



# higher education & training

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

N170(E)(J18)H

NATIONAL CERTIFICATE

**COMMUNICATION N5  
(First Paper)**

(5140395)

**18 June 2018 (X-Paper)  
09:00–12:00**

**OPEN-BOOK EXAMINATION**

**Candidates may to bring in TWO dictionaries and TWO additional reference works.**

**This question paper consists of 4 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
COMMUNICATION N5  
(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. Clearly cross out ALL work you do NOT want to be marked.
  5. Start each question on a NEW page.
  6. Write neatly and legibly.
-

**BACKGROUND**

Ms Ella Mzembe is the training officer of Mnambithi TVET College in KwaZulu-Natal, Private Bag X903, LADYSMITH, 3370. Some of her responsibilities are to identify training programmes and to arrange and conduct seminars. She is currently the programme leader of the Innovative Youth Programme.

**QUESTION 1: CIRCULAR LETTER**

Because of the poor service rendered at some of the branches, client numbers are deteriorating; as a result the finances are affected. A decision is taken to close down five of the branches.

Write a circular, informing your important clients about the closure. Identify the branches to be closed. Explain the reasons for closure and how and where clients will receive further services needed.

CONTENT	COHERENCE	LANGUAGE
10	6	4

**[20]****QUESTION 2: FORMAL INVITATION**

It has been decided on the SRC meeting that the College Council members and lecturers should be individually invited to attend the Mr & Miss Valentine competition.

Design a formal invitation for members of the college council and lecturers to attend the coming function. Leave a space for individual names to be filled in.

CONTENT	LAYOUT	LANGUAGE
6	2	2

**[10]****QUESTION 3: ACCEPTANCE OF INVITATION**

Zandile Hlubi, previous Miss Teen South Africa, accepted the invitation to act as an adjudicator during the Mr & Miss Valentine competition and to crown the newly elected Miss Valentine.

She currently lives in Rensburgdrift Park, Mpumalanga Province, and will arrive at Gateway Airport with flight SAA 256 at 17:00 on the day before the function. She plans to leave after the function, as she must be back in Mpumalanga the same evening for another appointment. She requests you to book her flight no later than 16:00 on 14 February.

Zandile Hlubi will not accept your offer of an appearance fee as she gladly supports educational institutions whenever it is possible for her to do so. Included in her letter is a copy of her CV and a recent photograph of herself.

Write Zandile Hlubi's letter of acceptance.

CONTENT	LAYOUT	LANGUAGE
15	4	6

[25]

#### QUESTION 4: NOTICE AND AGENDA IN CIRCULAR FORMAT

You are requested to convene a monthly general meeting with all the programme facilitators that are involved in the Innovative Youth Programme. The meeting is to be held in the boardroom of your college on Friday, 9 December 2018 at 16:00.

Matters arising from the minutes of the previous meeting that need to be finalised are the selection tests and annual awards function. New business to be discussed includes the Market Day during the festive season of 2018, the supplementary exams and the evaluation of the business plan.

Convene this meeting in circular format.

CONTENT	LAYOUT	LANGUAGE
10	4	6

[20]

#### QUESTION 5: PROGRESS REPORT

An awards function is held annually during November. The 2018 event will take place on 10 December 2018 at 18:00 in Lambert Park Civic Centre, Estcourt. At this prestigious event prizes will be awarded to the following prize winners: Market Day winner, most creative and promising business plan, and the entrepreneurship student of the year. The guest speaker at the event will be Ms Nomandla Mayisela of Creative Minds.

You are the main organiser of this event, but you are assisted by some of the programme facilitators. The programme leader, Ms Ella Mpembe, requires information of the final arrangements regarding this function.

Compile a progress report to be submitted to her a month before the event. Use the known format of a progress report.

The information supplied must be logical and to the point. Include the names of people responsible for each specific task and the dates on which tasks were completed or will be completed. There is booked also already, and the sponsorships has confirmed. The invitation to awards winners, programme facilitators and other stakeholders has been done. There is a problem with the invitation of the guest speaker which needs to be resolved urgently.

The finalisation of catering arrangements should be completed soon.

CONTENT	LAYOUT
18	7

[25]

**TOTAL: 100**