

# Tutorial Letter 101/3/2016

## 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 required to communicate effectively in a professional environment, using English. The ability to write well in the world of work is a valuable life skill, so we hope you will find this course useful in your professional life.

Study material supplied for this module will include the following:

- Tutorial Letters 101 and 301
- The study guide
- A workbook
- Online and other digital material

**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 it is also available on myUnisa under Official Study Material.**

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 also 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 a range 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. You will also be required to produce texts of your own that reflect what you have learnt from this. You will therefore be able to transfer your skills to new contexts, and to develop them independently.

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 in organisational contexts, 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 “correct” 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 general 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 memorandums, are mainly about conveying information or making requests, while minutes of a meeting are mainly about keeping records.

“Time is money” is the first consideration that underlies business writing. Most business documents are written and read under pressure by busy people, so we need a “language of efficiency”.

A second consideration is that most business correspondence is not written exclusively for a known 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 being aware of 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 and analyse 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 the 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 the 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: to evaluate and rework the results of initial planning as reflected in content and structure;
- edit: to improve diction (word choice), grammar and writing style; and
- proofread: to 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 the following:
  - 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 focused 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 LECTURERS AND CONTACT DETAILS

#### 3.1 Lecturers

Please contact us telephonically or by email:

Ms Sanjana Singh	Tel: 012 429 4283	<a href="mailto:singhs3@unisa.ac.za">singhs3@unisa.ac.za</a>
Prof Colyn Davey	012 429 3904	<a href="mailto:daveycr@unisa.ac.za">daveycr@unisa.ac.za</a>
Mr Mzukisi Lento	012 429 6288	<a href="mailto:lentomj@unisa.ac.za">lentomj@unisa.ac.za</a>
Ms Vivienne Hlatshwayo	012 429 6145	<a href="mailto:hlatstv@unisa.ac.za">hlatstv@unisa.ac.za</a>
Ms Annette Britz	012 429 6219	<a href="mailto:britza@unisa.ac.za">britza@unisa.ac.za</a>

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

For all administrative matters:

Mr Makgape Molepo	012 429 6702	<a href="mailto:molepml@unisa.ac.za">molepml@unisa.ac.za</a>
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#### 3.2 Department

Please visit our website at [www.unisa.ac.za/English](http://www.unisa.ac.za/English)

##### Find us

Room 7-31  
 Theo van Wijk building  
 UNISA main campus, Preller Street  
 Muckleneuk  
 Pretoria

##### Mail us

Dept of English Studies  
 PO Box 392  
 UNISA  
 0003

#### 3.3 University

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

Physical address:

University of South Africa  
 Preller Street  
 Muckleneuk  
 Pretoria  
 City of Tshwane

Postal address:

University of South Africa  
 PO Box 392  
 Unisa  
 0003

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

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

If you have access 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.

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 before deciding whether you need additional help in the form of further reading material. If you decide that you do, we recommend the following:

First Author	Year	Title	Edition	Publisher	ISBN
Erasmus-Kritzinger, Lisel	2000	Advanced communication skills for organisational success	1st ed.	Afritech: Lynnwood Ridge	187494041X (pbk.)
Taylor, Shirley	2012	Model Business Letters, Emails, and other business documents	7 <sup>th</sup> ed.	Pearson Education Limited: Edinburgh Gate	978027375193

Please note that you are not expected to buy recommended books. They are recommended for students who feel that they need information beyond the study guide.

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

### 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 entitled *my Studies@Unisa*, which you received with your study package, for information on the use of myUnisa and possible participation in the Unisa tutorial service, etc.

In accordance with Unisa's 2016 strategic plan, e-tutors have been appointed to assist students in achieving their educational goals. The e-tutors will provide online support and guidance on the myUnisa portal. Students are urged to interact and participate actively on the site as this has the dual function of providing tutorial guidance and an opportunity to engage meaningfully with fellow students. Kindly register for a myLife account to make use of this added advantage.

## **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, workbook and digital resources as needed. If at all possible, you should participate actively in the online tutorials. 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 content of your own. Finally, revise, edit and proofread your answers carefully.

Many students use English as an additional 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 assessment 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 of a large organisation.

Students who are not currently 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", although these should be 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.

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

Your written work will be assessed in accordance with a set of criteria that reflects both writing skills and outcomes:

Structured content (Skills: draft & revise)

Language (Skills: edit & proofread)

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

Feedback on your written work will be provided by means of corrections and comments, or by indications of where your difficulties are so that you can make the necessary corrections. Please note that we do not necessarily indicate every mistake you have made.

ASSESSMENT CRITERIA		
<b>Alignment of content and structure</b>  Content: information accuracy and completeness  Structure: paragraphing, subheadings, format conventions	<b>Appropriate writing style</b>  Grammar: vocabulary and sentence construction	<b>Language accuracy</b>  Error-free grammar; spelling; punctuation; typing /handwriting
<b>Writing skill</b>		
<b>Revision</b>  Rework the initial planning, information collection and organisation. Where necessary, add detail or summarise	<b>Editing</b>  Improve style and sentence construction	<b>Proofreading</b>  Correct minor mistakes in grammar, spelling, punctuation and keyboard use

## 7 PRACTICAL WORK AND WORK-INTEGRATED LEARNING

There are no practical sessions for ENN1504.

## 8 ASSESSMENT

### 8.1 Assessment plan

You must submit all four assignments in order to obtain the best possible semester mark, as each assignment contributes towards your final mark.

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

- Assignment 01 – 25%
- Assignment 02 – 25%
- Assignment 03 – 25%
- Assignment 04 – 25%

**Submission of Assignment 01 by the due date is compulsory for admission to the examination. Your performance in each of the four assignments contributes to your final mark.**

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

The semester mark, which is derived from all your assignment marks, counts 40% of your final mark. The mark you obtain in your examination counts 60% of your final mark.

**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, as your semester mark will not be included in the final result. In other words, your examination mark becomes your final mark, without including the semester mark. This is called an examination subminimum requirement.

### 8.2 General assignment numbers

Assignments are numbered consecutively per module, starting from 01. For this module you will submit the four assignments of the semester for which you are registered. Please do not submit the assignments for the other semester included in this tutorial letter.

### 8.3 Unique assignment numbers

Note that these unique numbers tell us which assignment has been submitted, but we still need your student number to indicate who submitted it.

**Semester 1**

Assignment 01	788279
Assignment 02	646679
Assignment 03	788405
Assignment 04	831062

**Semester 2**

Assignment 01	831420
Assignment 02	737402
Assignment 03	860182
Assignment 04	807095

**8.4 Due dates for assignments****Semester 1**

Assignment 01	10 March 2016
Assignment 02	24 March 2016
Assignment 03	07 April 2016
Assignment 04	21 April 2016

**Semester 2**

Assignment 01	29 July 2016
Assignment 02	11 August 2016
Assignment 03	25 August 2016
Assignment 04	08 September 2016

**8.5 Submission of assignments**

You may submit the assignments for this module either by post **or** electronically via myUnisa, preferably as PDF files. You may also post your assignments in a Unisa assignment box located at your regional centre. Assignments may **not** be submitted by fax or e-mail.

If you submit on myUnisa, please ensure that you upload the correct file. We can only award marks for ENN1504 assignments.

Note that you can only upload one file as your complete assignment, that is, you cannot submit answers to each question in separate files/documents.

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

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

## 8.6 The assignments

# SEMESTER 1

## ASSIGNMENT 01

### Due date: 10 March 2016

Unique no. 788279

**Submit this assignment only if you are registered for Semester 1 2016.**

**If you submit via myUnisa, preferably submit as a pdf file.**

**Check that you have uploaded the file containing your response to this assignment.**

### **WRITING SKILLS IN WORKPLACE CORRESPONDENCE - REVISING, EDITING AND PROOFREADING**

#### **BACKGROUND**

You are Superintendent at Merrydale Home for the Aged. This facility is old and in urgent need of repair. The kitchens and gardens, especially, have been allowed to fall into a state of disrepair, and security arrangements are hopelessly inadequate.

Staff are finding it increasingly difficult to do their jobs well, and face constant complaints from residents and visitors concerning food, exercise facilities and personal safety. There is talk of resignations and possible strike action.

You have drafted a memorandum and requested that it be displayed on notice boards and emailed to staff members.

#### **INSTRUCTIONS**

Read the Superintendent's draft email below critically. Improve on it by revising, editing, and proofreading it.

This means that you should write your own version of the message, and may add or leave out information. In your revised version, you should have grammatically correct English, appropriate style and well-structured paragraphs.

Your answer should not exceed one page in length.

## M E M O R A N D I M

**TO: staff**  
**FROM: Superintendent**  
**PG MOREWA**  
**Merryvale Home for the Aged**  
**DATE: 18<sup>th</sup> May 2016**  
**RE: Complaints and threats**

It has reached my ears, or rather it has unofficially come to my attention that most of you are not happy with the way things are done and the way how they are here at Merryvale Home. I know that we have shortage of cooking utensils and so on in the kitchen, and the ovens, two of them are not working. And so many kettles in the residents rooms, they are not working or they have gone missing. So everyone is complaining about this things. And the grounds must be cleaned up so that the residents can go for walks, especially when their families visit them, and exercise is good for they health.

In regards to the disappearance of Granny Smith (that happened last week), we called the police and they are still busy to investigate, but it appears as though her one nephew came and took her away and took her to another old aged place. At least that's what they told me on the phone, they must still send me a copy of their report in writing. Then I also asked for the police to investigate why so many of our equipments are missing on the premises, such as the abovementioned kettles, bathroom taps and even some of the brass door handles. They don't rule out inside jobs, or maybe theft by some of the residents and visitor's.

Then the other week two of the caregivers, Nancy and Barbara, were attacked and robbed whilst they were walking from the resident's lounge towards the gym. They were even needing medical assistants because of the assault which was done on them.

So this is to inform you that we as management are working on a solution to these issues. Although we are government funded, but we have approached the municipal council and also the Residents Association and we have been putting plans in place to upgrade the whole place. When these plans are submitted to the municipality, they are going to consider increasing the amount in the budget.

The Residents Association says they will help us to clean up and restore the gardens, and they will try to organize some volunteer workers for this, and they will ask their Neighbourhood Watch to pay special attention to security around Merryvale Home. And they are going to do a fund raising to provide new equipments to our catering services. Also, we have terminated the contract of Star Security Services and are busy negotiating a contract with a new security company so that no one can be able to fear for their safety.

So things are going to change for a better life for us and all the old people who need a good place to stay. Please help to implement the plan in whatever way you see fit. Your positive respond will be highly appreciated.

Your's faithfuly.  
PG MOREWA

**TOTAL MARKS: 100**



# **SEMESTER 1**

## **ASSIGNMENT 02**

### **Due date: 24 March 2016**

Unique no. 646679

**Submit this assignment only if you are registered for Semester 1 2016.**

**If you submit via myUnisa, preferably submit as a pdf file.**

**Check that you have uploaded the file containing your response to this assignment.**

#### **MINUTES OF A MEETING**

##### **BACKGROUND**

You are employed as secretary to the Director: Examinations Division at Prime College.

Examinations at the College, which are scheduled in the mornings, afternoons and evenings of a one-week period, have just ended. During and immediately after this examination week, many students complained about the poor condition of exam venues, timetable confusion, noise as a result of building renovations and a number of other causes of dissatisfaction.

The Director: Examinations Division, Mr P Pather, has placed this matter on the agenda for the next monthly staff meeting.

##### **INSTRUCTIONS**

Below is a transcript (exact words written down) of what was said under agenda item 5.1 of this meeting, presented in the form of a dialogue. Write the minutes of this discussion, which covers only one agenda item, and not the whole meeting. **THIS MEANS THAT THE COMPLETE FORMAT FOR MINUTES IS NOT REQUIRED.** Minute the discussion under the subheading:

## 5.1 Exam venue dissatisfaction

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. Note that it is usually not necessary to record what each person said in turn.

Your answer should not exceed one page in length.

### Transcript of part of the meeting

**Mr Pather:** Right Colleagues, now that we've all had our coffee break - and thanks to

**(Chair)** Emily for organising refreshments - let's move on to item 5.1 of the agenda: ***Exam venue dissatisfaction***. I'm sure you're all aware of the recent unfortunate spate of emails and telephone calls we've received from students complaining furiously about our exam arrangements. Some of the complaints have been about the state of the exam venues: mix-ups in the timetable; inefficiency of the invigilators; and noise.

**Mr Shezi:** I've had complaints about the evening sessions ending late, and students complain that there is no public transport at that time of night. There were even cases of girls sleeping in the exam venues because they were afraid to walk home at night.

**Ms Kgama:** Yes, colleagues. When we schedule these sessions, we must remember our students' personal situations – not everyone can afford a car and they must make use of what's available. I really think the scheduling was careless and inconsiderate, especially for these late sessions – I see it as part of my duty to point this out.

**Ms Rhoda:** Are you accusing me and my section of inefficiency merely because a few students complained and ...

**Ms Kgama:** And what, may I ask, do you know of public transport to the townships? I always see you in your flashy new car and I'm sure you've never ...

**Mr Lawrence:** Really, colleagues. This is not the place to make accusations....

**Mr Pather:** Order please people. Bickering among ourselves won't solve anything.

**Mr Serfontein:** I agree with you, Charles. We must address the issue at hand. Mr Pather, can we get back on track and focus, please.

I suggest we liaise with the Student Representative Council and ask them to contact a reputable taxi organisation and request them to be available in the evenings. Shall I assist the SRC in this and prepare a brief report?

**Mr Pather:** If you would, please Pieter. This could be a great help.

**Ms Kgama:** And what can we do about the inefficiency of the invigilators? I myself have seen them texting on their phones instead of watching the candidates. We tell students to be seated before the exam starts, but some invigilators arrive after starting time and the doors are still locked. Then there are double-bookings and chaos.

**Ms Rhoda:** Really Ms Kgama, you should know that we hold a training session at the beginning of every year to tell invigilators what we expect from them.

**Mr Pather:** Maybe this is not enough, colleague. I suggest you run a training session before every exam cycle and make them sign a code of conduct. Or write the code into their contracts. I'll help you put something together, and we'll run it past Human Resources. In any case, we must warn each one that if even one complaint is received from a student and turns out to be justified, his or her contract will be terminated with immediate effect. Does everyone go along with this? Thanks.

**Mr Serfontein:** What can we do about the construction site at the Illovo centre? That's the only venue where building is currently being done on the adjacent plot of land and I know the noise levels are impossible.

**Mr Shezi:** I live just down the road from the Headquarters of the Primetime Construction Company. Shall I via there on my way home and ask when they will finish the construction?

**Mr Pather:** Excellent idea Shets – and I'll look into possible alternative venues. We can't have this situation again...

**Mr Lawrence:** What are the chances of purchasing our own venue in Illovo? We've got lots of students in that area about a thousand. Then we could use it for exams as well as tutorial sessions and workshops.

**Mr Pather:** Good idea, but much too ambitious, I'm afraid. We're still a young company, and our current budget won't allow it. Maybe in a few years' time, with a bit more growth.

**Dr Gittins:** I see an excellent opportunity for turning negative publicity into a positive image-booster for the college, and I don't think we should dismiss the suggestion of combining exam and tutorial venues too quickly. Can't we consult some of the other managers?

We could show how much the college cares for its students and takes their complaints to heart by publishing an action plan to ensure that our students will be safe and free to write exams in clean, quiet venues.

**Mr Pather:** OK. Will you meet with the sales and marketing divisions, and come up with a proposal, Dr Gittins? I can see how a plan like this could greatly benefit Prime College.

Any further discussion? No? Then I suggest we all do our homework, and report back here at the next meeting in two weeks' time. Thank you for your excellent suggestions – I knew if we put our heads together, we'd be successful. Thank you, colleagues. Let's move on to the next item.

**TOTAL MARKS: 100**

# **SEMESTER 1**

## **ASSIGNMENT 03**

### **Due date: 7 April 2016**

Unique no. 788405

**Submit this assignment only if you are registered for Semester 1 2016.**

**If you submit via myUnisa, preferably submit as a pdf file.**

**Check that you have uploaded the file containing your response to this assignment.**

#### **THE INVESTIGATIVE REPORT**

##### **BACKGROUND**

You are employed as the Director: Client Relations, in the management division of Stonefields Shopping Centre. You work closely with Sharp Security. The Centre has a contract with this company which is renewed annually.

There has been a recent spate of crimes in the shopping centre: muggings, smash-and-grab incidents, bag snatching and the like. It is possible that some of the car guards are involved, but no one knows for sure. The Centre is acquiring a bad reputation and is beginning to lose customers.

Management has requested that you investigate possible reasons for the sudden increase in these crimes, and make recommendations as to how shopper safety can be improved in and around the Centre. Your report is to be submitted to the Management Council by the end of May.

##### **INSTRUCTIONS**

Write an investigative (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.

**TOTAL MARKS: 100**

# **SEMESTER 1**

## **ASSIGNMENT 04**

### **Due date: 21 April 2016**

Unique no. 831062

**Submit this assignment only if you are registered for Semester 1 2016.**

**If you submit via myUnisa, preferably submit as a pdf file.**

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#### **THE PROGRESS REPORT**

##### **BACKGROUND**

You are the Director: Operations at a company called Primetown Construction, which has been working on a major contract to build a school, library and clinic in a rural area. However, progress has been held up repeatedly by power outages (interruptions in electricity supply) during the past few months, and construction costs have escalated.

The Chief Executive Officer (CEO) of the company has expressed concern and asked that you report on progress towards finalization of this project.

##### **INSTRUCTIONS**

Write a short progress report. You should include a TITLE and use the following subheadings:

1. Introduction
2. Description of task
3. Work completed to date
4. Difficulties encountered
5. Next phase
6. Conclusions and recommendations

Your report should be 2-3 pages in length.

**TOTAL MARKS: 100**

**SEMESTER 02**  
**ASSIGNMENT 01**  
**Due date: 29 July 2016**  
Unique no. 831420

**Submit this assignment only if you are registered for Semester 2 2016.**

**If you submit via myUnisa, preferably submit as a pdf file.**

**Check that you have uploaded the file containing your response to this assignment.**

**WRITING SKILLS IN WORKPLACE CORRESPONDENCE - REVISING, EDITING AND PROOFREADING**

**BACKGROUND**

You are the Director: Virtual Storage at Y2K Incorporated, an ICT company in Johannesburg. Your company has always struggled with controlling employees' use of the internet for personal reasons, but now the misuse of company resources is spreading to company cell phones. At the last management meeting, you were asked to write a memorandum to the staff in your directorate expressing Management's concern about the misuse of company resources. In your memorandum you should inform staff that the computers and phones issued to them will be fitted with data-tracking apps so as to monitor individual phone and internet use.

**INSTRUCTION**

Read the draft memorandum below critically and then improve on it by revising, editing, and proofreading it. This means that you should write your own version of the message, and may add or leave out information. In your revised version, you should have grammatically correct English, appropriate style and well-structured paragraphs.

Your answer should not exceed one page in length.



## M E M O R A N D U M

**TO:** Everyone

**FROM:** Your Manager

**DATE:** 11/ 10/ 16

**RE:** We can't continue like this, something drastical should be done because nobody seems to be listening to all the warnings.

I am sick and tired of repeating the same thing again and again. We all know that the costs of living is too high, especial here at Johannesburg, the city of Gold where it is alive with possibilities. I use to wonder why everyone is coming to Johannesburg, the golden city, but now I know. The fact of the matter is we all need money, but the money is never enough. I understand that. And I am a human being myself so I understand that sometimes your short of money and you need to call home and you use the company phone. That is understandably if it happens here and there. I also understand that maybe you could also need to check the internet for somethings here and there but, no people, what you are doing is not right, it is wrong. Lets not waste companies money. Lets not waste the internet by doing our own things. Lets not sit hours and hours in the phone charting to friends and relatives. Lets save our company. Where is the dignity and the shame?!?!? Your all in charge of each and everyone of your destiny in this company. Its high time one sets his eye on the ball. Its either you are in because this days, we all need each other, management and employer, employer and management together hand to hand, lets work together.

In nowadays, time is money. So we are starting to fix this now. From next few weeks we will put programs in your phone and computers. This programs will see how much you do in the internet. It will check how much you call and who are you calling. It will see everything that your doing. So the technical people will come to your work station and put in your app program for the tracking of your phone and internet. Please, I am beging you please, do'nt intefere with this people. It is come to my ears that others are saying they will threaten this people. Any percieved threatening will be dealt with very very harsh.

Yours faithfully,

*K.P. Aragana*

K.P Aragana  
(Director: Virtual Storage)

**TOTAL MARKS: 100**

# **SEMESTER 02**

## **ASSIGNMENT 02**

### **Due date: 11 August 2016**

Unique no. 737402

**Submit this assignment only if you are registered for Semester 2 2016.  
If you submit via myUnisa, preferably submit as a pdf file.  
Check that you have uploaded the file containing your response to this assignment.**

#### **MINUTES OF A MEETING**

##### **BACKGROUND**

You are employed at ProLegal, an organisation which offers legal aid to clients. The CEO of the firm feels very strongly that all employees should project a professional image at all times, especially as regards dress and appearance.

A number of young employees have recently started at the firm, and their dress code is frowned upon by the older members of the firm. The matter has not yet been brought to the attention of the CEO, since Heads of Department have hoped to settle the matter without his intervention.

The Director: Human Resources, Ms Laverne, has placed this matter on the agenda for the next monthly inter-departmental meeting.

##### **INSTRUCTION**

Below is a transcript (exact words written down) of what was said under agenda item 5.1 of this meeting presented in the form of a dialogue. As Personal Assistant to the Director, it is your task to take minutes at this meeting. Write the minutes of this discussion, which covers only one agenda item, and not the whole meeting. **THIS MEANS THAT THE COMPLETE FORMAT FOR MINUTES IS NOT REQUIRED.** Minute the discussion under the subheading:

## 5.1 Dress Code

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. Note that, although it is sometimes appropriate to name a speaker, it is usually not necessary to record what each person said in turn.

Your answer should not exceed one page in length.

### Transcript of part of the meeting

- Ms Laverne:** Right, colleagues. Now that we've all had our coffee, and a few minutes' comfort break, let's move on to item 5.1 of the agenda: **Dress Code**. I'm sure you've all noticed the twelve young people in our midst – in fact, as most of you know, we held a welcoming tea for them last month. They have brought a breath of fresh air into our legal halls, but I am afraid some of them may be too fresh (laughter) – I am of course referring to their dress code.
- (Chair)**
- Mr Letseka:** I'm sure we've noticed them, Madam Chair – and some of them mean to be noticed indeed (chuckles).
- Ms Abdulla:** Yes, colleagues. I'm afraid their dress doesn't do the image of ProLegal any good. Of these twelve youngsters, probably only three wear clothing that is above reproach. Didn't you deal with the company dress code during their induction, Ms Oliver?
- Ms Oliver:** Of course I did! What a question! Are you accusing me and my section of inefficiency – merely because some of them take liberties with their appearance?
- Ms Abdulla:** Not at all, Marge – please don't be so sensitive. It was merely a request for information - I do apologise.
- Mr Struwig:** Really, Marge! I'm sure she meant no harm. I for one appreciate the way the girls dress ... the shorter the skirts, the shorter my day seems.

- Ms Oliver:** Really, Mr Struwig ... what next! I'm shocked.
- Ms Laverne:** Order please people! Giggling and bickering among ourselves won't solve anything.
- Mr Serfontein:** I agree. We must address the issue at hand. Madam Chair, can we get back on track, and focus please. I for one have another appointment at one and we are wasting time.
- May I make a suggestion, through you of course, Madam Chair? You may be aware that this group of young people has appointed a representative team of three members and a Chairperson to liaise with the staff regarding a number of issues. The chairman is that nice young Bernard with the spiky black Mohawk hairstyle. Would you like me to have a discussion with him?
- Ms Laverne:** I appreciate the offer, Tony, but I think all efforts in this regard should be handled by my office and by Ms Oliver - a professional image is after all the ultimate responsibility of HR.
- Ms Oliver:** I suggest we call a meeting with the whole group, tell them what is wrong with their appearance and give them twenty-four hours to improve. They should know by now that mohawks and short skirts are unacceptable, and ....
- Mr Serfontein:** Really, Marge, by doing that you will only cause dissatisfaction. Remember, these are the young people whom we selected, and we are hoping that they will ultimately join the permanent staff. No, we can't go that route!
- Ms Laverne:** I agree, colleague. We must be careful in our handling of this delicate matter. Does anyone have any better ideas?

- Mr Letseka:** One of my clients is a firm called The Presentation Guys – their job is to offer workshops on professionalism and projecting a professional image. I could approach them and ask for a list of workshops, dates and a price list. We will probably have more success in this matter by using an outside firm than by bungling in there ourselves.
- Ms Laverne:** Excellent idea, Lets – and I'll look into the budget and see what is available.
- Mr Struwig:** How about exploring the possibility of corporate wear for us? There are very professional-looking suits available for both men and women – almost of the kind that air-hostesses wear, and they always look neat.
- Ms Laverne:** What's "corporate wear"?
- Mr Struwig:** Well, think of it as a fancy sort of company uniform, if you must...
- Ms Laverne:** A good idea, but it may be rather expensive. Mr Struwig, get us the financial information, and we'll look at the possibility.
- Dr Wyngaard:** I see an excellent idea for some research for our young interns. As you know, they have to submit a research essay with a legal focus to me in the second semester. I will divide them into groups of three, and set them research on the latest trends in various aspects of professional behaviour in the legal professions – it might be interesting to see in which direction international trends are moving. When the research has been completed, I'll organize a morning event for them to present their findings.
- Ms Laverne:** Excellent – excellent! And if it is a success, this could very well become an annual event – we could all do with broadening our horizons.

Any further discussion? No? Then I suggest we all do our homework, and report back here at the next meeting in two weeks' time. Thank you for your excellent suggestions – I knew if we put our heads together, we'd be successful. Thank you, colleagues. Let's move on to the next item.

**TOTAL MARKS: 100**

# **SEMESTER 2**

## **ASSIGNMENT 03**

### **Due date: 25 August 2016**

Unique no. 860182

**Submit this assignment only if you are registered for Semester 2 2016.**

**If you submit via myUnisa, preferably submit as a pdf file.**

**Check that you have uploaded the file containing your response to this assignment.**

#### **THE INVESTIGATIVE REPORT**

##### **BACKGROUND**

You are employed as Community Liaison Officer in the Highridge District Municipality.

Recently you were approached by the Society for the Prevention of Cruelty to Animals (SPCA), which expressed concern about the growing number of stray cats and dogs in the area. You have since had discussions with officials of the Veterinary Services Division of the Department of Agriculture, RescuePet South Africa and the SPCA, which are non-governmental organizations (NGOs). Together, you are exploring the possibility of starting a programme to control the breeding of pets and unwanted animals.

This programme could include providing subsidized or free veterinary services to pet owners in the poorest areas, the sterilization of stray animals and community awareness and education initiatives.

In the meantime the Mayor has requested that you investigate the matter thoroughly, and prepare a report on the matter for consideration by the municipal council.

## INSTRUCTIONS

Write an investigative (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.

**TOTAL MARKS: 100**



# **SEMESTER 2**

## **ASSIGNMENT 04**

**Due date: 8 September 2016**

Unique no. 807095

**Submit this assignment only if you are registered for Semester 2 2016.**

**If you submit via myUnisa, preferably submit as a pdf file.**

**Check that you have uploaded the file containing your response to this assignment.**

### **THE PROGRESS REPORT**

#### **BACKGROUND**

The Highberg Institute of Technology is a college situated in an area where public transport is limited. Students struggle to reach classes, exam venues and tutorial sessions on time. Students complain regularly about this, and the Student Representative Council has taken up the matter on students' behalf.

In your capacity as Director: Physical Resources at Highberg, you took a decision a year ago to introduce a shuttle service to transport students between the campus and the main residential centres in the vicinity of the College. Although the first shuttles are now running, the needs analysis and planning phase took a long time, and the new service has little visibility amongst students.

Management has requested that you prepare a progress report to submit and present at the next meeting of management and the SRC.

#### **INSTRUCTIONS**

Write a short progress report. You should include a **TITLE** and use the following subheadings:

1. Introduction
2. Description of project
3. Work completed to date
4. Difficulties encountered
5. Next phase
6. Conclusions and recommendations

Your report should be 2-3 pages in length.

**TOTAL MARKS: 100**

## 8.7 Other assessment methods

There are no other assessment methods for this module.

## 8.8 The examination

You will write a two-hour examination at the end of the semester. Please refer to the brochure *myStudies@Unisa* for general examination guidelines and examination preparation guidelines.

Note that you receive admission to the examination by submitting your first assignment on or before the due date.

## 9 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

No, you must submit your assignments on time. Lecturers do not have the authority to change submission dates on the Unisa system.

### 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, that is, the system will not recognise that it is incomplete. If you submit the same assignment again, it will be treated as a duplicate and returned to you unmarked. Please ensure that your assignment is complete before you submit it. If you work on computer, please make sure that your complete answer is in the one file/document that you submit.

## 10 SOURCES CONSULTED

No sources were consulted to prepare this tutorial letter.

## 11 CONCLUSION

The ENN1504 team wish you every success in your studies!