

ENN1504

May/June 2015

PRACTISING WORKPLACE ENGLISH

Duration 2 Hours

100 Marks

EXAMINERS
FIRST

MR JD PROCTOR
DR E SMITH
PROF MMK LEPHALALA

MRS TP SHANDU

SECOND

Closed book examination

This examination question paper remains the property of the University of South Africa and may not be removed from the examination venue

This examination question paper consists of 7 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**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 for 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 (Chair): Right Colleagues, now that we've all had our coffee break, and thanks to 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 Christian 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

[30]

QUESTION 2 WRITING SKILLS IN WORKPLACE CORRESPONDENCE

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

You have drafted a memorandum that will be 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

MEMORANDUM

TO: staff
FROM: Superintendent
PG MOREWA
Merryvale Home for the Aged
DATE: 18th May 2015
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 Mrs 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 faithfully,
PG MOREWA

[30]

Question 3 REPORT WRITING

BACKGROUND

The *Highberg Institute of Technology(HIT)* is 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 HIT, 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 Institute 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 on implementation of the new shuttle service 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

[40]

TOTAL MARKS: [100]