



Tutorial Letter 101/3/2018

Practising Workplace English ENN1504

Semesters 1 and 2

Department of English Studies

This tutorial letter contains important information
about your module.

BARCODE



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Dear Student

1 INTRODUCTION

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, 201, 202 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 the myUnisa site for ENN1504, 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. Remember, myUnisa also provides administrative information on assignments, marks and examinations.

2 PURPOSE AND OUTCOMES

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 module. You should be able to transfer your skills to new contexts and develop them independently.

Texts such as letters, memoranda, emails, reports, proposals, presentations, and documentation relating to meetings will be critiqued and reproduced as improved texts. 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 using appropriate and acceptable English. 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 in the work place.

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 minor ways. There is, for instance, no single “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. The two main purposes of business writing are to:

- keep a record for future reference and
- 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; therefore, we need a language of efficiency and conciseness.

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 memorandum, report or minutes of a meeting may also be read by others without your even being aware of it. This requires a neutral tone (i.e. unemotional and courteous), and a style that is objective, but not too informal.

2.2 Outcomes

Specific outcome 1: Critique given texts

Critical exploration and analysis of discourse features are the principles underlying established conventions of format and style and language use in both draft and finished texts are very important in this course. Texts should be 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;
- give attention to the presentation of content in subsections, paragraphing, sequencing, and 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 should be 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 should be free of features that might obstruct reading and distract attention from the content.

Flaws in the 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;
- **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 identification of probable readership, subject matter and purpose.

- **Researching:** relevant information is located in a variety of sources and integrated into a coherent text.
 - **Drafting:** ideas and information should be presented in an appropriate text type and 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 writing/typing.
- 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 correct 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:

Ms Rizwana Latha	latharh@unisa.ac.za	012 429 6279
Ms Soorie Naidoo	naidos2@unisa.ac.za	012 429 4284
Mr Moses Ralushai	ralusm@unisa.ac.za	012 429 6280

Ms Sanjana Singh

singhs3@unisa.ac.za

012 429 4283

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

Please do not email the same query to each lecturer separately. You must copy (CC) the entire team in your message.

For all administrative matters:

Ms Caroline Tabane

tabannc@unisa.ac.za

012 429 6248

3.2 Department

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

Find us

Room 6-03
 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 *Study @ Unisa* brochure, 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 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 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	9781874940418
Taylor, Shirley	2012	Model Business Letters, Emails, and other business documents	7th 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.

4.4 Library services and resources information

For brief information, go to www.unisa.ac.za/brochures/studies

For detailed information, go to the Unisa website at <http://www.unisa.ac.za/> and click on **Library**.

For research support and services of personal librarians, go to <http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&ContentID=7102>.

The library has compiled a number of library guides:

- finding recommended reading in the print collection and e-reserves – <http://libguides.unisa.ac.za/request/undergrad>

- requesting material – <http://libguides.unisa.ac.za/request/request>
- postgraduate information services – <http://libguides.unisa.ac.za/request/postgrad>
- finding, obtaining and using library resources and tools to assist in doing research – http://libguides.unisa.ac.za/Research_Skills
- how to contact the library/finding us on social media/frequently asked questions – <http://libguides.unisa.ac.za/ask>

5 STUDENT SUPPORT SERVICES

Please consult the brochure entitled *Study @ 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 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 before submission.

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. Correct language usage is generally preferred and your work should be proofread and edited carefully.

One requirement of a course such as this is that assignments should be relevant to the workplace. However, students taking this subject are enrolled for a wide range of qualifications and represent different careers. 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 do not 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 *Study @ Unisa* brochure for general time management and planning skills.

7 PRACTICAL WORK AND WORK-INTEGRATED LEARNING

There are no practical sessions for ENN1504.

8 ASSESSMENT

8.1 Assessment criteria

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, Style and Register (Skills: edit & proofread)

In other words, the STRUCTURED CONTENT category includes relevant 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; STYLE AND REGISTER includes the appropriate level of formality and tone to establish purpose and audience.

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

MARKING RUBRIC			
%	DESCRIPTION	MARK 50	MARK 100
85 - 100	Excellent: text/answer is technically accomplished; exhaustive interpretation of the question; systematic, concise and coherent; adheres to the required length; virtually without lapses in grammar; successful integration of content, structure, language and style for the specific audience and purpose; high quality of editing and proofreading; no plagiarism	42.5 - 50	85 - 100
70 - 84	Very Good: solid grasp of required content; good insight into the question; logical sequencing and integration of information; formatted with minor errors; limited grammatical errors; very good command of language; style and register slightly flawed; good editing and proof-reading skills; no plagiarism	35 - 42	70 - 84
60 - 69	Good: sufficient understanding of text and interpretation of question; clear attempt to present information logically with good writing skills; some inconsistencies in formatting, style and register; reasonable evidence of editing/proofreading; no plagiarism	30 - 34.5	60 - 69
50 - 59	Average: addresses most of the criteria; a reasonable/acceptable attempt to integrate content and structure; some aspects may be not well sequenced; may have some flaws in language usage, style and register; limited basic register spelling and sentence construction errors; room for improvement in editing and proof-reading ; minor suspicion of plagiarism	25 – 29.5	50 - 59
40 - 49	Poor: inadequate content but shows understanding of some of the assessment criteria; content and structure not soundly integrated; flawed with grammatical errors; inadequate grasp of appropriate style and; limited evidence of Workplace English writing skills,; inadequate evidence of editing/proofreading; tendency towards plagiarism in some sections	20 – 24.5	40 - 49
20 - 39	Weak: poor content; fragmented ideas and poorly structured format; lacking in clearly identified audience and purpose; poor language usage, register need serious attention. Very poor editing and proofreading skills; tendency to plagiarise in many sections	10 – 18.5	20 - 39

0 - 19	Very weak: misinterpretation of question; lacking evidence of content knowledge, structure, style and register; highly flawed with grammatical errors; no editing and proofreading skills; strong evidence of plagiarism	0 - 9.5	0 - 19
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8.2 Assessment plan

You must submit both 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 – 50%
- Assignment 02 – 50%

Submission of Assignment 01 by the due date is compulsory for admission to the examination. Your performance in both assignments contributes to your final mark for this module.

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 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 mark, 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.

8.3 Assignment numbers

8.3.1 General assignment numbers

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

8.3.2 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 - 893831

Assignment 02 - 771657

Semester 2

Assignment 01 - 796123

Assignment 02 - 693204

8.4 Assignment due dates**Semester 1**

Assignment 01 - 12 March 2018

Assignment 02 - 9 April 2018

Semester 2

Assignment 01 - 13 August 2018

Assignment 02 - 10 September 2018

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 your assignment on myUnisa, please ensure that you upload the correct file and the complete assignment. We can only award marks for ENN1504 assignments.

If you submit your assignment via the post, please ensure that you write the correct module, and assignment number on your submission.

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 two assignments of the semester for which you have registered.

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

8.6 The assignments

SEMESTER 1

ASSIGNMENT 01

Due date: 12 March 2018

Unique no. 893831

Submit this assignment only if you are registered for Semester 1 in 2018.

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

Check that you have uploaded the file containing your response to this specific assignment, including your signed declaration form.

IMPORTANT

Please read the following guidelines before attempting to answer this assignment:

Refer to the assessment criteria in this document. You will be assessed in terms of content, context, structure, style, register, language accuracy, editing and proofreading. You may need to perform some research in order to answer this question. For instance, you may not be familiar with the fashion industry; therefore, you may need to acquaint yourself with this context in order to produce the relevant content in a logical and comprehensive answer.

QUESTION 1

WRITING SKILLS IN WORKPLACE CORRESPONDENCE

The purpose of this question is to assess your ability to write an enquiry. This requires you to do the necessary preparatory reading so that you can answer the question convincingly and adequately. Ask yourself, "Would the intended reader of this document answer this enquiry favourably?"

Work through unit 1 in the study guide and learning unit 1 in the workbook before attempting to answer this question.

BACKGROUND

You are the Sales Manager of a boutique named Tropos Fashions, which sells clothing and accessories. A new South African designer, Bongive Khumalo, is quickly making a name for her brand and will be showcasing her new collection at London Fashion Week. You would like Tropos Fashions to be the sole stockist of her new fashion line and would like to host an event to promote her line locally.

You have drafted an email that you will send to her assistant, Mr Amos Mashaba.

INSTRUCTIONS

Read the draft email critically and improve on it by revising, editing and proofreading. This means that you should write an improved version of the email, 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.

DRAFT EMAIL

To: khumalo1designer@gmail.com

Subject: Congratulations!

Congratulations and well done! I am so excited to hear about your new venture, and I wanted to be the first to congratulate Bongji about showcasing your new collection at the London Fashion Week. Please let her know about my well wishes. I am holding thumbs for her.

I would like to stock her designs at my boutique. Let me know what you think and if this is possible.

Warmest wishes!

SUB-TOTAL: 50 MARKS

QUESTION 2

MINUTES OF A MEETING

The purpose of this question is to assess your ability to record minutes accurately and objectively, using formal language. This requires you to do the necessary preparatory reading so that you can answer the question adequately.

Work through unit 2 in the study guide and learning unit 2 in the workbook before attempting to answer this question.

BACKGROUND

You work for the Sanibonani Yebo Interior Furnishers, a company that sells furniture. There has been a drop of sales in rural market areas for the past six months. The manager of the company, Abby Wilson, has called a general staff meeting at which you are going to write the minutes of agenda item 2.1 of the meeting to be held in the boardroom at 9:00 on 20 August 2017.

INSTRUCTIONS

Read the transcript below (exact words written down) of what was said under agenda item 2.1 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 following subheading:

2.1 Sales improvement in rural market areas

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

Your answer should not exceed ONE page in length.

TRANSCRIPT:

- Abby Wilson (Chair): Thank you Tom. So if there is nothing else we need to discuss, let's move on today's agenda. Have you all received a copy of today's agenda? If you don't mind, I'd like to skip item 1 and move on to item 2: sales improvement in rural market areas. Jack has kindly agreed to give us a report on this matter. Jack?
- Jack Peterson: Before I begin the report, I'd like to get some ideas from you all. How do you feel about rural areas in our sales districts? I suggest we go round the table first to get all of your input.
- John Ruting: In my opinion, we have been focusing too much on urban customers and their needs. The way I see things, we need to return to our rural base by developing an advertising campaign to focus on their particular needs.
- Alice Linnes: I'm afraid I can't agree with you. I think rural customers want to feel as important as our customers living in cities. I suggest we give our rural sales teams more help with advanced customer information reporting.
- Donald Peters: Excuse me, I didn't catch that. Could you repeat that, please?
- Alice Linnes: I just stated that we need to give our rural sales teams better customer information reporting.
- John Ruting: I don't quite follow you. What exactly do you mean?
- Alice Linnes: Well, we provide our city sales staff with database information on all our larger clients. We should be providing the same sort of knowledge on our rural customers to our sales staff there.
- Jack Peterson: Would you like to add anything, Jennifer?
- Jennifer Miles: I must admit I never thought about sales that way before. I have to agree with Alice.
- Jack Peterson: Well, let me begin with this PowerPoint presentation (Jack presents his report). As you can see, we are developing new methods to reach out

to our rural customers. The management team will start a survey which will be specifically collecting data on the spending habits of these areas. After the completion of this task, the collected data will be sent to our team sales. Are there any questions, John?

- John Ruting: No, But I suggest we break up into groups and discuss the ideas we've seen being presented.
- Abby Wilson: Unfortunately, we're running short of time. We'll have to leave that to another time.
- Jack Peterson: Before we close, I propose that Mr Abby Wilson visits our sales teams at their respective workplaces.
- Alice Linnes: The idea is seconded, provided that Mr Abby Wilson is accompanied by Jack.
- Abby Wilson: Thank you very much. The idea is taken into consideration by the board. We'll start in the beginning of the second term. Jack, please remind me to tell the secretary to send e-mails to team leaders to inform them of our visit.
- Donald Peters: Can we fix the next meeting, please?
- Abby Wilson: Good idea Donald. Let's meet next week Friday, 25 May 2017 at Morning Valley Auditorium nine o'clock.

SUB-TOTAL: 50 MARKS

TOTAL: 100 MARKS

SEMESTER 1

ASSIGNMENT 02

Due date: 9 April 2018

Unique no. 771657

Submit this assignment only if you are registered for Semester 1 in 2018.

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

Check that you have uploaded the file containing your response to this specific assignment, including your signed declaration form.

QUESTION**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 employed as the Human Resource Manager at Radical Solutions. At a recent management meeting, the increasing number of complaints received from the staff, about their health and safety risks in the workplace, was raised. Management was concerned that these alleged claims could have impacted on the morale, attendance and productivity of the staff in the company. You were commissioned to investigate the working conditions of employees at Radical Solutions. Possible areas suggested for the investigation included health and safety risks related to staff allocation and working hours; the use of available office space; equipment and available amenities; staff attendance and resignations. The report should also include recommendations to the Executive Management Committee. A complete and comprehensive formal report should be submitted to the Chief Executive Officer, Mr N. Patlane, by 30 April 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

SEMESTER 2

ASSIGNMENT 01

Due date: 13 August 2018

Unique no. 796123

Submit this assignment only if you are registered for Semester 2 in 2018.

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

Check that you have uploaded the file containing your response to this specific assignment, including your signed declaration form.

IMPORTANT

Please read the following guidelines before attempting to answer this assignment:

Refer to the assessment criteria in this document. You will be assessed in terms of content, context, structure, style, register, language accuracy, editing and proofreading. You may need to perform some research in order to answer this question. For instance, you may not be familiar with the Information and Communications Technology (ICT) industry; therefore, you may need to acquaint yourself with this context in order to produce the relevant content in a logical and comprehensive answer.

QUESTION 1

WRITING SKILLS IN WORKPLACE CORRESPONDENCE

The purpose of this question is to assess your ability to write an apology. This requires you to do the necessary preparatory reading so that you can answer the question convincingly and adequately. Ask yourself, "Would the intended reader of this document accept this apology?"

Work through unit 1 in the study guide and learning unit 1 in the workbook before attempting to answer this question.

BACKGROUND

You are the Customer Service Manager for Drago Group, an internet security software company. You have been tasked to write an apology to your client, Target Imagery Enterprises.

Target Imagery Enterprises sells cameras with free cloud storage. Drago Group's software is installed on the client's server, but hackers have illegally accessed it. Millions of images and videos have been stolen and the hackers threatened to distribute it on the internet. Fortunately, the Drago Group were able to prevent the hackers from distributing the images and videos.

Mr Kenji Fujiyama, the Chief Executive Officer (CEO) of Target Imagery Enterprises, has demanded an apology and is threatening to take his business elsewhere.

INSTRUCTIONS

Read the draft memorandum critically and improve on it by revising, editing and proofreading. This means that you should write an improved version of the memorandum, 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.

DRAFT MEMORANDUM

To: Target Imagery Enterprises

From: Mr Smith

Subject: So sorry!

I am really really sorry that this has happend. We know that you are upset and we feel badly about it.

We will make amends, we are doing our best to investigate this case to prevent it from hapening again.

Yours Faithfully

Mr Smith.

QUESTION 2

MINUTES OF A MEETING

The purpose of this question is to assess your ability to record minutes accurately and objectively, using formal language. This requires you to do the necessary preparatory reading so that you can answer the question adequately.

Work through unit 2 in the study guide and learning unit 2 in the workbook before attempting to answer this question.

BACKGROUND

You are employed as a secretary of Laylah Enterprises Company. The company is preparing to hold the Gala Night and Award ceremony on 10 December 2017 in Korea. During the quarterly meeting, there will be discussions on the trip sponsorship, gifts and venue for the Gala Night. The chairperson of the organizing committee has asked that the Gala Night and Award ceremony be placed on the agenda of the next meeting.

INSTRUCTIONS

Read the transcript below (exact words written down) of what was said under agenda items 3.1 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 following subheading:

3. 1 Gala Night and Award Ceremony

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 has said in turn.

Your answer should not exceed ONE page in length.

- Chairperson:** Thank you, thank you Tika. Let us move to item 3.1, the Gala Night and Award Ceremony. Is there anything to ask Mpho?
- Mpho:** Yes, Madam Chairperson. I would like to ask on the progression of Gala Night and Award Ceremony that we are going to attend on 10 December 2017. Have all the arrangements been done?
- Asnath:** Yes, all preparations have almost been 90% done. The 10% is on progress in preparation of the gift.
- Adams:** Madam Chairperson, I heard that we are having some difficulties with our current sponsor for our company trip to Korea. Is there any solution that has been prepared for this kind of matters?
- Chairperson:** Yes, it is true that we have slight problems with our previous sponsorship; it has been settled by replacing them with our new sponsor from Zip-Zap Ando Bank.
- Tikah:** Mrs Chairperson, I have managed on the gift for Gala Night and Award Ceremony. I've ordered scarves, ties and dairies for the staff. It's still on packaging process. I will complete that before the event occurs.
- Chairperson:** Anything to add, Adams?

- Adams:** Yes Mrs Chairperson, could Tikah update us on the booking regarding the venue for the Gala Night?
- Tikah:** Yes, I have made a good progress on that. The venue is booked and reserved to be used by us on the day of our event. In addition, we would be accommodated at Three Little Star Hotel for five nights; breakfast, lunch, and dinner will be served.
- Chairperson:** It seems we will enjoy ourselves. Are there any suggestions?
- Asnath:** I suggest we prepare our passports in time and for those who haven't applied, they must visit the nearest home affairs to do an application. And this should be done before the flight bookings are finalised.
- Chairperson:** Thank you Asnath for reminding us about this. Our next item is, date, time and venue for the next meeting.
- Secretary:** Mrs Chairperson, our next meeting will be on Wednesday, 12 August 2017. I will send notice if there are any changes.
- Chairperson:** Thank you. The meeting is adjourned.

SUB-TOTAL: 50 MARKS

TOTAL: 100 MARKS

SEMESTER 2

ASSIGNMENT 02

Due date: 10 September 2018

Unique no. 693204

Submit this assignment only if you are registered for Semester 2 in 2018.

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

Check that you have uploaded the file containing your response to this specific assignment, including your signed declaration form.

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

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 *Study @ Unisa* for general examination guidelines and examination preparation guidelines.

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

9 FREQUENTLY ASKED QUESTIONS

The *Study @ 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.

Question

I submitted the wrong assignment/file. Can I resubmit it?

Answer

If you submit an incorrect assignment/file, then it will be cancelled. **This is especially important for assignment 1 as your examination admission is at stake.** Please ensure that your assignment is complete before you submit it. If you work on computer, please make sure that your complete and correct answer is in the one file/document that you submit.

10 SOURCES CONSULTED

No sources were consulted to prepare this tutorial letter.

11 IN CLOSING

The ENN1504 team wishes you every success in your studies!

12 ADDENDUM

DECLARATION

Name and Student number.....

Assignment Topic.....

I declare that this assignment is my own original work. Where secondary material has been used (either from a printed source or from the internet), this has been carefully acknowledged and referenced in accordance with departmental requirements. I understand what plagiarism is and am aware of the department's policy in this regard. I have not allowed anyone else to borrow or copy my work.

Signature..... Date.....



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