



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

# **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**COMMUNICATION AND HUMAN RELATIONS N6**

**23 NOVEMBER 2018**

**This marking guideline consists of 8 pages.**

**SECTION A****QUESTION 1**

1.1	1.1.1	B & C		
	1.1.2	A		
	1.1.3	D		
	1.1.4	B & D		
	1.1.5	A		
	1.1.6	B		
	1.1.7	C		
	1.1.8	C		
			(8 × 2)	(16)
1.2	1.2.1	I		
	1.2.2	E		
	1.2.3	H		
	1.2.4	J		
	1.2.5	A		
	1.2.6	B		
	1.2.7	D		
	1.2.8	F		
	1.2.9	G		
	1.2.10	C		
			(10 × 2)	(20)
1.3	1.3.1	False		
	1.3.2	True		
	1.3.3	True		
	1.3.4	True		
	1.3.5	False		
	1.3.6	False		
	1.3.7	False		
	1.3.8	True		
	1.3.9	False		
	1.3.10	False		
			(10 × 1)	(10)
1.4	1.4.1	A proposal moved at a meeting.		
	1.4.2	Postponement, ending a meeting before all the business on the agenda has been completed.		
	1.4.3	Authorisation given to a person to vote on behalf of another member who will be absent.		
	1.4.4	Task group established to attend to a special matter or solve a specific problem.		
			(4 × 1)	(4)
				<b>[50]</b>

**QUESTION 2**

- 2.1 2.1.1
- Call people and companies you've always wanted to work for
  - Tell everyone you know that you've always wanted to work for
  - Ask for informational interviews
  - Ask for other names you could contact
  - Field prospects from the news
  - Join a job-seeking networking group
  - Post your resumé on the internet
  - Research profiles of people at companies and their progression (4)
- 2.1.2
- The way you speak
  - Your appearance
  - The way you act (Any relevant answer) (3)
- 2.1.3 An outline of a person's educational and professional history. (2)
- 2.1.4
- Spelling and grammar mistakes
  - Not tailored to the job
  - Poor format and no use of bullets
  - Hand written
  - No accomplishments
  - Contacts and correct email address
  - Lying
  - Having unprofessional photo
  - Folded CV
  - CV too long (6)
- 2.1.5
- Start off by completing the form in pencil, so that you can correct any mistakes
  - When you are ready to complete the form in ink, make sure your pen writes neat and does not smudge.
  - Complete the whole form with the same pen.
  - Write in block letters and in a legible handwriting.
  - Answer all the questions.
  - Keep your answers concise.
  - If you have special work experience and there is no extra space to write it on, write it on a separate sheet of plain white paper and attach it. (6 × 2) (12)
- 2.2 Types of training
- Orientation training
  - Adult training
  - Group training
  - On the job training/in-service training (4)

- 2.3
- Wastage and maintenance are reduced when correct procedures are followed
  - Training improves the level of employees' achievement
  - Less supervision is needed
  - Client satisfaction is enhanced
  - Training creates loyalty within employees
  - It stimulates employee interest when opportunity for promotions are created
  - Skills and knowledge of employees contributes to growth and success of business
  - A standardised service delivery is maintained
  - Less training cost and time compared to formal training (5 × 2) (10)
- 2.4
- An inexperienced trainer
  - The absence of an objective
  - Cost factor
  - Lack of continuous training
  - Less support from managerial team
  - Evaluation of employees at a wrong time
  - Training limited to a specific courses
  - Insufficient evaluating of training (7)
- 2.5
- They are essential in training employees.
  - Helps to communicate, promote, inform and involve clients in the product and service offered. (2)
- [50]**
- TOTAL SECTION A: 100**

**SECTION B****QUESTION 3**

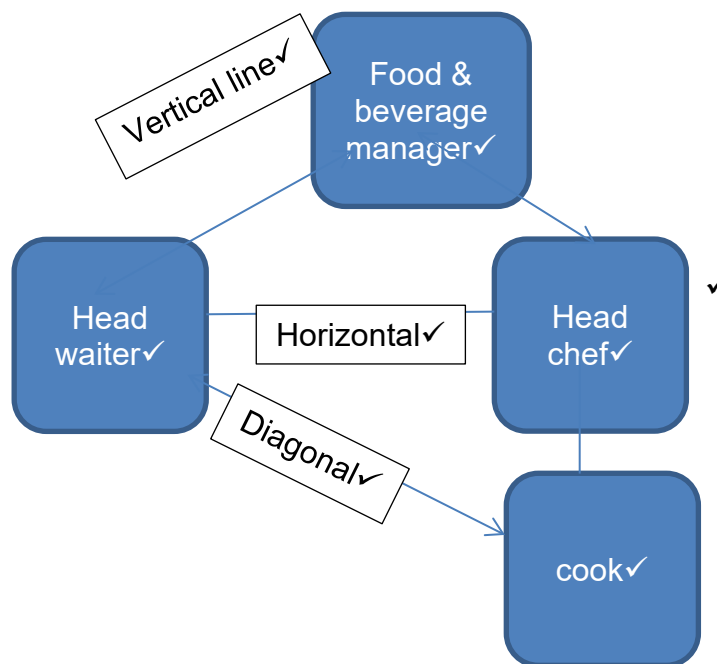
- 3.1      3.1.1      Physiological need: the need to eat something appetizing.
- 3.1.2      Social need: attending a function in order to meet new friends. (2 × 1) (2)
- 3.2
- To provide, obtain or exchange information
  - To maintain sound interpersonal relationship
  - To persuade others
  - To express yourself
  - To maintain good external public relation
  - To consider problems logically and solve them adequately
  - To understand human behaviour and how to align yourself to it (6)

- 3.3
- Use simple, concise and clear language
  - Use the correct type of communication for the specific situation
  - Be sensitive and tactful towards the other person
  - Be aware of the other person's culture
  - Listen actively
  - Do not interrupt the sender
  - Avoid subjective and emotional language
  - Be aware of the communication environment
  - Accept constructive criticism gracefully
- (6)

- 3.4
- 3.4.1 Physical dimension
- Refers to the evaluation of your body
- 3.4.2 Intellectual dimension
- How intelligent
- (2 × 2) (4)

- 3.5
- Be prepared
  - Learn to relax
  - Organise your life and environment
  - Build up reliable support system
  - Follow a sensible ,balanced diet
  - Manage your daily activities
  - Learn from your mistake and forgive yourself
- (Any relevant answer) (5)

3.6 3.6.1



(7)

- 3.6.2
- Diagonal channel does not take place in a normal line of authority
  - Vertical channel it take place in a upward or downward communication flow following the level of authority
  - Horizontal communication take place across the department between people at about the same level of authority
- (3)
- 3.7
- Inaugural meeting
  - Monthly/frequent meeting
  - Annual general meeting
  - Special/extraordinary general meeting
- (Any 4 × 1) (4)
- 3.8
- The meeting must be held in accordance to the constitution and regulations of the organisation
  - Members must be properly informed
  - The correct person is cheering the meeting
  - A quorum must be present
- (4)
- 3.9
- To exercise authority over the meeting in accordance with agenda
  - Ensure that meeting is properly constituted
  - Preserve and maintain good order and manage the time spent on each topic
  - Answer questions on a point of order
  - To clarify and re-state points which may not be clear
  - Supervise the voting procedure
  - Exercise a casting vote in the event of a deadlock
  - Closes the meeting
- (Any relevant answer) (3)
- 3.10
- To improve sales
  - Good word of mouth advertisement
  - Value for customers
  - Repeat business
- (Any relevant answer) (4)
- 3.11 Should be available and provide information if the customer shows interest. (2)

**[50]****QUESTION 4**

- 4.1
- Adjust your pitch to suite the conversation.
  - Adjust your volume to ensure clarity.
  - Speak in a steady tone of voice to show calm and confidence.
  - Slowing the speed of your speech so it is calm and clear.
  - Varying the quality and intensity of your voice to hold interest.
  - Conveying meaning using the sound of your voice to reinforce your message.
- (5)

- 4.2 4.2.1
- Try to relax and control obvious signs of nervousness
  - Keep eye contact that gives impression that you are open and co-operative
  - Avoid aggressive gesture
- (3)
- 4.2.2
- Frowning
  - Tapping on the table
  - Arm folding
  - Looking away
- (Any relevant answer) (2)
- 4.3
- Listen attentively
  - Focus on the problem
  - Focus on facts
  - Show interest and involvement in the persons involved
  - Allow time for participation for both parties
  - Be objective and try not to be bias
  - Build a person's image
- (6)
- 4.4 4.4.1
- Emotional experience varying between extremes
  - Sexual dysfunction
  - Obsessive-compulsive behaviour
  - Poor relationship and social skills
  - Workaholic
  - Physical symptoms like poor eye contact, constant frowning
  - Constant desire for external acknowledgement
  - Fear and anxiety
  - Negative views of themselves
  - Unrealistic goals
  - Shy and reserved
  - Depression and lack of confidence
- (Any 4 × 1) (4)
- 4.4.2
- Recognise your strengths and weaknesses.
  - Set realistic goals and plan how you are going to achieve them.
  - Substitute negative thoughts with positive ones.
  - Try to understand and forgive those that have hurt you.
  - Bury all memories of negative experience.
  - Do not be discouraged by personal criticism.
  - Think positive thoughts and feel good about yourself
  - See failure as disappointment in a positive light.
  - Don't tolerate people, job or situations that make you feel worthless.
  - Control your feelings.
  - Pat yourself on the back when you achieve your goals.
  - Try to interpret other people's behaviour and intentions positively.
  - Make deliberate decisions every day to be happy, friendly and positive.
- (Any 5 × 1) (5)

4.5	<ul style="list-style-type: none"> <li>• Give sufficient recognition for work well done.</li> <li>• Have regular meeting to discuss ways of improving daily work processes.</li> <li>• Give employees a chance to show their initiative.</li> <li>• Address poor work performance in the workplace.</li> <li>• Try to maintain employee trust by having open discussion. (5 × 2) (10)</li> </ul>
4.6	<p>4.6.1 Work under load may lead to boredom as there is nothing much to do throughout the day.</p> <p>4.6.2 Family relationships: Juggling your work requirements and having to attend to family problems might create stress should you fail to manage the two. (2 × 2) (4)</p>
4.7	<ul style="list-style-type: none"> <li>• To provide, obtain or exchange information</li> <li>• To maintain sound interpersonal relationships</li> <li>• To persuade others to think or act the way you do</li> <li>• To express yourself and your ideas to others</li> <li>• To maintain good external public relations</li> <li>• To consider problems logically and solve them adequately</li> <li>• To understand human behaviour and how to align yourself to it (Any 6 × 1) (6)</li> </ul>
4.8	<ul style="list-style-type: none"> <li>• Blaming</li> <li>• Threatening</li> <li>• Nagging</li> <li>• Endless fights criticising others</li> <li>• Bribing to control</li> <li>• Pushing or pressurising</li> <li>• Interrupting</li> <li>• Disrespecting others (Any relevant 5 × 1) (5)</li> </ul> <p style="text-align: right;"><b>[50]</b></p>
<b>TOTAL SECTION B: 100</b>	
<b>GRAND TOTAL: 200</b>	