

**ENN1504  
REN1504**

May/June 2013

**PRACTISING WORKPLACE ENGLISH**

Duration 2 Hours

100 Marks

**EXAMINERS**

FIRST

MRS V HLATSHWAYO  
DR B MAKINA  
MRS TP SHANDU  
PROF MMK LEPHALALAMR MJ LENTO  
MR JD PROCTOR

SECOND

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**Closed book examination**

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**This examination question paper consists of 6 pages.**

**INSTRUCTIONS**

1. ANSWER ALL THREE QUESTIONS
2. READ THE INSTRUCTIONS CAREFULLY TO ENSURE THAT YOU MEET THE REQUIREMENTS OF EACH QUESTION
3. ATTEND TO BOTH CONTENT AND ENGLISH LANGUAGE IN YOUR ANSWERS

**Question 1****MINUTES OF A MEETING**

As secretary to the Head of Department. English (HOD English) at a school, it is your task to take minutes of departmental meetings

Below is a transcript (exact words written down) of what was said during part of a meeting, presented in the form of a dialogue. At this point the teachers are discussing the high failure rate of Grade 12 learners at the school

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

**5.1 High failure rate in the Grade 12 English class**

Your answer should not exceed one page in length

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

**Transcript of part of the meeting**

Mr Kekana (Chairperson): Ok, let's move on to item 5.1 High failure rate in the Grade 12 English class. The department has noted the disappointing failure rate of our students in 2012. As a result, the HOD has to write a report and indicate what went wrong. As a starting point, can we identify the cause and possible solutions to this embarrassing situation?

Mrs Marn: This is a tricky situation because one can't just make assumptions on what these kids are thinking. How are we supposed to know why they don't take their work seriously? (Shaking her head)! I mean, they are forever chatting on their phones even though we have banned cell phones during lessons!

Mr Kekana: Now come on, colleagues, we must stop calling our learners "kids", I don't want to hear that again, it's unprofessional. Colleagues, can we please give input that will help us identify the problems and solutions?

**TURN OVER**

- Mr Ndaba. I think lately we have been focusing too much on administrative work, and too little on teaching. I suggest we try to balance our workloads so our learners don't suffer at the end.
- Ms Kuhn I do my job. If these kids can't be serious about their work, it's their problem.
- Mr Kekana Learners, call them learners, not kids, for goodness sake! Ms Kuhn - like I said before, I need constructive input! I'd like to believe that all teachers perform their duties as expected. However, if our students are failing, something is wrong. We have to work as a team because it won't help to have one good teacher out of seven.
- Mrs Motha I agree with Mrs Kuhn. We do our part and learners have to meet us half way. But how can we teach disrespectful learners who miss classes and threaten to report us to their gangster brothers when we try to guide them?
- Ms Mazi No ways Mrs Motha! I think we only have a handful of learners who are disrespectful and sometimes bunk classes. The main problem is that we have too much administration to do and little less time to prepare for classes. We don't have enough time to get through the content. We have to get learners through June, September and November exams, and marking seems to take up most of the year. And the classes are too big. It's one thing having two to a desk, but two to a chair?
- Kuhn Guys, I don't want to sound like the miserable pessimist in the group, but really the whole thing is a mess. I mean, how on earth are we supposed to work without photocopy machines and textbooks? I won't even go to the fact that our library is just about non-existent. We don't even have internet, I just don't.
- Ms Mazi Goodness, you make it sound like we work in a jungle!
- Mrs Motha But she's right, we can't shove these issues under the rug and hope they'll stay there. No! We've got to deal with them head-on! Am I right or am I right?

- Mr Ndaba: You are right We have to deal with all this stuff, the sooner we tackle it the better
- Mr Kekana Thanks colleagues! In summary, the problem is absenteeism and disrespect on the learners' side; too much administration and too little time for teaching on our side Oh, and resources And workload, with the big classes and marking all the time.
- Mrs Motha. What about the issues that Ms Kuhn raised?
- Mr Kekana They are part of the resources that I mentioned earlier, we will use resources as an umbrella to include machines, the internet and all those things OK, is that a plan?
- Mr Ndaba I guess we can summarise it in that manner
- Ms Kuhn. Ya! It's ok! But where does the staffing slot in? We have 5 vacancies that we haven't been able to fill yet
- Mr Kekana That goes under workload, with the big classes issue So, how do we deal with these problems?
- Mr Barnes. We should be allowed to punish these kids, oops, learners - a cane won't kill them!
- Ms Mazi. I'm not going to entertain Mr Barnes' comment! We know what the law has to say about that! We probably can't come up with a quick-fix solution anyway, so I reckon we should arrange a one-day workshop to deal with these issues properly, one by one, without any rush
- Mr Kekana: Good idea, Ms Mazi How does Friday in two weeks' time sound? Is that OK for everyone? Excellent!
- Mr Barnes: Is the office of the HOD going to cater for breakfast and lunch?
- Mr Kekana: The management committee will check the available funds. We'll try to find a nice place outside the school. All the necessary arrangements will be communicated to you In the meantime, I suggest you start thinking around these issues so we can have a fruitful workshop. All agreed? Great! Next item .

[30]

TURN OVER

**Question 2****WRITING SKILLS IN WORKPLACE CORRESPONDENCE**

Read the draft email 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. Focus only on the message, computer screen layout is not necessary.

Hi

As you all know, life is full of changes! I can not express how sorry am I to do this to all of you 'cause I know that we all are struggling with parking here at work. I want to apologise for the inconvenience this announcement may cause. I am thinking that maybe people will think its me whose taking this decisions, but its not me, its management. They took a decision that parking on the east side of the company building is a crime. If you are parking on that spot now, you must not park there from tomorrow onward. I know it's a short notice, but I am sorry there is nothing to do about it. Everyone have a right to ask questions about this decisions, but please, I'm just a messenger sending a message, I have spoken to some of you last week and I know you not very much happy about this thing. But, I have drank your complains like a rat drinks poison coz it hurt me to think that maybe everyone think I'm a rat because I am stilling parking from people, but please i am trying to do my work like all of you, I mean it is not a secrete anymore, the long and short of it is that the parking on the east side will be close of from everyone and will be used for a garden where stuff can relax and have a nice time during break and lunch. Its a good idea to have a place to relax, right? I'm sure your happy that management are a caring management and they have decided on they meeting to do this things for us. U must know, moreover, that its now illegal to be parking your car on the east of the building from tomorrow with immediate effect. All stationery vehicle will be towered away and they will pay to be discharged. I am greatfull that you are listening to me with a kind ear thru this whole shebang. I will be greatful if my email finds a favourable respond from you.

[30]

**TURN OVER**

**Question 3****REPORT WRITING****BACKGROUND**

You are the Chief Operations Officer at ARTMAK Limited, a company that employs over a thousand people

There are concerns about the service offered at the canteen. Employees have complained about the quality of food, the attitude of staff, and the general cleanliness of the place.

The Managing Director has requested that you investigate the quality of service at the canteen and make recommendations.

**INSTRUCTIONS**

Write a short investigative report. You should include a title and use the following subheadings:

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

Your report should be 2-3 pages in length.

**[40]****TOTAL MARKS: [100]**