



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

COMMUNICATION AND HUMAN RELATIONS N6

4 June 2021

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	C
	1.1.2	F
	1.1.3	A
	1.1.4	B
	1.1.5	G
	1.1.6	D
	1.1.7	E

(7 × 2) (14)

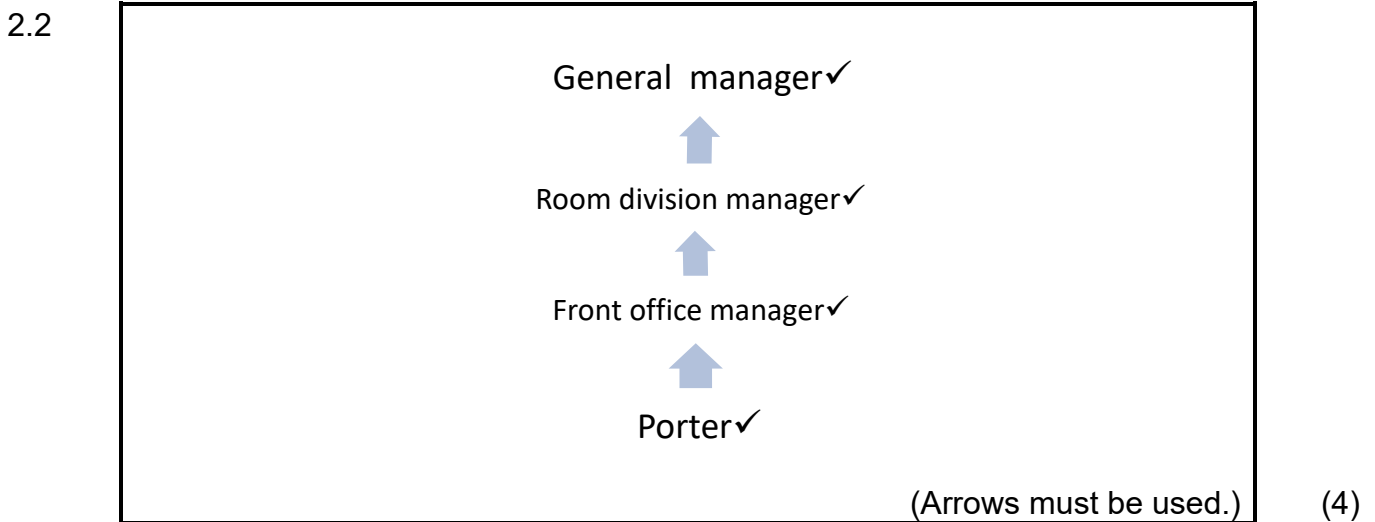
1.2		INFORMATION	EXAMPLES	
	1.2.1	Job title	Pastry chef	(1)
	1.2.2	Type of company	Sisila Lanka (Pvt) Ltd (food management company)	(1)
	1.2.3	Professional skill required	Pastry and bakery	(1)
	1.2.4	Relevant experience	Five years in a café or hotel environment	(1)
	1.2.5	Other requirements	<ul style="list-style-type: none"> • Aged between 30–45 • Ability to train staff • Work different schedules • Ability to interact with others • Meet deadlines (Any 2 × 1) 	(2)
	1.2.6	Remuneration	<ul style="list-style-type: none"> • Friendly working environment • Competitive remuneration package • Accommodation (Any 2 × 1) 	(2)
	1.2.7	Closing date	Seven days	(1)
	1.2.8	Contact information	<ul style="list-style-type: none"> • Phone: Mr Hemantha 0777312992 • Email address: sisilalankajobs@gmail.com • Physical address: Sisila Lanka (Pvt) Ltd no: 50/13, Old Kesbewa Road, Raththanapitiya, Boralessgamuwa (Any ONE) 	(1)

1.3	1.3.1	Constitution	(1)
	1.3.2	Production	(2)
	1.3.3	Stress	(1)
	1.3.4	Upselling	(2)
	1.3.5	Barrier	(1)
	1.3.6	Browser	(1)
	1.3.7	Frustration	(2)
	1.3.8	Suppression	(2)
	1.3.9	Intellectual	(1)
	1.3.10	Rhythm	(1)
	1.3.11	Indirect	(1)

	1.3.12	Code		(2)
	1.3.13	Encode		(1)
	1.3.14	Distress		(1)
	1.3.15	Introvert		(1)
1.4	1.4.1	True		
	1.4.2	True		
	1.4.3	False		
	1.4.4	False		
	1.4.5	True		
	1.4.6	False		
			(6 × 1)	(6)
				[50]

QUESTION 2

- 2.1
- Vertical communication✓ occurs in a straight line from the lower or upper level✓✓
 - Horizontal communication✓ takes place between employees on the same level of employment or similar rank within an organisation.✓✓
 - Diagonal communication✓ occurs across the established hierarchy within an organisation.✓✓
- (3 × 3) (9)



- 2.3
- | | | |
|-------|---|--|
| 2.3.1 | D | |
| 2.3.2 | C | |
| 2.3.3 | A | |
| 2.3.4 | B | |
- (4 × 2) (8)

2.4	2.4.1	<ul style="list-style-type: none"> • Legal requirements of a meeting • Understanding different types of meetings • Procedures of a meeting 	(3 × 2)	(6)
	2.4.2	<ul style="list-style-type: none"> • Ensure that the meeting is constituted properly. • Exercise authority. • Ensure that discussions are relevant. • Maintain good order and manage time spent on topics. • Answer questions on a point of order and rule members 'out of order' if necessary. • Do not be aware of own importance. • Have wisdom and common sense. • Clarify and restate points which may not be clear to all members. • Decide when a motion has been sufficiently discussed. • Supervise voting. • Close the meeting at proper time or adjourn the meeting properly. • Grant permission for members to leave early. 	(Any 8 × 1)	(8)
	2.4.3	<p>Before:</p> <ul style="list-style-type: none"> • Arrange and prepare the venue. • Draft the notice and agenda and distribute to members. • Arrange the agenda and other documents in logical order for the chairperson. <p>During:</p> <ul style="list-style-type: none"> • Circulate the attendance register for all members to sign. • Read the apologies. • Note the starting and closing time of the meeting. • Note important points of the meeting. • Compile, type and file the minutes of a meeting. 		(8)
	2.4.4	<ul style="list-style-type: none"> • Achieves a better understanding and avoids unnecessary mistakes. • Identifies problems and grievance before it is too late. • Listening saves time and energy. • Creates a working climate of openness and sensitivity. • Helps to remember information. 		(5)
	2.4.5	<p>Tape recording or digital recorder✓</p> <ul style="list-style-type: none"> • It can be small and easy to use. • It can be played back. • It can be reusable and makes updating information inexpensive and simple. 	(Any relevant 2 × 1)	(2)
				[50]

TOTAL SECTION A: 100

SECTION B**QUESTION 3**

- 3.1 Functional conflict occurs when a customer complaint highlights problems and allows a chance to correct or improve. ✓ Nonfunctional conflict ✓ occurs when there is failure to reach a resolution which will result in a customer stop doing business and spread negative experience. ✓ ✓ (4)
- 3.2
- Avoid confrontation.
 - Listen attentively.
 - Show empathy.
 - Determine expectations.
 - Avoid the negative.
 - Do not refer.
 - Give a positive impression.
 - Be honest. (8)
- 3.3
- | | | |
|-------|---|--|
| 3.3.1 | D | |
| 3.3.2 | E | |
| 3.3.3 | A | |
| 3.3.4 | B | |
| 3.3.5 | C | |
- (5 × 2) (10)
- 3.4
- Choleric: Overbearing or rude, extroverted and sometimes short-tempered
 - Sanguine: Fun, people sensitive, hopeful and sometimes manipulative
 - Melancholic/Bilious: Introverts, likes to know things are in order, extremely sensitive by nature
 - Phlegmatic: Nonconfrontational, hates to be rushed, likes to weigh relationships before committing, loses interest easily (4 × 2) (8)
- 3.5
- Physiological/Biological needs: ✓ Environmental conditioners, food and drinks, shelter – fulfil the need for survival and are regarded as basic needs. ✓
 - Love and belonging: ✓ Area for the differently abled, smoking area, recreational area, dinner hosting – fulfil the need to feel accepted, the feeling of being part of the group and friendship. ✓
 - Safety or security needs: ✓ Security guards, installation of CCTV, fire alarm – fulfil the need to feel safe and secured. ✓
 - Esteem needs: ✓ Spa services, VIP services, reward card – fulfil the need to be recognised, accomplished and appreciated. ✓
 - Self-actualisation: ✓ Private cleaning services, preparing and helping to execute top events for customers in their own homes, e.g. organising wedding functions for a customer under their supervision – fulfil one's potential. ✓ (5 × 2) (10)

3.6	3.6.1	It is regarded as negative and damaging and therefore it must be avoided.		
	3.6.2	It is regarded as natural and part of human behaviour.		
	3.6.3	Conflict among individuals is necessary to motivate them achieve goals.	(3 × 2)	(6)
3.7	3.7.1	Commonly occurs within organisations due to different perceptions regarding functions of management staff.		
	3.7.2	Conflict exists between two or more individuals involving significant anger and unhappiness.	(2 × 2)	(4)
				[50]

QUESTION 4

- 4.1
- The way you see yourself.
 - The way you think others think of you.
 - What you would like your image to be. (3)
- 4.2
- Newspaper
 - Trade magazines
 - Recruitment websites
 - Notice boards (4)
- 4.3
- Prepare aggressively for an interview or any business presentations.
 - Dress professionally.
 - Show positive body language.
 - Be confident and not arrogant.
 - Use acceptable language.
 - Be punctual for meetings.
 - Relax and speak clearly.
 - Do follow ups to find out if you were well received or not.
 - Do not smoke before an interview or presentation.
 - Prepare questions to ask.
 - Thank the panel for the opportunity. (Any 5 × 1) (5)
- 4.4
- Tone:✓ friendly, warm and inviting✓✓
 - Speed:✓ control the speed to not be too slow or too fast✓✓
 - Relaxation:✓ Tension reflects in one's speech organs and is conveyed to the listener – the more relaxed you are the better you sound.✓✓
 - Placing of vowels:✓ Speech organs (lips, teeth, lower jaw, palate and tongue) are vital to form consonants or letters that will translate into a clear speech.✓✓
 - Resonance:✓ Resonators (nasal, chest, throat, mouth) project the sound creating interest and power to your voice.✓✓ (Any 4 × 3) (12)

4.5	<ul style="list-style-type: none"> • Personal space • Public space • Social space • Social space • Intimate space 	(5)
4.6	<ul style="list-style-type: none"> • Impact on the type of audience • Support it provides for the type of training • Time available for and volume of information to transfer to learners • Complicity of information to be shared with learners • Funds to buy required aids 	(5 × 2) (10)
4.7	It is necessary for new staff and existing staff to familiarise themselves with procedures.	(2)
4.8	<ul style="list-style-type: none"> • Inexperienced trainer who struggles to train • Training not continuous but a one-off programme • Evaluating trainees at the wrong time • Training not restricted to the course. • Insufficient budget for training • Specific outcome • Insufficient evaluating of training 	(Any 5 × 1) (5)
4.9	<ul style="list-style-type: none"> • A suitable and qualified trainer must be identified. • Outcomes must be clearly defined prior to the commencement of training. • A healthy budget for training must be secured to ensure the success of the training programme. • There must be support from the management group throughout the training programme. 	(4) [50]
TOTAL SECTION B:		100
GRAND TOTAL:		200