



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N990(E)(N14)H
NOVEMBER EXAMINATION
NATIONAL CERTIFICATE
MANAGEMENT COMMUNICATION N4
(First Paper)

(5140364)

14 November 2016 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

TWO dictionaries and TWO additional reference works are allowed.

NO electronics dictionaries may be used.

This question

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
MANAGEMENT COMMUNICATION N4
(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. Start each question on a NEW page.
 5. Read and interpret the questions against the given background and use ALL the available information.
 6. Write neatly and legibly.
-

BACKGROUND INFORMATION

You are the manager of SMK Civil Engineering Group and your company is located in Midrand. The workforce consists of both permanent and temporary employees. Your human resources and finance departments are the driving force of your company.

QUESTION 1: PRÉCIS

Write a précis of not more than 100 words about the article on the ADDENDUM (attached) that appeared in the Saturday Star. Use a different heading from the one in the article and write down the number of words you used at the end of your paragraph.

| Content | Language | Coherence | Heading | Words |
|---------|----------|-----------|---------|-------|
| 10 | 4 | 4 | 1 | 1 |

[20]**QUESTION 2: LETTER TO THE PRESS**

Write a letter to the local newspaper, Khanyisa Weekly, as part of a service to the community wherein you educate the community on how to avoid being a victim of fraud during the festive season.

- Give THREE areas that fraudsters normally target and provide ways to protect yourself against them.
- Give at least TWO reasons why the public needs to be more careful.

| Content | Language | Format |
|---------|----------|--------|
| 12 | 8 | 5 |

[25]**QUESTION 3: INVESTIGATION REPORT**

After reading the newspaper report on how the public is easily scammed during the festive season, management requested the human resources officer to conduct an investigation to find out whether the workforce has been affected by this problem in the past, and then hand in a report with the findings. The instruction was given on 7 November and the report is to be submitted by 12 November 2016.

Present the report in memo format using the following headings:

1. Terms of reference
2. Procedure (Three methods used)
3. Findings
4. Conclusion
5. Recommendations
6. Signature

| Content | Language | Format |
|---------|----------|--------|
| 15 | 10 | 5 |

[30]

QUESTION 4: MEMORANDUM

Following the outcome of the investigation, management decided to call a fraud specialist, Ms. Cathy More from Compuscan, to come and give a presentation on how to avoid becoming a fraud victim. For this purpose a breakfast workshop has been arranged on 27 November 2016 from 9:00 to 11:00 in the company auditorium and attendance is compulsory.

Use the ANSWER SHEET (attached) to write a memorandum to inform staff of the workshop.

| Content | Language | Format |
|---------|----------|--------|
| 10 | 3 | 2 |

[15]**QUESTION 5: LETTER OF APPOINTMENT**

Your company held interviews for a position of junior accountant. Kabelo Mokone was the successful candidate. Write the appointment letter that your company sent Mr. Mokone.

| Content | Language | Format |
|---------|----------|--------|
| 10 | 6 | 4 |

[10]**TOTAL: 100**

ADDENDUM A**BE SAFE FROM FRAUD THESE HOLIDAYS**

Summer holidays may be a time for relaxing, and because of that, this becomes the favourite season for criminals to do their trade. Criminals are aware that people are spending more and shops and malls are busier. During the same period ATM fraud incidents are at their highest.

ATM fraud occurs when a fraudster approaches you as you enter your PIN. The fraudster then distracts you and takes your card or swops it with another card. You think your card has been retained by the ATM or in the case of a swopped card that your card is not working.

While you attempt to figure out how to get your card back from the ATM or why your PIN is not working, the criminals visits another ATM with your card, enters the PIN and withdraws the available funds. Card swapping and theft is difficult to prevent because the real card and PIN are used. The transaction thus appears normal to the bank.

To prevent this, Nel advises you to be vigilant at ATM's and never allow strangers to approach or disturb you. If you are disturbed cancel your transaction immediately and leave the ATM. Most importantly, you should never let anyone see you entering your PIN. You should also remove any slips that may still be in the machine before entering your card, as fraudsters will often claim they left their slip in the ATM to gain access to the machine while you are entering your PIN.

'If you have been defrauded, contact your bank immediately to cancel your card and alert the closest security guard.' By familiarising yourself with potential dangers and staying especially cautious at crowded holiday destinations you should be able to have a fraud-free festive season.' says Nitesh Patel, the head of customer financial solutions and personal banking at Standard Bank

Travel and accommodation scams:

Other common scams to be wary of this time of year are travel and holiday accommodation scams. Check that the advertised holiday accommodation you are interested in does, in fact, exist. Try to negotiate a smaller deposit and so that you can pay the balance on the day you get access to the accommodation – this will limit your losses if it is a scam.

If you have been scammed, report the perpetrator to the police as soon as possible. 'Unfortunately, it is almost impossible to get your money back, but by reporting them, at least you can stop others from falling prey to the scam,' Patel says.

With identity theft someone pretends to be you by assuming your identity. It can be devastating, and it can take months before you find out – by which time a lot of damage may have been done to your reputation and credit record.

Standard Bank says about 3 600 cases of identity theft were reported last year and the number is expected to rise, while Wesbank says it is estimated that identity theft costs South African businesses more than R 1 billion a year, and those who are responsible rarely get caught.

Criminals will typically use an ID document with a changed photo, open accounts, and then use that ID number to buy on credit and take out loans without ever repaying them. 'Customers need to be on their guard,' Patel says. 'It is easy to throw away documents containing bank account details or other personal data, not realising that the implications and long-term costs could be great.'

**EXAMINATION
NUMBER:**

[illegible]

SMK CIVIL ENGINEERING GROUP

MEMORANDUM

From: _____

Ext: _____

Subject: _____

GENERAL