

# **Tutorial Letter 202/2/2018**

## **Practising Workplace English ENN1504**

**Semester 2**

**Department of English Studies**

**IMPORTANT INFORMATION:**

**Feedback Tutorial Letter for Assignment 02**

**BARCODE**

Dear Student

In this tutorial letter, we provide information relating to Assignment 02 and guidelines relating to the October/November examination. We received a few logical and cohesive reports, with particular emphasis on relevant content, correct structure, appropriate style, register and language usage. However, there were too many responses that did not meet these criteria. At the outset, you had to familiarise yourself with the context of the respective reports in order to answer these questions with sufficient details. Although there was a strong emphasis on the content details, the correctness of formal register, tense usage and consistency in format and structure needed serious attention.

In light of our general observations, we believe that you will find the following comments and sample answers useful in preparing for the forthcoming examinations. Please note that the sample answers are by no means definitive solutions to the assignment questions. Furthermore, each response is marked on its own merits, provided it consistently fulfils the required criteria for report writing in the workplace.

## **SECTION A: QUESTION THE INVESTIGATIVE REPORT**

*The purpose of this question is to establish whether you know how to write an investigative report. This requires you to do the necessary preparatory reading so that you can answer the question adequately.*

*Work through unit 3 in the study guide and learning unit 3 in the workbook before attempting to answer this question.*

## **BACKGROUND**

You are the Community Liaison Officer at the Serevana District Municipality.

Recently, several readers of the local community newspaper, the Serevana Sun, have written letters of complaint to the editor about the problem of excessive littering in the local business district. There have also been reports and photographs in two recent editions of this weekly newspaper, which clearly reveal the critical nature of

the problem in the central business district. In addition, vacant

areas of the Serevana local district are in use as dumping sites for huge piles of rotting rubbish. Polite verbal requests by local council employees to shopkeepers, taxi-owners and other offenders have proven to be fruitless, and the necessity for strict, formal measures will have to be an item on the agenda of the next local council meeting.

The local ward councillor, Mr Farooqi Abrahams, has requested that you investigate the matter thoroughly, and prepare a report on this urgent matter for consideration at the meeting of the local council on 14 September 2018.

### **INSTRUCTIONS**

1. The formal investigative report should include a clear and concise title.
2. Use the following sub-headings:
  1. Terms of Reference
  2. Procedures
  3. Findings
  4. Conclusions
  5. Recommendations
  6. Compiler's details and date of submission

### **GUIDELINES**

1. It is important that you read Study Units 1 and 3 in the study guide and learning units 1 and 3 in the workbook. You may also consult recommended books and related additional resources to establish a sound understanding of how to write an investigative report, using the appropriate content, structure, language and style. Use your resources meaningfully to create your own response. Do not plagiarise.

2. Ensure that the information in the different sections of the report are presented in a logical and coherent sequence. Provide important and specific details that are readily accessible at any given time when the report is read.
3. Note that the report is a factual legal document.
4. The report should not exceed THREE pages in length.
5. Edit and proofread the report before submission. You should ensure that the report reflects originality and resourcefulness in providing relevant information that is complete and concise.
6. Include your signed declaration form as part of your submission.

**TOTAL: 100 MARKS**

### **ASSIGNMENT FEEDBACK**

A) The answer should not have exceeded 3 pages in length.

B) The report should have been divided into clear sections:

- Answers must have a complete **TITLE** that indicates what has been investigated, and in what context. Note that one conducts an investigation *into* or *of* something;
- A **TERMS OF REFERENCE** heading, and a paragraph where the background to the problem is presented, what the report is about, who commissioned and authorized the investigation, and any other limitations that exist to the scope of the investigation, such as a time frame (e.g. the urgency of the investigation under discussion);
- A **PROCEDURES** heading, followed by itemized (or at least clearly identified) procedures that were followed to collect the necessary information - always written in the past tense. This could have involved gleaning information from letters, memoranda, telephone calls, questionnaires, publications questionnaires, interviews, consultations, meetings, research, documents, personal visits, observations etc. The answer should show that the student has considered the **TERMS OF REFERENCE** carefully. The answer must show that the student has considered questions like:

What does the investigation need to find out? What sort of information would be most suitable? Are there people in the field upon whose expertise the investigation can rely? No discussion or decision is presented in this section. This section is important because everything that follows in the report is derived from it. It should show that the information is comprehensive and reliable, and that it is safe to take decisions on the basis of the report;

- A **FINDINGS** heading, followed by itemized (or at least clearly identified) realistic and precise facts and figures and results (albeit made up) from each (or most) activities listed under **PROCEDURES** – usually with corresponding numbering. No conclusions are drawn or opinions expressed at this stage.
- A **CONCLUSIONS** heading, followed by an itemized (or at least clearly identified) analysis, interpretation, comment on, evaluation of and/or discussion about the significance and implications of the factual information presented in **FINDINGS**. Conclusions drawn from each of the findings are usual, but that is not always possible because the same conclusion can be drawn from a number of findings. No solutions are posited at this stage;
- A **RECOMMENDATIONS** heading, followed by an itemized (or at least clearly identified) set of specific and practical actions to put matters right, solve specific problems and/or suggestions to improve the situation (if the problem cannot be eradicated completely or immediately). All recommendations made should flow out of, and be supported by the investigation. Depending on the kind of recommendation made, the report writer is not in a position to take decisions or give instructions. For this reason, “must” and “will” are usually avoided, and “should” is used instead. Recommendations are not written in the past tense because they suggest actions that have not yet taken place;
- A **submission verification** section comprised of the report writer’s signature, initials and surname, company designation and date. The report should have no complimentary close such as “Yours sincerely” or “Kind regards.”

**POSSIBLE ANSWER****REPORT ON AN INVESTIGATION INTO THE PROBLEM OF LITTERING AND THE DUMPING OF RUBBISH IN THE SEREVANA MUNICIPALITY DISTRICT****1. Terms of Reference**

On 23 August 2018, the local ward councillor of the Serevana Municipality District, Mr Farooqi Abrahams, requested the Community Liaison Officer, Ms Sunita Padayachee, to investigate the problem of excessive littering in the local business precinct, as well as the use of vacant areas of the precinct as dumping sites for rotting rubbish. It will be necessary to hand over the report to Mr Abrahams by 11 September, for presentation as an agenda item at a local council meeting to be held on 14 September 2018

**2. Procedures**

The following procedures were followed in trying to determine the causes and possible solutions to the problems:

- 2.1 A team comprising of Ms Sunita Padayachee and two other council members walked through the central business district between 4pm to 5pm between 4-6 September 2018, to determine whether these are the peak times for the piling of litter that becomes obstructive to pedestrians, and poses a health hazard.
- 2.2 The team was required to assess the effects of the dumping of discarded, expired foodstuff and the resultant effects outside all the restaurants in the central business district.
- 2.3 The possible obstruction of movement by pedestrians due to the piled merchandise on display outside particular stores in this central business precinct was also monitored.
- 2.4 Since the *Serevana Sun* had carried articles and accompanying pictures on the dumping of disused boxes and canned food that has expired outside the local Domingo Supermarket in 2nd Avenue, the latest photographic and video footage of this problem was acquired.
- 2.5 The sites commonly used for dumping rotting rubbish also warranted an urgent visit to determine the extent of the problem

### 3. Findings

Based on the procedures, the following findings were made:

- 3.1 The walk around the central business district by Ms Padayachee's team during peak times confirmed that there was an inordinate amount of litter scattered on the pavements, roadsides and in the undersized, overflowing litterbins. The area outside the South African Post Office in 12th Avenue is most severely affected by littering.
- 3.2 Of the eight restaurants operating in this district, four restaurants, namely; Seeba Restaurant, Bidaahee Restaurant, Bay Chief Restaurant and Modibeen's Restaurant had an enormous amount of expired foodstuff dumped outside their premises. This practice regularly attracts homeless vagrants who often snatch the handbags and pose other security threats to passers-by in the vicinity.
- 3.3 Two general merchandise stores opposite the local post office, namely; T.R Trading Company and Adma Merchandize, have large piles of suitcases, cookware and electronic appliances displayed on the sidewalk outside their premises, causing clutter and posing a major obstruction to pedestrians.
- 3.4 The pictures and video footage again provided clear evidence of the dumping of expired food items and empty boxes outside the Domingo Supermarket. In addition, it was also discovered that an informal trader operating outside the supermarket does not clear up her debris when she leaves at the end of the day.
- 3.5 The two dumping sites, situated in Cuprene Street East and Bengal Street West, are completely overflowing with refuse and waste matter that produce an unbearable odour

and attract rodents, flies, stray dogs, as well as feral cats. It is clear that this factor has a detrimental effect on the health of the residents living adjacent to these sites. During the inspection, the driver of a dumpster truck who was about to offload a considerable amount of refuse at one of the sites resorted to threats of violence when he noticed that the team was taking video footage of his illegal activity. The number plates of the truck and other relevant details have been reported to the local police.

## 4 Conclusions

- 4.1 The investigations by Ms S Padayachee and her colleagues indicate that the letters to the *Serevana Sun* and the articles with accompanying pictures can be verified by additional evidence.
- 4.2 The constant problems have induced discerning members of the public to elect to do their shopping and restaurant visits to areas out of the Serevana district. This type of avoidance is also due to the concomitant increase in petty crime in the area. Thus, this pressing problem has resulted in a drop in revenue for all shopkeepers, including those who are fully compliant with health and safety regulations.
- 4.3 The two stores that cause obstructions by displaying their wares on the sidewalks clearly do not comply with municipal regulations.
- 4.4 The owners of Domingo Supermarket are negligent in disposing of their discarded boxes and expired foodstuff, and the informal trader outside the premises is adding to the littering problem.
- 4.5 The illegal dumping of waste in residential areas of the Serevana Municipality needs very urgent attention and resources of the local, as well as the city municipality of Tshwane. The matter is urgent, as these dumping sites are lowering property prices in the affected areas considerably, and residents and local doctors are reporting a major increase in chronic pulmonary and sinus disorders because of this unacceptable practice.

## 5 Recommendations

- 5.1 The council should budget for the provision of foot patrols in the central business district to pinpoint offenders and to issue stern warnings and possible fines to those who show a blatant disregard for the littering problem in the area. Moreover, a larger number of bigger bins would also have to be provided to encourage passers-by and shop owners to utilize these. The council's cleaning staff should empty and clean these at least twice a day.
- 5.2 The value of implementing these measures should be seriously discussed with all the businesses and other stakeholders in the area in order to gain their co-operation, as the prevention of littering would boost their revenues and bring in customers who would then also make greater use of the local South African Post Office. Consumers would also be attracted by the fact that that many problems posed by vagrants who frequent the area at present would be diminished considerably as a result.

- 5.3.1 T.R Trading Company and Adma Merchandize should be ordered to remove all their goods from the sidewalk with immediate effect.
- 5.3.2 The area outside Domingo Supermarket should be cleared up forthwith; and the informal trader should be requested to either clean up her debris regularly or move away from her usual spot. The *Serevana Sun* weekly newspaper should also continue to provide photographic and other evidence if there is non-compliance, as this negative publicity may induce a consumer boycott that will produce the required effect.
- 5.5 The local police station should send out a van on an hourly basis to arrest those who are guilty of dumping their rubbish illegally at the Cuprene Street East and Bengal Street West sites.

It would also be prudent for the district councillor, Mr Farooqi Abrahams, to request a meeting and on-the-site inspection with the Mayor of Tshwane, Mr Solly Msimanga, in order to try to obtain additional municipal funding for the prevention of littering as well as for cleaning-up operations. Since the dumping of waste matter in undesignated areas has already been declared illegal, police should immediately arrest offenders such as the person who threatened Ms Padayachee and her team. In addition, the matter of imposing fines on offenders who continuously exacerbate the problem of littering in the central business district should be resolved at this meeting.

## 6. **Compiler's Details and Date**

*S. Padayachee*

Ms Sunita Padayachee

Community Liaison Officer: Serevana Municipality District

9 September 2018

**SECTION B**  
**EXAMINATION GUIDELINES**  
**ASSESSMENT**

Evaluation of your answers to examination questions will be carried out in much the same way as for assignments. Your marks will be determined by considering the four broad areas reflected in the following table:

<b>ASSESSMENT CRITERIA</b>			
<b>CONTENT AND CONTEXT</b>	<b>STRUCTURE</b>	<b>LANGUAGE</b>	
		<b>LANGUAGE ACCURACY AND EDITING</b>	<b>STYLE AND REGISTER</b>
<p>The revision of the text as a whole in order to improve the content through the:</p> <ul style="list-style-type: none"> <li>• identification of the main purpose and audience</li> <li>• selection of relevant details</li> <li>• omission of irrelevant details</li> <li>• inclusion of additional relevant details</li> </ul>	<p>The revision of the text as a whole in order to improve the structure and the organisation of the information.</p>	<p>Technical writing skills in using correct language / grammar structure.</p>	<p>The appropriate level of formality and tone to establish purpose and audience.</p>
<p>Criteria to be considered:</p> <ul style="list-style-type: none"> <li>• correctness (relevancy &amp; accuracy)</li> <li>• completeness</li> <li>• coherence</li> <li>• conciseness</li> <li>• clarity</li> </ul>	<p>Criteria to be considered:</p> <ul style="list-style-type: none"> <li>• correctness of format</li> <li>• logical sequencing/ paragraphing/ subheadings/ visuals (if applicable)</li> <li>• handwriting/ typesetting/ layout</li> </ul>	<p>Criteria to be considered:</p> <ul style="list-style-type: none"> <li>• grammar (vocabulary)</li> <li>• spelling</li> <li>• punctuation</li> <li>• sentence structure</li> <li>• expression</li> </ul>	<p>Criteria to be considered :</p> <ul style="list-style-type: none"> <li>• usage of words/ phrases</li> <li>• sentence structures</li> <li>• punctuation aimed at supporting appropriate</li> <li>• style and register</li> </ul>

Ensuring compliance with the 5C's of good business writing skills should always culminate in the following tasks:

- editing of your revised content, structure, language usage and business writing style;
- proofreading to correct minor mistakes that might distract attention from what you are communicating to the reader.

## **EXAMINATION GUIDELINES**

Your answers must meet the specific requirements of each question. Although we do not require that you show your planning or drafts, you need to carefully consider the instructional key words of each question. Questions and instructions are often complex, and need to be analysed step by step. You will be tested partly on your ability to interpret the questions correctly and to provide well planned responses to specific instructions.

Remember to make your answers as realistic as possible by including sufficient 'factual' information. You may invent (i.e. make up) relevant and appropriate necessary details.

If you need to do some rough work, use the back pages of your answer book and rule a line through it so we can see it is not to be marked. Be sure that you have enough time to complete all the answers. But, you should also try not to rush so much that you do not use all of the time available to you. Depending on the mark allocation, you should be able to estimate how much time you can spend on each question. You will write a 2-hour paper worth a total of 100 marks.

Note that your examination mark will contribute **60%** of your final mark; the remaining **40%** will come from your semester mark as derived from your assignments. However, if you get less than 40% in the examination itself, your assignment marks will not be considered at all.

The ENN1504 team wishes you all the best for your next assignment!

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