

**ENN1504
REN1504**

May/June 2011

PRACTISING WORKPLACE ENGLISH (ENGLISH 104)

Duration : 2 Hours

100 Marks

EXAMINERS ·

FIRST ·

MR JD PROCTOR
MR RN MALULEKE

MS LM MASEHELA

SECOND ·

MR CS NDLANGAMANDLA

DR MMK LEPHALALA

This examination question paper consists of 5 pages.**This examination paper remains the property of the University of South Africa and may not be removed from the examination room.****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

TURN OVER

Question 1**MINUTES OF A MEETING**

As secretary to the Chief Executive Officer (CEO) of an organisation, it is your task to take minutes of Management Committee 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 Committee is discussing the organisation's initiatives relating to staff skills development.

Write the minutes of the discussion of only this one agenda item under the subheading

5.2 Staff development

Your answer should exceed one page in length.

Note that the complete format for minutes is not required. 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

Ms Mazibuko (Chairperson) Now let's move on to item 5.2, the staff development thing. Mr Moloto, what's been happening so far this year?

Mr Moloto (Director Human Resources) Yes, we've done quite a lot, really. Remember we did that survey in September last year to find out what kinds of training staff wanted. Also to find out who wanted to work towards better formal qualifications – degrees and diplomas and all that. Got some input from section heads about skills gaps too. Well, almost everyone said they wanted to sign up for a whole lot of computer courses. So we organized a few -

Ms Green Sorry, Madam Chair, but I must say something here. I went on one of those workshops myself, and it was pathetic. They brought in a facilitator from Brightstar Training Solutions who was OK, but half the day we couldn't do a thing because the network was down. The food was awful too. And so many people turned up that we couldn't all get into the venue, and we had to sit two to a computer. And all you get is an attendance certificate that says nothing. Complete waste of time!

Mr Moloto Yes, we did have hassels of this sort in the beginning, but they've been sorted out. So far 37 members of staff have done computer courses, and the participant evaluation forms show that these courses are helpful. Then we did a bit of work fixing up our Induction Programme for new employees. They get to know how the various sections of our organization function, and it takes them through all the policies and procedures and stuff.

TURN OVER

We got a couple of complaints from other section heads last year about the time people were out of the office, so we cut the programme attendance to just two days, after that the employee gets a mentor – an experienced staff member from the same section – who can give advice on whatever. It works OK.

- Mr Baloyi: I'm not too happy with some of that other workshopping you guys offer. I have sent my secretary on the Business Writing Skills one. His minutes taking is better, according to my opinion, but his spelling stinks, he even can't put a sentence together. The one about Conflict Management, I don't know anything about it. I'm thinking they go for food only.
- Ms Mazibuko: Well, I reckon it's not exactly easy to measure the impact of some of the soft skills courses. Aren't you expecting miracles? Mr Moloto, what have the participants got to say for themselves on this?
- Mr Moloto: Look, we now provide workshops on 12 different topics, and use a tender process to find the best educational providers. We dropped two providers who weren't doing a good enough job, and now most people are OK with the quality of the courses.
- Ms Green: Except me! I told you I wasn't happy.
- Mr Baloyi: So tell me, what have we got on the formal qualifications side? Isn't that costing us a fortune and interfering with the employee's work?
- Mr Moloto: No, not really. Remember that we get a lot back from the Skills Levy we pay to government. We've got 8 people registered for degrees or diplomas. Most of them have bursaries, so we don't spend much. They pay a bit themselves, of course. Actually, it's a good investment. Otherwise we'd lose our best people. Each and every employee who is a student, they are supposed to read in their own time, but if they aren't under pressure at work the line manager can decide about letting them study in office hours, using Internet etc.
- Mr Baloyi: Already this people are sending their CV all around the place. People must work their way to the top, not read books only. They are the one's who don't want to work! They don't think about experience. So that's only why they registered. And again, we should stop letting them just go for workshops to get food.
- Ms Mazibuko: I understand that we do try to make sure that their studies are relevant to their jobs here. Is that right, Mr Moloto? Of course, we can't stop everyone from going to greener pastures, but our conditions of service are not too bad, from what I can see. In any

case, I take it the training is going well on the whole, and is easily within budget?

Mr Moloto

Yes There are no big problems I'll give more detail at year-end, but anyone who wants info before then is welcome to come and look through our records, or just ask

Ms Mazibuko

OK Thanks Next item

[30]

Question 2

WORKPLACE CORRESPONDENCE

You are head of a department/section of an organization, and have decided to write a memo to your staff concerning a problem experienced in 2010

In terms of their conditions of service, employees are entitled to 21 working days' vacation leave per year This leave may be taken at any time subject to your approval, as line manager, of an application

Last year many employees applied for leave at the busiest times of the year As a result the staff on duty had to carry an unusually heavy workload The quality of work and service to clients could not be maintained

Write to inform the staff in your section that applications for vacation leave at certain times of the year will not be approved Since you would like the understanding and cooperation of your staff, you should explain your decision and pay special attention to the tone of your memo

Your answer should not exceed one page in length

[30]

Question 3

REPORT WRITING

You are Chief Librarian at the Glenville Municipal Library

Complaints from individuals and residents associations relating to the library have reached the office of the Mayor In addition to comments on the general condition of the library, these make mention of the poor condition of books, the narrow range of books available, and the shortage of books on the shelves There have also been requests for more reading space and access to electronic library resources to assist those who use the library for study purposes as well as reading for pleasure

The Mayor has asked you to look into the adequacy of library facilities and services, and to prepare a report on the matter before the next meeting of the town council

TURN OVER

Write a short formal report on your investigation into this matter. You should include a title and use the following subheadings

Terms of reference
Procedures
Findings
Conclusions
Recommendations

Your report should be 3-4 pages in length

[40]

TOTAL MARKS: 100