proposal✓✓		
	1.1.2	Agenda✓✓		
	1.1.3	Secretary✓✓		
	1.1.4	Abstain✓✓		
	1.1.5	Vote✓✓		
			(5 × 2)	(10)
1.2	1.2.1	B		
	1.2.2	A		
	1.2.3	D		
	1.2.4	C		
	1.2.5	C		
	1.2.6	A		
	1.2.7	D		
	1.2.8	B		
	1.2.9	A		
	1.2.10	B		
			(10 × 2)	(20)
1.3	1.3.1	D		
	1.3.2	E		
	1.3.3	A		
	1.3.4	B		
	1.3.5	C		
			(5 × 2)	(10)
1.4	1.4.1	True		
	1.4.2	False		
	1.4.3	False		
	1.4.4	False		
	1.4.5	False		
			(5 × 2)	(10)
				[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

- 2.1 2.1.1 Training is the systematic transfer of knowledge√ and the development of skills, insights and attitudes√ on the part of an individual√ in order to adequately perform a given task or job.√
- 2.1.2 Evaluating is a testing√ of learners√ as well as the evaluating of the course contents √ even before presenting it.√
- 2.1.3 Motivation is that group of factors√ which determines√ and directs √ organism behaviour.√
- 2.1.4 Report is a well structured,√ objective, informative document√ or presentation that aims to provide the reader or listener√ with information on a specific subject or topic.√
- 2.1.5 Communication is a two-way process√ whereby information√ is sent from one person through a channel√ to another who in turn reacts by providing feedback. √
- (5 × 4) (20)
- 2.2 • Principle of commitment.√√
 • Principle of the responsibility√√
 • Principle of planning and implementation√√
 • Principle of evaluation√√
 • Principle of feedback √√
- (5 × 2) (10)
- 2.3 2.3.1 Sender√√
- 2.3.2 Message√√
- 2.3.3 Medium√√
- 2.3.4 Receiver√√
- 2.3.5 Feedback√√
- (5 × 2) (10)
- 2.4 • Correct layout√√
 • Objective writing√√
 • Concise and clear reporting√√
 • Language use√√
 • Tenses√√
- (5 × 2) (10)
[50]

QUESTION 3

3.1	<ul style="list-style-type: none"> • Don't dress too casually, too dramatically or too formally√√ • Men prefer to wear a suit√√ • Women should dress smartly, appropriately and comfortably√√ • Try your outfit in advance√√ • Use perfume or after-shave sparingly√√ 	(5 × 2)	(10)
3.2	<ul style="list-style-type: none"> • Appropriate remuneration√√ • Pleasant work environment√√ • Supervision and job security√√ • Recognition, promotion opportunities√√ • Humane treatment√√ 	(5 × 2)	(10)
3.3	<ul style="list-style-type: none"> • Physiological needs√√ • Security needs√√ • Need for love and acceptance√√ • Need for self-esteem√√ • Need for self-actualisation√√ 	(5 × 2)	(10)
3.4	<ul style="list-style-type: none"> • Work overload or underload√√ • Role in the organisation√√ • Career prospects√√ • Work relationships√√ • The organisation√√ 	(5 × 2)	(10)
3.5	<ul style="list-style-type: none"> • Avoid confrontation√√ • Listen attentively√√ • Show empathy√√ • Determine expectations√√ • Avoid the negative√√ 	(5 × 2)	(10) [50]
TOTAL SECTION B:			100

SECTION C**QUESTION 4**

- 4.1
- Self-encouragement√√
 - Self-confidence√√
 - Motivation√√
 - Ability to express oneself√√
 - Optimistic√√
- (5 × 2) (10)
- 4.2
- Be friendly and considerate√√
 - Remain polite√√
 - It is advisable to limit the choice√√
 - Be available to react and supply information√√
 - Get help if you experience language challenges√√
- (5 × 2) (10)
- 4.3
- 4.3.1 A – Attention√√
- 4.3.2 I – Interest√√
- 4.3.3 D – Desire√√
- 4.3.4 A – Action√√
- (4 × 2) (8)
- 4.4
- Less learning time and costs√√
 - Better work achievements√√
 - Less supervising is needed√√
 - Correct attitudes are obtained√√
 - Better training and selecting√√
 - Needs are satisfied√√
- (6 × 2) (12)
- 4.5
- Listen before you speak√√
 - Think before you speak√√
 - Think while you are speaking√√
 - Listen to what you are saying√√
 - Take your time to answer difficult questions√√
- (5 × 2) (10)
[50]

TOTAL SECTION C: 50
GRAND TOTAL: 200