



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION AND HUMAN RELATION N6

6 JUNE 2019

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	C		
	1.1.2	D		
	1.1.3	A		
	1.1.4	G		
	1.1.5	F		
	1.1.6	B		
	1.1.7	I		
	1.1.8	J		
	1.1.9	H		
	1.1.10	E		
			(10 × 2)	(20)
1.2	1.2.1	C		
	1.2.2	B		
	1.2.3	D		
	1.2.4	E		
	1.2.5	C		
			(5 × 2)	(10)
1.3	1.3.1	<ul style="list-style-type: none"> • Sender • Medium • Receiver • Feedback 		(4)
	1.3.2	A sender✓ sends✓ a message✓ through a channel✓ to a receiver✓ who interprets✓ the message and reacts✓ by giving feedback.✓		(8)
1.4		<ul style="list-style-type: none"> • Newspaper • Magazines • Recruitment websites • Notice boards 	(4 × 2)	(8)
				[50]

QUESTION 2

2.1	2.1.1	True✓		(1)
	2.1.2	False:✓ Points are numbered✓✓		(3)
	2.1.3	True✓		(1)
	2.1.4	False:✓ A meeting is held regularly✓✓		(3)
	2.1.5	False:✓ It is the first page✓✓		(3)
	2.1.6	False:✓ Only the chairman controls the meeting✓✓		(3)

2.2	2.2.1	Adjourn		
	2.2.2	Notice		
	2.2.3	Convene		
	2.2.4	Proposal		
	2.2.5	Committee		
			(5 × 1)	(5)
2.3		<ul style="list-style-type: none"> • Common law • Constitution of an organisation • Statutes and acts • Tradition and customs 		(4)
2.4		<ul style="list-style-type: none"> • Personal details • Reference and testimonials • Employment history • Educational history/qualifications • Skills/achievements 		(5)
2.5		<ul style="list-style-type: none"> • Line • Bar • Pie • Pictogram 		(4)
2.6		<ul style="list-style-type: none"> • Avoid confrontation • Listen attentively • Show empathy • Determine expectations • Avoid a negative attitude • Do not refer • Give a positive impression 	(7 × 2)	(14)
2.7	2.7.1	Introvert – These individuals focus on internal feelings rather than external stimulation.		
	2.7.2	Extrovert – These individuals are sociable and appear to be affectionate, talkative and informal.	(2 × 2)	(4)
				[50]

TOTAL SECTION A: 100

SECTION B**QUESTION 3**

- 3.1 It is the emotional response to opposition and resistance in achieving what you want to achieve. (2)
- 3.2
- Excessive workload
 - Anxiety about the future
 - Suppression of initiative
 - No acknowledgement for hard work
 - Concerns about the boss's ability to manage
 - Getting away with laziness (Any relevant answer) (5)
- 3.3 Interpersonal conflict✓ can arise between two or more individuals✓ and it involves anger and unhappiness.✓ (3)
- 3.4
- It could prevent more serious conflict and unload stress.
 - It could lead to the gathering of new information and the search for alternative solutions that can lead to greater creativity.
 - Problem areas in the organisation are identified.
 - It could motivate employees to reach their goals.
 - Stagnation could be prevented.
 - It could lead to better relationships and improved team spirit. (Any 5 × 2) (10)
- 3.5
- Self-actualisation:✓ Inability to grow and actualise his potential✓
 - Self-esteem:✓ Being oppressed and disrespected has destroyed the confidence of the victim.✓
 - Need for love and belonging:✓ Being treated badly by the boss leaves the victim feeling unwanted and unappreciated.✓
 - Security needs:✓ Victim is always in fear of the boss.✓
 - Biological needs:✓ Victim has no peace because of continuous bullying.✓ (3 × 2) (6)
- 3.6
- Give sufficient recognition for work well done.
 - Have regular meetings to discuss ways of improving daily work processes.
 - Give employees a chance to show initiative.
 - Address poor work performance in the workplace.
 - Try to maintain employee trust by having open discussions. (Any 3 × 1) (3)
- 3.7 Defensive coping, where the victim acts as though he/she is okay with the situation✓ and tries to convince himself/herself that he/she can cope.✓ (2)
- 3.8
- Customs
 - Family structure
 - Social institutions
 - Beliefs and myths
 - Attitude
 - Culture and prejudice (Any 5 × 1) (5)

- 3.9
- Discuss any issues with the line manager.
 - Have appropriate suggestions ready.
 - Do not let frustrations rub off on colleagues; rather find ways to eliminate the frustration.
- (3)
- 3.10 Conflict aggression takes place when one party makes the other party feel unsettled or provokes anger and fear in him/her.
- (1)
- 3.11
- Be as brief as possible.
 - All information must be absolutely accurate and verifiable.
 - No handwritten CV.
 - Structure the information clearly and logically.
 - The CV may need tailoring to each job application.
 - Make sure photos of oneself look professional.
- (Any 5 × 1) (5)
- 3.12
- School qualification
 - Tertiary qualification(s)
- (2)
- 3.13
- It is vital to a CV and forms the first page.
 - It introduces oneself to the prospective employer.
 - The covering letter demonstrates the person's writing style.
 - The covering letter puts flesh on the bare bones of the CV.
- (3)
[50]

QUESTION 4

- 4.1 It is a disagreement on facts regarding a specific matter.
- (2)
- 4.2
- 4.2.1 Intensity – When apologising, use a more intense voice to emphasise the emotions behind your words.
- 4.2.2 Tempo and rhythm – Varying the tempo with which you speak, you will appear dynamic, persuasive or enthusiastic, which will help you gain the client's attention.
- (2 × 2) (4)
- 4.3
- Avoid confrontation.
 - Listen attentively.
 - Show empathy.
 - Determine expectations.
 - Avoid negativity.
 - Do not refer.
 - Give a positive impression.
- (7)

- 4.4
- Sanguine – confident, positive, lively and have a carefree spirit
 - Bilious/melancholic – extremely quiet, orderly and accurate, prefer to socialise with close individuals
 - Choleric – socially awkward and very analytical and logical
 - Phlegmatic – calm and seek harmony and peace (4 × 2) (8)
- 4.5 They like to look around before deciding to purchase. (2)
- 4.6 Be available to react and supply information if clients show any interest in a specific product or service. (2)
- 4.7
- Ambiguous language might create confusion resulting in conflict.
 - Poor communication or missing pieces of the message create misunderstanding and misinterpretation of the information.
 - Inaccurate communication creates misrepresentation of the intended facts, resulting in conflict.
 - There could be a difference in understanding due to different levels of knowledge or intellect.
 - Due to personality differences, persons may not tolerate each other, causing conflict. (5 × 2) (10)
- 4.8
- The benefits of formal training weigh heavier than the disruption caused by taking employees out of the workplace.
 - Training is aimed at offering a continuous delivery of specific standards.
 - Wastage and maintenance costs are reduced.
 - Less supervision is needed.
 - Training creates loyalty in employees.
 - Training stimulates the employee's interest in promotion opportunities.
 - Employees contribute to the success and growth of the business.
 - Client satisfaction is enhanced. (Any 3 × 1) (3)
- 4.9 4.9.1
- Fear and anxiety
 - Negative view of himself/herself
 - Shy and reserved
 - Depressed
 - Lack of self-confidence
 - Poor relationships and social skills
 - Unrealistic goals for himself/herself
 - Workaholic
 - Constant desire for external acknowledgement
- (Any TWO suitable answers) (2 × 1) (2)

4.9.2	<ul style="list-style-type: none">• Has a positive view of himself/herself• Sets realistic and attainable goals• Ability to express himself/herself clearly• Ability to handle negative events• Possessing a sense of humour• Capable of controlling his/her emotions• Ability to cope with negative feedback and criticism• Usually prepared to take calculated risks• Comfortable in the company of most people and gets along well with them	(Any 4 × 1)	(4)
4.10	'It's because of you that I wasted so many years feeling worthless.'		(1)
4.11	<ul style="list-style-type: none">• Underlining words• Circling words• The words used		(3)
4.12	Anger		(1)
4.13	'feeling worthless'		(1)
			[50]
		TOTAL SECTION B:	100
		GRAND TOTAL:	200