

Tutorial Letter 101/3/2013

Practising Workplace English ENN1504

Semesters 1 & 2

Department of English Studies

IMPORTANT INFORMATION:

This tutorial letter contains important information
about your module.

BAR CODE

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1 INTRODUCTION

Dear Student

Welcome to ENN1504: Practising Workplace English. We expect that you are or at some stage will be employed in an organisation where you will be expected to communicate effectively in a professional environment, using English. The ability to write well in the world of work is a valued life skill, and we hope you will find the course useful in your professional life.

Information supplied for the module will include study material such as the following:

- Tutorial Letters 101 and 301
- Study guide

Some of this study material may not have been available when you registered. Study material that was not available when you registered will be posted to you as soon as possible, but is also available on myUnisa.

Kindly note that you should register on *myUnisa* to be able to submit assignments online, gain access to the Library functions and various learning resources, download study material, communicate with your tutor and other students about your studies and the challenges you encounter, and participate in online discussion forums. *myUnisa* provides administrative information on assignments, marks and examinations.

2 PURPOSE OF AND OUTCOMES FOR THE MODULE

2.1 Purpose

This module will be useful to students who would like to develop proficiency in English and arrange of related communication skills and strategies for the public and/or private sector work environment. The central focus is on the ability to write in English as a set of work-related life skills.

As you work through the course you will be asked to respond critically to form and meaning in texts relating to the world of work, with reference to qualities of good business writing, and to produce texts of your own that reflect what you have learned from this. Your skills will therefore be transferable to new contexts, and will be capable of further independent development.

Spoken and written texts such as letters, memorandums, email, reports, proposals, presentations, and documentation relating to meetings will be critiqued, improved and produced as original text. Skills involved include planning, information gathering, drafting, revising, editing and proofreading. As pre-writing activities, strategies for critical reading or listening to short work-related texts are treated as integral to the writing tasks.

The main aim of the course is to enhance your knowledge and understanding of Business English, and to improve your ability to write it. By *business* we mean not only the world of the private sector and profit-making companies, but also service providers in the public sector, including government departments. It is the kind of English we use in our writing at work.

The conventions of business writing are not absolutely rigid. Different industries and organisations have internal guidelines, or a ‘house style’ for producing documents which differ in small ways. There is, for instance, no one “right” way to set out a business letter or a report. While it is important to keep this flexibility in mind, it is also essential to know what the conventions in most organisations entail. Our examples follow these conventions.

If we think about the purposes of business writing, the reasons for the conventions become much clearer. Business writing is done for two main reasons:

- **to keep a record**
- **to share ideas or transmit information**

Documents such as letters and reports usually combine these two purposes. Others, like internal memoranda, are mainly about conveying information or making requests, while minutes of a meeting are mainly about keeping records.

“Time is Money” is the principle that underlies business writing. Most business documents are written and read under pressure by busy people, so we are developing a ‘language of efficiency’.

A second consideration here is that most business correspondence is not written exclusively for a familiar person. Even when you know the person you are sending it to, your memo, report or minutes of a meeting may also be read by all sorts of people without your even knowing about it. This requires a neutral tone (i.e. unemotional and courteous), and a style that is natural but not too informal.

2.2 Outcomes

Specific outcome 1 Critique given texts.

Critically explore discourse features, the principles underlying established conventions of format and style, and language use in both draft and finished texts.

Texts are critiqued in a way that shows the student's ability to

- identify values, attitudes and intentions implicit in text.
- understand explicit and implicit meaning.
- explore and describe the relationship between meaning and form. This will include attention to the presentation of content in subsections, paragraphing, sequencing, and to the coherence of text.
- identify flaws and suggest improvements in approach, language use (appropriateness) and usage (accuracy).

Appropriateness includes attention to tone and register as elements of style, and to characteristics of good business English. The writing style is suited to subject matter, target audience and purpose, which implies that the text is free of insensitivity towards race, gender, ability, culture and other differences. Accuracy includes attention to syntax and vocabulary, and the mechanics of spelling and punctuation.

Specific outcome 2 Revise, edit and proofread draft texts.

Revision implies evaluating and reworking the results of initial planning (pre-writing activities) as reflected in content and structure. Editing entails improving diction, grammar and writing style. Proofreading involves correcting mistakes in spelling, punctuation and typing. This implies that although meaning can be extracted from the draft text with effort, the reworked text is free of features that might obstruct reading and distract attention from the content.

Flaws in draft text are identified and rectified in a way that shows the student's ability to

- revise: evaluate and rework the results of initial planning as reflected in content and structure.
- edit: improve diction (word choice), grammar and writing style.
- proofread: correct mistakes in spelling, punctuation and typing.

Specific outcome 3 Produce written texts for specific purposes relevant to a work environment that reflect qualities expected in good business writing.

Written texts for specific purposes relevant to the work environment are produced in a way that shows the student's ability to

- adopt a systematic but not necessarily or entirely linear writing process. The process of writing, which underlies all specific outcomes in this module, involves
 - Planning - ways of thinking about the writing task, including brainstorming to generate ideas, and critical reflection to evaluate, select and cluster ideas. This is demonstrated in the use of techniques such as keyword clustering, mind maps, manipulation of a table of contents and flow charts. It also includes pre-writing activities such as explicit definition of probable readership, subject matter and purpose.
 - Research- relevant information is located in a variety of sources and integrated into a coherent text.
 - Drafting - ideas and information are presented in an appropriate text type/format, with attention focussed primarily on content and structure.
 - Revising - evaluate and rework content and structure, with attention focused primarily on form.
 - Editing - improve sentence construction and writing style.
 - Proofreading - correct mistakes in spelling, punctuation and keyboard use.

- generate original texts in which the characteristics of good business writing are evident, at a level appropriate to the employment context. Clarity is the combined effect of the following qualities of good business writing:
 - Structure - the text is organised to reflect meaning and content; The message can be grasped without undue effort to create a framework for understanding.
 - Conciseness - not writing more than is necessary to achieve the purpose.
 - Completeness - including everything that is useful and necessary. The reader should not have to ask: When? Where? Why? Who? What? How?
 - Appropriateness - using language that suits the purpose (to inform, describe, explain, persuade, argue, complain, request, etc.), the subject matter and all probable readers.

- Accuracy - using grammar, spelling and punctuation that make the text easy to read and comprehend, and enable the reader to attend to the contents of the message without distraction. Complete accuracy (correctness) is not always attainable and essential, but is generally preferred, and therefore remains a target.

3 LECTURER(S) AND CONTACT DETAILS

3.1 Lecturer(s)

Please contact us telephonically or by email:

Mr David Proctor	Tel: 012 429 8467	Email: dproctor@unisa.ac.za
Ms Thulile Shandu	012 429 6167	shandtp@unisa.ac.za
Mr Mzukisi Lento	012 429 6288	lentomj@unisa.ac.za
Ms Vivienne Hlatshwayo	012 429 6145	hlatstv@unisa.ac.za

If you would like to see one of us, please make an appointment to be sure we will be available.

3.2 Department

Please visit our website at www.unisa.ac.za/English

Find us

Room 7-31
 Theo van Wijk Building
 UNISA Main Campus, Preller Street
 Muckleneuk Hill
 Pretoria
 City of Tshwane

Mail us

Dept of English Studies
 PO Box 392
 UNISA
 0003
 South Africa

3.3 University

Contact addresses of the various administrative departments are included in *My studies @ Unisa*, which you received with your study package.

How can students contact Unisa?

E-mail addresses, SMS numbers and fax number for student enquiries

- info@unisa.ac.za for general enquiries
- study-info@unisa.ac.za for application and registration related enquiries (prospective and registered students)
- assign@unisa.ac.za for assignment enquiries
- exams@unisa.ac.za for examination enquiries
- despatch@unisa.ac.za for study material enquiries
- finan@unisa.ac.za for student account enquiries
- gaudeamus@unisa.ac.za for graduation enquiries
- myUnisaHelp@unisa.ac.za for assistance with myUnisa
- myLifeHelp@unisa.ac.za for assistance with myLife email accounts

Send an SMS to **32695** for more information on how to contact Unisa via SMS (only for students in within the borders of South Africa). The student will receive an auto response SMS with the various SMS options. This SMS will cost R1.

Students can also sms enquiries directly to:

43578 for applications and registrations

43584 for assignments

43584 for examinations

43579 for study material

31954 for student accounts

43582 for myUnisa and myLife

The cost per SMS is 50c.

* The SMS number is only for students residing in South Africa. International students are urged to make use of the e-mail address info@unisa.ac.za.

Physical address:

University of South Africa
Preller Street
Muckleneuk
Pretoria
City of Tshwane
University of South Africa
PO Box 392
Unisa
0003

Postal address:

University of South Africa
PO Box 392
Unisa
0003

Unisa website: <http://my.unisa.ac.za>

Always have your student number available when you contact the university.

If you have access to a computer that is linked to the internet, you can quickly access resources and information at the University. The *myUnisa* learning management system is Unisa's online campus that will help you to communicate with your lecturers, with other students and with the administrative departments of Unisa – all through the computer and the internet.

To go to the *myUnisa* website, start at the main Unisa website, <http://www.unisa.ac.za>, and then click on the “Login to *myUnisa*” link on the right-hand side of the screen. This should take you to the *myUnisa* website. You can also go there directly by typing in <http://my.unisa.ac.za>.

4 MODULE-RELATED RESOURCES

4.1 Prescribed books

There are no prescribed books for this module.

4.2 Recommended books

We suggest that you work through the Study Guide and only then decide whether you still need additional help in the form of further reading material, in which case we recommend the following:

First Author	Year	Title	Edition	Publisher	ISBN
Erasmus-Kritzinger, Lisel, 1967-	2000.	Advanced communication skills for organisational success / Lisel Erasmus-Kritzinger, Mariëtta Swart, Vusi Mona.	1st ed.	Lynnwood Ridge :	187494041X (pbk.) :
	2007.	Longman business English dictionary.	New ed., 2	Harlow :	9781405851381 (pbk.)

Please note that you are not expected to buy these books. They are recommended for students who feel they need additional information that they cannot find in the study guide.

Use any good dictionary while you are working on your assignments and to expand your vocabulary during the year.

4.3 Electronic Reserves (e-Reserves)

There are no e-Reserves for this module.

Services offered by the Unisa Library

The *my Studies@Unisa* booklet, which is part of your registration package, lists all the services offered by the Unisa Library.

5 STUDENT SUPPORT SERVICES FOR THE MODULE

Please consult the booklet *myStudies@Unisa* which you received with your study package for information on the use of *myUnisa* and possible participation in the Unisa tutorial service.

6 MODULE-SPECIFIC STUDY PLAN

We suggest that you take your assignment questions as your point of departure, and work through the relevant sections of your study guide as needed. Before you start working on your assignments, you must have read *all* sections of this tutorial letter.

Read through the assignment instructions very carefully before you start writing anything. Make sure that your response meets the requirements of the question. Credit cannot be given for merely repeating what has been provided in the question, and adding very little of your own. Finally, revise, edit and proofread your answers carefully.

Most students use English as an additional language (i.e. not as a home language). We therefore accept that some minor grammatical and other errors are likely to occur. However, errors that obscure meaning or make a text difficult to read, and mistakes that create a poor impression in working with clients are taken into account in the evaluation of assignments and examination scripts. Although some mistakes are *acceptable*, correct language is generally *preferred*. English is well established as an additional language in most countries of the world, including South Africa, and need not be thought of as 'someone else's mother-tongue'.

One requirement of a course such as this is that assignments should be relevant to the workplace. However, students taking this subject represent a wide range of careers, and are enrolled for a wide range of qualifications. For this reason, assignment and examination questions tend to be general in nature. This means that in your answers you will need to provide the detail that is relevant to your own work situation. This could be a small business, a government department, a large corporation or just one section in a large organisation.

Students who are not presently employed, or who don't work in the sort of organisation described in the instructions, might find that providing appropriate detail is difficult. If this is the case, you may invent the relevant 'facts'. These should appear as realistic as possible. You

may base your answers on any organisation with which you are familiar, or simply make one up. However, please ensure that the content of your answers is relevant to the instructions given.

Use your my Studies @ Unisa brochure for general time management and planning skills.

ASSESSMENT STRATEGY

Your written work will be assessed in accordance with a set of criteria that reflect both writing skills and outcomes. We allocate marks in two categories to arrive at the total for a particular question:

C = Structured content (Skills: draft & revise)

L = Language (Skills: edit & proofread)

In other words, the CONTENT (C) category includes information and the way it is structured, often making use of a conventional format for a specific type of document; the LANGUAGE (L) category includes writing style, grammar, vocabulary and punctuation.

Note: The weighted subtotals for the two categories vary in accordance with the requirements of each question, and do not necessarily reflect a 50:50 spread.

Feedback on your written work will be provided by means of corrections and comment, or by indications of where your difficulties are so that you can self-correct. Please note that we do not necessarily indicate every mistake made.

ASSESSMENT CRITERIA

<p>Alignment of content and structure:</p> <ul style="list-style-type: none"> • Content: Information accuracy and completeness. • Structure (paragraphing, subheadings, format conventions). <p>Writing skill: <i>Revision</i> <i>Rework the initial planning, information collection and organisation. Where necessary, add detail or summarise.</i></p>	<ul style="list-style-type: none"> • Appropriate writing style. • Grammar – vocabulary and sentence construction. <p>Writing skill: <i>Editing</i> <i>Improve style and sentence construction.</i></p>	<ul style="list-style-type: none"> • Language accuracy: error-free grammar; spelling; punctuation; typing /handwriting. <p>Writing skill: <i>Proofreading</i> <i>Correct minor mistakes in grammar, spelling, punctuation and keyboard use.</i></p>
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7 MODULE PRACTICAL WORK AND WORK-INTEGRATED LEARNING

There are no practicals for this module.

8 ASSESSMENT

8.1 Assessment plan

You must submit both assignments for the semester in order to obtain the best possible semester mark, as they each contribute towards your final result.

Your assignment marks will be used to calculate your semester mark in the following way:

- Assignment 1 – 40%
- Assignment 2 – 60%

Submission of both assignments is compulsory for admission to the examination, and your performance in these assignments contributes to your final mark.

The semester mark and the examination mark combined give your final mark. Together, the semester mark and the examination mark must be at least **50%** for you to pass.

The semester mark derived from both of your assignments counts 25% of your final mark. The mark you obtain in your examination counts 75% of your final result.

An additional requirement is that you must obtain at least 40% in your examination. If you obtain less than this you cannot pass the module, irrespective of what your semester mark is. In other words, your examination mark becomes your final result, without the semester mark. This is called an examination sub-minimum requirement.

8.2 General assignment numbers

Assignments are numbered consecutively per module, starting from 01. For this module you will submit Assignment 01 and Assignment 02 of the semester for which you are registered.

8.2.1 Unique assignment numbers

Semester 1

Assignment 01 369315

Assignment 02 325753

Semester 2

Assignment 01 318294

Assignment 02 397084

8.2.2 Due dates for assignments

Semester 1

Assignment 01 4 March 2013

Assignment 02 8 April 2013

Semester 2

Assignment 01 12 August 2013

Assignment 02 9 September 2013

8.3 Submission of assignments

You may submit assignments either by post **or** electronically via *myUnisa*. You may post your assignment in a Unisa Assignment Box located at your regional centre. Assignments may not be submitted by fax or e-mail.

Assignments for both Semesters 1 & 2 are included in this tutorial letter. Please be careful to submit only the two assignments of the semester for which you have registered.

For detailed information on assignments, please refer to the *myStudies@Unisa* brochure, which you received with your study package.

To submit an assignment via *myUnisa*:

- Go to *myUnisa*.
- Log in with your student number and password.
- Select the module.
- Click on “Assignments” in the menu on the left-hand side of the screen.
- Click on the assignment number you wish to submit.
- Follow the instructions.

If you do submit an assignment via *myUnisa*, we prefer that you submit as a PDF file, as this enables us to mark and return the assignment to you electronically. To do this you should convert the document to PDF on your computer before you submit via *myUnisa*. We do, however, also accept Word (doc or docx) files.

Please ensure that your answers to all the questions in a written assignment are in one document, as you can only upload one file as your complete assignment, i.e. you cannot submit answers to each question in separate files/documents.

8.4 Assignments

SEMESTER 1

ASSIGNMENT 01

Due Date: 4 March 2013

Unique No. 369315

Submit this assignment only if you are registered for Semester 1 2012.

Your Unique Number for this assignment is 369315.

QUESTION 1 CORRESPONDENCE - REVISING, EDITING AND PROOFREADING

You are one of the directors at *CollAction*, a company that collects debt from defaulters. Your own organisation's employees seem to be abusing the telephone and Internet, costing the company thousands every month. In trying to curb misuse of resources, management have decided to deduct telephone and Internet usage from their salaries with effect from the end of the current month.

Read the following draft carefully a few times. Then rewrite the memo, making whatever improvements you consider necessary. Pay careful attention to the ideas and information, format, paragraphs, writing style and English usage.

M E M O R A N D U M

To: Everyone

From: Management

Date: March 2013

SALARIES DEDUCTION

The above matter refers.

I hereby beg to announce of the salaries deduction. Your salaries will be deducted from now on. We management, we will catch you. You abuse the telephone and you abuse the internet and you abuse everything in this place, next thing you will be abusing us, what is wrong with you, i swear i don't know what is going, we suppose to work her but everyday i follow people around like maybe i follow children, your salary will deducted this month and next month and next of next month. My superior he is not happy about this things. At this particular point in time, we are having a problem, my personal opinion is that if we don't do anything now something bad will happen sooner or later. Just the other day one of the employee used over one thousand rands in telephone bill. That is not cool. Just know, your watched every day, every steps, every time. We would not be with you on your office, but people if they abuse telephone and internet, we get report on using every month and that report show how much internet each computer use and how much telephone each telephone use. We don't have a choice, weather your respond is good or your respond is bad to this memo, we will deduct your salaries come end this month, and there is no other way and if we don't take this steps you will continue abusing resources. Now at a meeting with management even the UNION members was there and they also agreed as well that we have to take this steps.

Your immediate consideration will be highly appreciated.

Thank you

[40]

QUESTION 2 MEMORANDUM

You are the Director: Human Resources at *MunchHealth Catering Services*, a company that supplies food to local hospitals. Your company has recently accepted an offer from a local television channel to film your staff for a new reality television show called “You’ve been served!” The TV show will chronicle the daily lives of your employees: their struggles, frustrations, challenges and achievements.

Write a memo to your staff informing them of the decision to allow a television crew to follow staff members and document their every move. In your memo, you need to assure your staff that the crew will not in any way interfere with their daily routine or performance of duties. Present details of the arrangements clearly so the staff know the duration of the filming; what is and is not expected of them; remuneration for taking part in the show, and any other details you think are relevant.

Pay careful attention to the ideas and information, format, paragraphs, writing style and English usage. Your memo should not exceed 1 page in length.

[60]

TOTAL: 100

Remember to keep a copy of your assignment.
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SEMESTER 1
ASSIGNMENT 02
Due Date: 8 April 2013

Unique No. 325753

Submit this assignment only if you are registered for Semester 1 2013.

Your Unique Number for this assignment is 325753.

QUESTION 1 MEETINGS

Reference Before responding to this question you should work through Study Unit 3, pp. 99-119. Pay special attention to Activity 3.17.

BACKGROUND

You are secretary to the Chair of the Stanville Residents Association executive committee, and it is therefore your responsibility to take minutes of meetings. The following is the agenda of the meeting now being held:

STANVILLE RESIDENTS ASSOCIATION

To: Executive Committee members

NOTICE OF MEETING

Please note that the next meeting of Stanville Residents Association (SRA) Executive Committee members will be held in the Clover Room on Friday, 21 October 2013 at 08:30.

AGENDA

1. Welcome
2. Present
3. Apologies
4. Minutes of previous meeting
5. Matters arising
 - 5.1 Street lights in 21st Avenue out of order - Update: Mr Gradstone
 - 5.2 Hazardous potholes in Main Street - Update: Ms Solani
6. New matters
 - 6.1 Upkeep of Floradale Park
 - 6.2 Flooding in informal settlement
 - 6.3 Vandalism on school premises - Mr Simons
7. General
8. Date of next meeting
9. Closure

XXXXXXXXXX

XXXXXXXXXX

Secretary to the Chair

Stanville Residents Association

14 October 2013

Below is a transcript (exact words written down) of what was said at the meeting, presented in the form of a dialogue.

TRANSCRIPT OF THE MEETING

Ms Vanda: Okay, okay settle down people, it's 9am sharp and we gotta start!

(Chair)

Right, welcome everyone, welcome to our second meeting of the year, welcome to what promises to be a very productive meeting. The attendance register is circulating. Please see that it gets back to our secretary signed by everyone before the end of the meeting.

Ms Hlatshwayo and Mr Shandu phoned in their apologies. The story is that a close friend of theirs is getting married, and they're on the organizing committee. So

they both took a couple of days' vacation leave. Anyone else that you know of? No one? Good! Now, just glancing through our agenda, you'd agree with me that we have a long meeting ahead, and some very serious issues we've got to get to grips with. So let's get this show on the road.

Minutes of the last meeting were circulated last week already, so I take it you've all seen them. Any changes? Can we approve them? Ms Solani, OK. Any seconders? Mr Gradstone. Good! Next, any matters arising from these minutes? Nothing, anyone? Okay then, I've noted just two things. Mr Gradstone, what can you tell us about the street lights? Any progress on that?

Mr Gradstone: Well, not yet, but the municipal officer responsible for the maintenance has promised that they will sort the problem out within a week or two. That remains to be seen, of course...

Ms Vanda: And the potholes? Any sign of progress there?

Ms Solani: A bit. They've filled the holes with gravel temporarily. Apparently the job of filling them with tar has been scheduled for November. The municipality is also going to widen the road, so delivery trucks can stop and unload without obstructing the traffic. That should help a lot. We'll just have to be patient, and keep asking them to fill the potholes with gravel every time it rains.

Ms Vanda: OK. Let's move on to new matters. First, there's the problem with Floradale Park. As you know, Khululekani cc. was awarded the tender to maintain this park. The agreement was that litter and refuse would be removed, the toilet and playground facilities cleaned and that garden services would be provided. It seems they are not really doing their job...

Ms Sukazi: Thank you Chair. I'd like to point out that it's not the first time we've complained about this, and the municipality just does nothing. I think we should march to the Mayor's office and hand in a memorandum. Maybe then we'll get a response out of them.

Mr Simons: And the police are not doing any better. I hear there've been another two muggings. Just last week. It's so easy for thugs to hide in the long grass or behind a bush and ambush passers-by. You know, people go through the park as a short cut to the shops. There are empty bottles everywhere, and signs that homeless people sleep there at night. You can't use the toilet block any more – all the plumbing has either been smashed or stolen.

Ms Shezi: I feel the same. It's not safe to let children near the place, but there's nowhere else for them to play. I'm sick of all this. Next, it'll be rape and murder. We have to do something.

Ms Vanda: I could request a formal meeting with the Mayor, and we could at least demand that they place this on the agenda of the next Council meeting. Then, if we still get no response, we could think about some sort of protest action. Ms Sukazi, let's give them one more chance? How does that sound to everyone? Agreed? Excellent!

Then there's the flooding in the informal settlement. The people there have been warned of the danger a couple of times. It happened last year too, but this time there are a lot more shacks, and the water levels are higher. Of course, the cold doesn't help either.

Ms Solani: I think we should add this to our complaint about the park. The municipality must find an alternative site for these shacks, and develop the place properly.

Mr Simons: Yes, let's do that. There must be a plan for proper housing, with sewage and refuse removal services. It won't help to give temporary assistance if the people stay on that low-lying ground.

Ms Solani: I'm not so sure about that. Yes, we should push for a permanent solution, but I reckon there's a lot we could do to help in the immediate crisis. Why don't we arrange community help, collecting donations of food and blankets, and sheets of plastic to cover the roofs, and firewood? What's wrong with that?

Ms Vanda: I strongly support that. Ms Solani, would you be prepared to coordinate this thing? I'm sure you'll get lots of support from Stanville residents. OK. And yes, I'll add this

housing problem to our request to the municipal authorities. The next item under *New matters* is 6.3, Vandalism. Ms Shezi, you wanted this on the agenda. Perhaps you could introduce the item?

Ms Shezi: Thing is, my kids go to Fauna Primary. This is one of three feeder schools to Ekuphumuleni Secondary. All four of these schools are dilapidated. Gets worse every year. At Fauna hardly any windows still have glass in them. The poor teacher gets the kids to design posters and sticks them over the openings to keep out the cold, but they don't last. Not to mention the furniture, the fencing, the non-existent computer resource centre, and the bookless library. At Ekuphumuleni, half of sports field has been ploughed up for a school vegetable garden. Now I'm all for going green, and eco-this and eco-that, but this is just stupid. You can't have a vegetable-growing tournament against other schools, or can you? Can you imagine a Parents Day, with all of us sitting around watching spinach grow? Okay okay, pointing fingers will not get us anywhere. Can't we think of a win-win way out?

Ms Solani: But you've got to admit, our schools are producing results. Last year's results were as good as the average in any province. If it wasn't for that, I would've packed up and left Stanville a long time ago. In spite of all the shortages, the teachers are doing a great job.

Mr Simons: But things are changing fast. We've got to get better resources for our schools. Of course, we'll have to have tighter security and discipline in the schools before we raise funds for books and computers, or they'll simply disappear. Maybe we can come to some sort of understanding with the school management committees.

Ms Shezi: I think we could do a lot more to publicise the success stories, so other children can see the benefits of a good schooling. We must educate; not just discipline. And yes, I do think schools should go green. There's something very educating about eating your own fresh veggies, and it's healthy. It's just how they're doing it that bugs me.

Ms Vanda: For now, let's just set up meetings with school management. There's no quick fix here, and I'm sure these issues will stay on our agendas for a while. In the

meantime, keep thinking. We will need a few practicable suggestions to put to the schools, and these must come with ways in which we can assist them. If you do have any bright ideas, email them to all of us for comment, please.

All right then, any other business we need to discuss? It's already 12:30 and we need to wrap up. None? Okay. The next meeting will be held on the 12th of January. Remember to submit any reports or new agenda items a week before that. I need to finalize the venue booking first, but it'll probably be in B106. I'll confirm in the notice of the next meeting. That said, the meeting is officially closed. Now let's go relax a bit, I hope the refreshments are ready.

INSTRUCTIONS

Make use of the agenda and transcript to write the minutes of this meeting. You may add whatever details you consider necessary to complete the document.

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. Although you may mention names where appropriate, it is not necessary to record what each person said in turn.

Your answer should be approximately 300 words (2-3 pages) in length.

[50]

QUESTION 2 REPORT WRITING

BACKGROUND

As Manager: Professional Development in the Human Resources division of an organization, you are responsible for staff training programmes. A month ago Ms Nazeem Baker, Director: Human Resources, requested that you evaluate two different 'Business Writing Skills' courses to establish which of these would best suit the organization. One is offered by Edukare College, and the other by Destiny College.

Your investigation included accreditation of these institutions; relevance of course content; duration; costs; and any other details you consider relevant.

Your report is to be submitted to the director by 30 September 2013.

INSTRUCTIONS

Write a short formal report on your investigation into this matter. You should include the title of the report and use the following subheadings:

1. Terms of reference
2. Procedures
3. Findings
4. Conclusions
5. Recommendations

Your report should not exceed 3 pages in length.

[50]

TOTAL: 100

Remember to keep a copy of your assignment.

SEMESTER 02
ASSIGNMENT 01
Due Date: 12 August 2013

Unique no. 318294

Submit this assignment only if you are registered for Semester 2 2013.

Your Unique Number for this assignment is 318294.

QUESTION 1 CORRESPONDENCE - REVISING, EDITING AND PROOFREADING

You are one of the directors at a firm of auditors, called *Auditors United*. Your employees have been working extra hard in the past few months and the directors have agreed to pay each employee a once-off lump sum bonus.

You have drafted a memo to inform employees of the good news. Read the following draft carefully a few times. Then rewrite the memo, making whatever improvements you consider necessary. Pay careful attention to the ideas and information, format, paragraphs, writing style and English usage.

M E M O R A N D U M

To: Everyone

From: Management

Date: March 2013

PAYMENTS

The above matter refers.

My dear employees. I hope this memo finds you well, I'm also well.

I'm not sure were to commence, I'm not even sure weather I'm suppose to jump or dance or sing or what! As you all know that the employees was working very much hard on the past few month and the news I am bringing you are very nice news, and it is going to make you to feel

good about it, everyone at management are very much happy about these news. We have spoken to the UNIONS last month and they are very much happy about this things that I'm gonna be sharing you today. Our policy about remunerations does not allow us just to pay bonuses or to pay funds that was not budgeted. Thus you can see that in paper, we could not just pay bonuses, no, we were not at all allowed. So according to our opinion we can only be able to pay bonuses of which they based on the performance scores. But, we as management, we feel that we had to do something to say thank you to each and everyone of you as our employers. That feeling made us to dicide that your all getting huge bonuses when its monthend, this are good news indeed. I can be able to confirm that each and every bank account will be very rich this month. I've got to highlite and emphasise on this point, this does not happen everyday, Christmas comes once a year!!! Please spend the money wise and make sure that you save some money and make sure you don't spend it all at once so that you can be able to buy all the things you need.

Yours in celebration.

[40]

QUESTION 2 MEMORANDUM

You are Director: Physical Support Services at *Bubblies*, a beverages company. Your company is exploring the idea of opening a day care facility on the premises so that employees with young children can bring them to work during school holidays.

Write a memo employees of the company, informing them of the planned facilities and asking them to give you their views and suggestions. In your memo, highlight the benefits of the planned initiative. Include any other information you consider relevant.

Pay careful attention to the ideas and information, format, paragraphs, writing style and English usage. Your memo should not exceed 1 page in length.

[60]

TOTAL: 100

Remember to keep a copy of your assignment.
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SEMESTER 02
ASSIGNMENT 02
Due Date: 9 September 2013

Unique no. 397084

Submit this assignment only if you are registered for Semester 2 2013.

Your Unique Number for this assignment is 397084.

QUESTION 1 MEETINGS

Reference Before responding to this question you should work through Study Unit 3, pp. 99-119. Pay special attention to Activity 3.17.

BACKGROUND

You are secretary to the Director: Protection Services at Comrail, one of three companies that provide passenger rail services to and from Pretoria. It is therefore your responsibility to take minutes of meetings of the management committee in this directorate. The following is the agenda of the meeting now being held:

COMRAIL PTY (Ltd)
PROTECTION SERVICES

To: Management Committee members

NOTICE OF MEETING

Please note that the next meeting of the Management Committee will be held in the Clover Room on Friday, 21 October 2013 at 08:30.

AGENDA

10. Welcome
11. Present
12. Apologies
13. Minutes of previous meeting
14. Matters arising
 - 14.1 Carriage 67 upholstery replacement - Update: Ms Solani
15. New matters
 - 15.1 Overcrowding on Route 66
 - 15.2 Platform security checks
 - 15.3 Understaffing - Mr Simons
16. General
17. Date of next meeting
18. Closure

XXXXXXXXXX

XXXXXXXXXX

Secretary to the Director

Comrail Protection Services

14 October 2013

Below is a transcript (exact words written down) of what was said at the meeting, presented in the form of a dialogue.

TRANSCRIPT OF THE MEETING

Ms Vanda: Okay, okay settle down people, it's 9am sharp and we gotta start!

(Chair)

Right, welcome everyone, welcome to our second meeting of the year, welcome to what promises to be a very productive meeting. The attendance register is circulating. Please see that it gets back to our secretary signed by everyone before the end of the meeting.

Ms Hlatshwayo and Mr Shandu phoned in their apologies. The story is that a close friend of theirs is getting married, and they're on the organizing committee. So

they both took a couple of days' vacation leave. Anyone else that you know of? No one? I don't see Mr Tshabalala. Now, just glancing through our agenda, you'd agree with me that we have a long meeting and some very serious issues we've got to get to grips with. Let's get this show on the road.

Minutes of the last meeting were circulated last week already, so I take it you've all seen them. Any changes? Can we approve them? Good! Any matters arising from these minutes? Nothing, anyone? Okay then, I've picked up just two things. What's happening about that vandalized carriage, No. 67? Any progress on that?

Ms Solani: Well, it seems there's no way we'll ever find out who slashed the seats, but the upholstery has just about been redone, and the carriage should be back on the tracks some time next week.

Ms Vanda: Ah, Mr Tshabalala! Please join us. Better late than never...

Mr Tshabalala: Sorry. Stuck in traffic again.

Ms Vanda: Well, better late than never, I suppose. And the stabbing at Central Station? Any sign of progress there?

Mr Gradstone: According to the police, the guy who was stabbed was under the influence. He had a half-full bottle of vodka in his coat pocket. Whoever stabbed him got away with his cellphone – there have been no arrests. The guy's out of hospital now, and OK, but we should alert all security officers to the alcohol problem – it's not allowed at our stations or on our trains, and we should do more to enforce that.

Ms Vanda: OK. Let's move on to new matters. First, there's the overcrowding. That's partly because the vandalized carriage was removed from this Route 66. The good news is that we're getting three new carriages, and I hear that at least one will be used on this route. That should ease the congestion. Ms Sukazi?

Ms Sukazi: Thank you Chair. I'd like to point out that it's not the first time we've complained about this. It's almost impossible to keep people safe when there are so many people trying to board a full train, clinging to the doors and windows. I just can't see that three more carriages are going to solve the problem.

Mr Simons: Reports are coming in of another two muggings. It's too easy for thugs to get lost in the crowd. I really think we're fighting a losing battle.

Mr Tshabalala: I feel the same.

Ms Vanda: Look, we don't have any real say in how many carriages the company can afford, but I'll include this in my report to top management. I'll also recommend that trains should not pull out of stations until all the passengers are inside and the doors closed. We must try to make the rest wait for the next train. They might be a bit late, but it's in their best interests. I don't know what more we can do.

Now, platform security. It's clear that we've got to step up our security checks. There's too much alcohol, and too many people weapons around. What I want to know is why there have been fewer confiscations and arrests in recent months. The figures are really quite worrying.

Ms Solani: We're having a bit of trouble with support from SAPS. Quite often you get situations that our guys can't handle on their own, and it takes forever for the police to arrive on the scene. By then it's too late to do anything much.

Mr Simons: Yes, well, this is why I asked to have the understaffing thing on the agenda. I don't think we should ever have just the one officer on platform duty. It's dangerous. We must have at least two, and they must have two-way radios that actually work. Our equipment is just not OK. They also need to be able to communicate with the officers on the trains, because when there's an incident there we often need back-up when we get to the next station. There are too many cases where criminals resist arrest because they see they can get away with it. You can see this in half the reports we get.

Ms Solani: I strongly support that. If we can't deploy in pairs, we should not deploy at all. Then maybe they'll see that we have a very real staffing problem.

Ms Vanda: Well, if it's any consolation, we are making some progress on filling the 8 vacancies that we advertised last month. I think we'll have the new staff by about the middle of next month. And yes, it's policy that we do not put officers on duty

alone. I'll order an investigation into why this is happening, if it is. Please let me have any information on where this might have happened by, let's say, the 28th October.

And that just about wraps it up. Anyone want to raise anything under General? No? OK, then we meet again on the 12th of January. Remember to submit any reports or new agenda items a week before that. I need to finalize the venue booking first, but it will probably be in B106. I'll confirm in the notice of the next meeting. That said, the meeting is officially closed. Now let's go relax a bit, I hope the refreshments are ready.

INSTRUCTIONS

Make use of the agenda and transcript to write the minutes of this meeting. You may add whatever details you consider necessary to complete the document.

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. Although you may mention some names, it is not necessary to record what each person said in turn.

Your answer should be approximately 300 words (2-3 pages) in length.

[50]

QUESTION 2 INVESTIGATIVE REPORT

You are head of the Internal Audit Unit of Daredevil Driving School. Some community members have raised concerns regarding the extent of unethical behavior in the company. It has been alleged that some Instructors take bribes in order to secure driver's licenses for learners, and that some driving instructors sexually harass young female learners.

Write a short formal report on your investigation into this matter. You will submit your report to the office of the General Manager by 30 November 2013.

Your report should include a title and the following subheadings:

1. Terms of reference
2. Procedures

3. Findings
4. Conclusions
5. Recommendations

Your report should be approximately 450 words (or 3 pages) in length.

[50]

Total: 100

Remember to keep a copy of your assignment.
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9 OTHER ASSESSMENT METHODS

There are no other assessment methods for this module.

10 EXAMINATION

Please refer to the *myStudies@Unisa* brochure for general examination guidelines and examination preparation guidelines.

Note that students receive admission to the examinations on the submission of their first assignment on the due date.

11 FREQUENTLY ASKED QUESTIONS

The *myStudies@Unisa* brochure contains an a-z guide of the most relevant study information.

Question

Can I submit my assignment late?

Answer

You must submit your first assignment on time, as admission to the examination is based on this. Furthermore, we can only get a mark onto the system if an assignment has been registered on computer by the Assignment Section. We cannot undertake to do this for you. If you are late for medical reasons, we suggest that you attach a note and medical certificate to the outside of your assignment (where it will be seen), and follow-up to confirm that the assignment is in fact on the system. You can do this yourself by checking that it has been received and processed on *myUnisa*.

Question

I submitted only part of my assignment. Can I submit the rest of it?

Answer

If you submit an incomplete assignment, it will be processed as though it were complete, i.e. the system does not recognize that it is not complete. If you submit the same assignment again, it will be treated as a duplicate and returned to you unmarked. It might be possible for us to assist you when the original incomplete submission has been marked and returned to you, but it often happens that this is too late for us to make changes. Please ensure that your assignment is complete. If you work on computer, make sure that all questions of the assignment are done in the same file/document.

12 SOURCES CONSULTED

Not applicable.

13 CONCLUSION

The ENN1504 Team wishes you every success. Enjoy your studies!

14 ADDENDUM

Not applicable.