

Tutorial Letter 101/3/2012

Practising Workplace English

ENN1504

Semester 1 and 2

Department of English Studies

This tutorial letter contains important
information about your module.

Bar code

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Please note / important notes:

The Department of English Studies places great emphasis upon integrity and ethical conduct in the preparation of assignments. We believe that an understanding of the vital importance of responsibility and professionalism in this regard is part of what a university education should provide.

Assignments in which plagiarism (the use of other people's material without acknowledging them) can be demonstrated will undoubtedly fail and will in all likelihood be given 0%. Plagiarism is stealing something that belongs to someone else, and dishonestly pretending that it is your own.

1 INTRODUCTION AND WELCOME

Dear Student

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 expected to communicate effectively in a professional environment, using English. The ability to write well in the world of work is a valued life skill, and we hope you will find the course useful in your professional life.

1.1 Tutorial matter

In addition to this Tutorial Letter 101 your study package should include the study guide for this module. If this material is not available when you register, it will be posted to you as soon as possible.

If you have access to the Internet, you can view the study guides and tutorial letters for the modules for which you are registered on the University's online campus, *myUnisa*, at <http://my.unisa.ac.za>. If at all possible, we advise that you register on myUnisa in order to be able to submit assignments, to have access to the Library functions, download study material, "chat" to your lecturers or fellow students and participate in online discussion forums.

2 PURPOSE OF AND OUTCOMES FOR THE MODULE

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, and to produce texts of your own that reflect what you have learned from this.

Your skills will therefore be transferable to new contexts, and will be capable of further independent development.

Spoken and written texts such as letters, memorandums, email, reports, proposals, presentations, and documentation relating to meetings will be critiqued, improved and produced as original text. 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, and to improve your ability to write it. 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 at work.

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 small ways. There is, for instance, no one "right" 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 conventions.

If we think about the purposes of business writing, the reasons for the conventions become much clearer. Business writing is done for two main reasons:

- **to keep a record**
- **to share ideas or transmit information**

Documents such as letters and reports usually combine these two purposes. Others, like internal memoranda, are mainly about conveying information or making requests, while minutes of a meeting are mainly about keeping records.

"Time is Money" is the principle that underlies business writing. Most business documents are written and read under pressure by busy people, so we are developing a 'language of efficiency'.

A second consideration here is that most business correspondence is not written exclusively for a familiar person. Even when you know the person you are sending it to, your memo, report or minutes of a meeting may also be read by all sorts of people without your even knowing about it. This requires a neutral tone (i.e. unemotional and courteous), and a style that is natural but not too informal.

2.2 Outcomes

Specific outcome 1 Critique given texts.

Critically explore discourse features, the principles underlying established conventions of format and style, and language use in both draft and finished texts.

Texts are critiqued in a way that shows the student's ability to

- identify values, attitudes and intentions implicit in text.
- understand explicit and implicit meaning.
- explore and describe the relationship between meaning and form. This will include attention to the presentation of content in subsections, paragraphing, sequencing, and to 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 is suited to 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 is free of features that might obstruct reading and distract attention from the content.

Flaws in draft text are identified and rectified in a way that shows the student's ability to

- revise: evaluate and rework the results of initial planning as reflected in content and structure.
- edit: improve diction (word choice), grammar and writing style.
- proofread: 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
 - 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 definition of probable readership, subject matter and purpose.
 - Research - relevant information is located in a variety of sources and integrated into a coherent text.

- Drafting - ideas and information are presented in an appropriate text type/format, with attention focussed 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 keyboard use.
- 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 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 AND CONTACT DETAILS

3.1 Lecturer

Please contact us telephonically or by email:

Mr David Proctor	Tel: 012 429 8467	Email: dproctor@unisa.ac.za
Ms Thulile Shandu	012 429 6167	shandtp@unisa.ac.za
Ms Langutani Masehela	012 429 8467	masehml@unisa.ac.za
Ms Vivienne Hlatshwayo	012 429 6145	hlatsv@unisa.ac.za

If you would like to see one of us, please make an appointment in advance to be sure we will be available.

3.2 Department

Contact the Department of English Studies on:

Tel. 012 429 6714

Fax: (012) 429-6222

Visit our website at www.unisa.ac.za/English

Find us

Room 6-04
 Theo van Wijk Building
 UNISA Main Campus, Preller Street
 Muckleneuk Hill
 Pretoria
 City of Tshwane

Mail us

Dept of English Studies
 PO Box 392
 UNISA
 0003
 South Africa

3.3 University

Contact addresses of the various administrative departments are included in *My studies @ Unisa*, which you received with your study package.

How can students contact Unisa?

- **Unisa website** (<http://www.unisa.ac.za> & <http://mobi.unisa.ac.za>)
 All study-related information is now available on the new Unisa corporate website

in both web and mobi formats.

- **myUnisa** (<https://my.unisa.ac.za/portal> & <https://my.unisa.ac.za/portal/pda>)
Students can access their own information via the *myUnisa* website or mobi site.
- **E-mail** (info@unisa.ac.za)
Students may send an e-mail to info@unisa.ac.za for information on how to contact Unisa via e-mail.
- **SMS** (32695 - only for students in South Africa)
Students may send an SMS to 32695 for more information on how to contact Unisa via SMS. The sender will receive an auto response SMS with the various SMS options. The cost to the student per SMS is R1,00.
- **Fax** (012 429 4150)
Students will be able to fax their enquiries to 012 429 4150, whereafter it will be distributed to and processed by the relevant department.

Physical address:

University of South Africa
Preller Street
Muckleneuk
Pretoria
City of Tshwane
University of South Africa
PO Box 392
Unisa
0003

Postal address:

University of South Africa
PO Box 392
Unisa
0003

Unisa website: <http://my.unisa.ac.za>

Always have your student number available when you contact the university.

If you have access to a computer that is linked to the internet, you can quickly 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 – all through the computer and the internet.

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 MODULE RELATED 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 and only then decide whether you still need additional help in the form of further reading material, in which case we recommend the following:

First Author	Year	Title	Edition	Publisher	ISBN
Erasmus-Kritzinger, Lisel, 1967-	2000.	Advanced communication skills for organisational success / Lisel Erasmus-Kritzinger, Mariëtta Swart, Vusi Mona.	1st ed.	Lynnwood Ridge :	187494041X (pbk.) :
	2007.	Longman business English dictionary.	New ed., 2	Harlow :	9781405851381 (pbk.)

Please note that you are not expected to buy these books. They are recommended for students who feel they need additional information that they cannot find in the study guide.

Use any good dictionary while you are working on your assignments and to expand your vocabulary during the year.

4.3 Electronic Reserves (e-Reserves)

There are no e-Reserves for this module.

Unisa Library services information

Unisa Library login

You will be required to provide your login details, ie. your student number and your myUnisa password, in order to access the library's online resources and services. This will enable you to

- View or print your electronic course material
- Request library material
- View and renew your library material
- Use the library's e-resources

Requesting books from the library

Students are expected to purchase their own copies of **prescribed books** listed in Tutorial Letters 101. A limited number of copies are housed in the Unisa Libraries, subject to each branch library's lending regulations. Problems experienced in obtaining copies from booksellers should be directed to the Prescribed Book section at email vospresc@unisa.ac.za or telephone +27 12 429 4152.

Electronic requests

The preferred way of requesting **recommended or additional books** is **online** via the library's catalogue. Go to <http://oasis.unisa.ac.za> or

via myUnisa, go to <http://my.unisa.ac.za> > Login > Library > Library catalogue, or

for mobile access (AirPAC), go to <http://oasis.unisa.ac.za/airpac>

Telephonic book requests

This can be done on +27 12 429 3133. Please supply the reservation order number (RON).

Postal requests

Books may also be requested by completing one library book **request card** for each book. Request cards are included in your study package. These should be mailed to

The Head: Request Services
Department of Library Services
PO Box 392
Pretoria 0003

or faxed to +27 12 429 8128.

Enquiries about requested books should be addressed to bib-circ@unisa.ac.za - note requests should not be sent to this email address.

telephonic enquiries can be made at +27 12 429 3133/3134. An after-hour voicemail service is also available at these numbers.

Requesting journal articles from the library

Electronic course material / e-Reserves

Recommended material can be downloaded from the library's catalogue at <http://oasis.unisa.ac.za>. Under *search options*, click on *Course code search* and type in your course code, eg. CST1501. Click on the *Electronic reserves* for the current year. The recommended articles are available in PDF (portable document format).

The **Adobe Reader** should be loaded on your computer so that you can view or print scanned PDF documents. This can be done free of charge at <http://www.adobe.com>.

Additional journal articles

The preferred way of requesting journal articles is **online** via the library's catalogue.

Go to <http://oasis.unisa.ac.za> or

via myUnisa, go to <http://my.unisa.ac.za> > Login > Library > Library catalogue, or for mobile access (AirPAC), go to <http://oasis.unisa.ac.za/airpac>

Telephonic requests

Telephonic requests can be done at +27 12 429 3133/3134. Please supply the reservation order number (RON) if available

Postal requests

Journal articles may also be requested by completing an article **request card** for each item.

These should be mailed to the same address as postal requests above or faxed to +27 12 429 8128.

Enquiries about requested articles should be addressed to bib-circ@unisa.ac.za; telephonic enquiries can be made at +27 12 429 3432.

Requesting literature searches from the library

You may request a list of references on your topic from the library's Information Search Librarians if you are enrolled for an undergraduate course which has a research essay. To request a literature search, go to the catalogue's homepage, and click on *Request a Literature Search*, fill in the form and return it to the address provided.

Services offered by the Unisa Library

The **my Studies@Unisa** booklet, which is part of your registration package, lists all the services offered by the Unisa Library at http://www.unisa.ac.za/contents/myStudies/docs/myStudies_unisa2012.pdf

5 STUDENT SUPPORT SERVICES FOR THE MODULE

Please consult the booklet *My studies @ Unisa* which you received with your study package for information on the use of myUnisa and possible participation in the Unisa tutorial service.

6 MODULE SPECIFIC 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 as needed. 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 of your own. Finally, revise, edit and proofread your answers carefully.

Most students use English as an additional language (i.e. not as a home 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 evaluation of assignments and examination scripts. Although some mistakes are *acceptable*, correct language is generally *preferred*. English is well established as an additional language in most countries of the world, including South Africa, and need not be thought of as 'someone else's mother-tongue'.

One requirement of a course such as this is that assignments should be relevant to the workplace. However, students taking this subject represent a wide range of careers, and are enrolled for a wide range of qualifications. 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 in a large organisation.

Students who are not presently employed, or who don't 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'. These should appear 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.

Use your my Studies @ Unisa brochure for general time management and planning skills.

ASSESSMENT STRATEGY

Your written work will be assessed in accordance with a set of criteria that reflect both writing skills and outcomes. We allocate marks in two categories to arrive at the total for a particular question:

C = Structured content (Skills: draft & revise)

L = Language (Skills: edit & proofread)

In other words, the CONTENT (C) category includes information and the way it is structured, often making use of a conventional format for a specific type of document; the LANGUAGE (L) category includes writing style, grammar, vocabulary and punctuation.

Note: The weighted subtotals for the two categories vary in accordance with the requirements of each question, and do not necessarily reflect a 50:50 spread.

Feedback on your written work will be provided by means of corrections and comment, or by making use of a Marking Code (e.g. sp = spelling) so that you can self-correct. Please note that we do not necessarily indicate every mistake made.

More detail on the assessment criteria and marking strategy are provided in the table and marking code below.

ASSESSMENT CRITERIA – WORKPLACE WRITING SKILLS

for essay-type answers / business documents

- The global criterion is CLARITY; any flaw in content and structure, writing style and language use or language accuracy will detract from this.
- Assess the PRODUCT, but credit skills, strategies and techniques that do not yet reflect fully in this.

WRITING SKILLS	QUALITIES OF GOOD WRITING
REVISE Evaluate draft text as resulting from planning, information gathering and organising phases of the writing process. Rework ideas and information, and ensure that structure aligns with content.	<p><i>Note: Weighting and scores will vary in accordance with requirements of a particular writing task.</i></p>
	<p style="text-align: center;">Content: Information accuracy and completeness</p> <p>Meets all requirements Information is reliable and specific, and includes everything that is useful and necessary. The reader should not have to ask: When? Where? Why? Who? What? How? There is no unnecessary or insignificant information and there are no irrelevant ideas.</p> <p>Acceptable – good Information is provided, but it may lack precision. There is too little detail relating to some aspects. Some irrelevant information is included.</p> <p>Underperforming – flawed Insufficient specific detail. Irrelevant or vague ideas and information. Very little development of the information provided in the instructions and description of context.</p> <hr/> <p style="text-align: center;">Structure</p> <p>Meets all requirements Ideas and information are clustered and organised in a coherent sequence that makes sense. The structure reflects the various clusters of information and the various aspects of meaning in the text. Where a conventional format is used, the content fits.</p> <p>Acceptable – good Information has been organised in sections/paragraphs, but content and structure lack clarity. In the case of a conventional format, some sections may have inappropriate content.</p> <p>Underperforming – flawed Structure does not clearly reflect aspects of content at sentence, paragraph and subsection levels. Format is incorrect or not used appropriately.</p>

<p style="text-align: center;">EDIT</p> <p style="text-align: center;">Improve writing style and sentence construction.</p>	<p style="text-align: center;">Appropriate writing style</p> <p>Meets all requirements Language suits <i>context</i>: the <i>purpose</i> (to inform, describe, explain, persuade, argue, complain, request, etc.), the <i>subject</i> and all probable <i>readers</i>. Style and tone are 'professional'.</p> <p>Acceptable – good The writing style is generally appropriate, but with local flaws.</p> <p>Underperforming - flawed Writing style generally inappropriate in relation to purpose, subject and reader. Inappropriate discourse conventions, register and level of formality – may reflect informal interpersonal conversation.</p>
	<p style="text-align: center;">Grammar - sentence construction</p> <p>Meets all requirements Sentence construction and vocabulary contribute to clarity, and are suited to conventions of communication in the written <i>mode</i>, which implies concise and grammatically correct standard English.</p> <p>Acceptable – good Generally proficient in the language, but some awkward/clumsy sentences. Not concise. Some patterns of spoken English evident.</p> <p>Underperforming - flawed Frequent grammatical errors indicative of inadequate proficiency in English. Narrow range of vocabulary. Noticeable non-standard usage and speech patterns.</p>
<p style="text-align: center;">PROOFREAD</p> <p style="text-align: center;">Correct local mistakes in grammar, spelling, punctuation and keyboard use.</p>	<p style="text-align: center;">Language accuracy: grammar, vocabulary, spelling, punctuation, typing/handwriting</p> <p>Meets all requirements 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 or essential, but is generally preferred.</p> <p>Acceptable – good A few local and minor mistakes distract attention, but on the whole the message is fluent.</p> <p>Underperforming - flawed Numerous errors that disrupt reading and take considerable effort to process.</p>

Marking Code

SYMBOL	ERROR	EXPLANATION
abb	Abbreviation	Do not use abbreviations, or contractions (such as 'can't', 'don't', 'etc'.) in <u>formal</u> writing (eg a written assignment).
agr (s/v)	Agreement error	Your verb does not agree with your subject in number. Check whether your subject is singular or plural. A plural subject takes a plural verb: <i>The students<u>s</u> read the book.</i> A singular subject takes a singular verb: <i>The student reads<u>s</u> the book.</i>
amb	Ambiguity	Your statement could have two meanings. Rephrase.
p	Apostrophe error	An apostrophe is a comma that hangs above the line. The boy's hands are dirty. <u>An apostrophe is used to indicate possession.</u> Mbeki's leadership (the leadership of Mbeki). The boys' privileges (the privileges of the boys). <u>An apostrophe is used to indicate when letters are left out.</u> We'll (we will) Can't (can not) I've (I have) It's (it is) Contractions such as these are unacceptable in formal writing. NB: 'its' (without an apostrophe) is the possessive form. The dog chewed <u>its</u> bone.
arg	Argument	Your argument / explanation is not methodical / coherent / relevant. A clear and logical line of thought needs to emerge.
art	Article error	You have used 'a' instead of 'the', or 'the' instead of 'a', or you have omitted to use 'a' or 'the' where you should have. Alternatively, you have used 'a' or 'the' with a word that should not have an article.
awk	Awkward phrasing	Your sentence sounds awkward and clumsy. You need to revise word choice and word order.
cap	Capital letter	The word should begin with a capital letter, either because it starts off a sentence, or because it is a proper noun.
c/s	Comma splice	You have joined two ideas (i.e. two separate sentences) without using a connecting word, or

SYMBOL	ERROR	EXPLANATION
		proper punctuation. Either add a connecting word, or change the comma to a semi-colon, or break the comma-spliced sentence into two separate sentences.
exp	Expression faulty	Your sentence is difficult to understand because of errors too numerous to list.
frag / inc	Fragmentary sentence Incomplete sentence	Your sentence does not have a verb, and therefore is only a fragment of a sentence. You have left out part of the sentence.
irr	Irrelevant	What you have said has nothing to do with the topic.
L? / ill	Logic faulty / illogical	Your writing does not make sense here.
N.P.	New Paragraph	You have started discussing a new idea. You need a new paragraph.
para	Paragraph structure	A paragraph consists of a main idea (usually expressed in a topic sentence) and <u>several</u> supporting sentences which explain the main idea, or give examples and/or details concerning the main idea. Single-sentence paragraphs are not acceptable because a single sentence cannot develop or expand the main idea. Your paragraph is too long and needs to be divided where appropriate.
p	Punctuation	You have mis-used a punctuation mark, or omitted one where it was necessary.
sp	Spelling	You have mis-spelt a word. Try to get into the habit of using a dictionary consistently.
T	Tense error	Your verb is in the wrong tense. Note: Use the present and related tenses when discussing a literary work - eg 'Bosman's humour <u>has</u> a strong South African flavour.' 'In her short stories Nadine Gordimer <u>touches</u> on issues ...'
voc / WW	Vocabulary error / Wrong word	You have used the wrong word <u>or</u> you could have used a better one. (Look up the word you have used in the dictionary. You will find that its meaning is either not correct or not appropriate in

SYMBOL	ERROR	EXPLANATION (your sentence.)
wdy	Wordiness	You have used too many words to say something which could be said far more simply and concisely.
WO	Word Order incorrect	The words in your sentence are in the wrong place. Your marker will have used arrows to indicate where the word(s) should go.

7 MODULE PRACTICAL WORK AND WORK INTEGRATED LEARNING

There are no practicals for this module.

8 ASSESSMENT

8.1 Assessment plan

You must submit both assignments for the semester in order to obtain the best possible semester mark, as they each contribute towards your final result.

Your assignment marks will be used to calculate your semester mark in the following way:

- Assignment 1 – 20%
- Assignment 2 – 80%

Submission of both assignments is compulsory for admission to the examination, and your performance in these assignments contributes to your final mark.

The semester mark and the examination mark combined give your final mark.

Together, the semester mark and the examination mark must be at least **50%** for you to pass.

The semester mark derived from both of your assignments counts 20% of your final mark. The mark you obtain in your examination counts 80% of your final result.

An additional requirement is that you must obtain at least 40% in your examination. If you obtain less than this you cannot pass the module, irrespective of what your semester mark is. In other words, your examination mark becomes your final result, without the semester mark. This is called an examination sub-minimum requirement.

Admission to a supplementary examination is not automatic. You must achieve 45% in your first examination. You may also be required to pay a fee for your supplementary examination.

8.2 General assignment numbers

Assignments are numbered consecutively per module, starting from 01. For this module you will submit Assignment 01 and Assignment 02 of the semester for which you are registered.

8.2.1 Unique assignment numbers

Computer-marked assignments consisting of multiple-choice questions (MCQ) have Unique numbers. For this module these are:

Semester 1, Assignment 01: **333540**

Semester 2, Assignment 01: **212748**

8.2.2 Due dates of assignments

Semester 1

Assignment 01 12 March 2012

Assignment 02 10 April 2012

Semester 2

Assignment 01 3 September 2012

Assignment 02 1 October 2012

8.3 Submission of assignments

You may submit written assignments and assignments completed on mark-reading sheets either by post **or** Mobile MCQ submission **or** electronically via *myUnisa*. Assignments may not be submitted by fax or e-mail.

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

To submit an assignment via *myUnisa*:

- Go to *myUnisa*.
- Log in with your student number and password.
- Select the module.
- Click on assignments in the menu on the left-hand side of the screen.
- Click on the assignment number you wish to submit.
- Follow the instructions.

If you do submit a written assignment (i.e. Assignment 02) via *myUnisa*, we prefer that you submit as a PDF file, as this enables us to mark and return the assignment to you electronically. To do this you should convert the document to PDF on your computer before you submit via *myUnisa*. We do, however, also accept Word files.

Please ensure that your answers to all the questions in a written assignment are in one document, as you can only upload one file as your complete assignment, i.e. you cannot submit answers to each question in separate files/documents.

You may post your assignment in a Unisa Assignment Box located at your regional centre.

Assignments for both Semesters 1 & 2 are included in this tutorial letter. Please be careful to submit only the two assignments of the semester for which you have registered.

8.4 Assignments

Assignments for both Semester 1 and Semester 2 are included in this tutorial letter.

Submit only the two assignments of the semester for which you are registered.

SEMESTER 1
ASSIGNMENT 01
Due Date: 12 March 2012

Unique No. 333540

Submit this assignment only if you are registered for Semester 1 2012.

Your **Unique Number** for this computer-marked assignment is: **333540**.

Carefully study the information given in this Tutorial Letter 101 for 2012. Answer the following Multiple Choice and True or False questions. Where necessary, refer to relevant sections of your study guide. Use the Mark Reading Sheet which has been included in your study package (also available electronically on myUnisa) for your answers.

For example, if you choose option 3 as the correct answer, use a pencil to shade the number 3 on your mark reading sheet.

In Questions 1 – 5, choose the sentence in which the bold word is spelled correctly.

Question 1

1. Our offices are just **accross** the road from the railway station.
2. We will deliver the equipment to your **address** within the next few days.
3. I will be **writting** to you very soon.

Question 2

1. I must have told him **fourty** times not to pin messages on my office door.
2. She is a member of the executive **comitee**, and will probably be able to assist you.
3. I will not be able to arrange a **definite** appointment before Wednesday.

Question 3

1. Please see that there are enough tables, chairs, cups, saucers, **ect.** in the seminar room.
2. I feel that this would be very good for **business**.
3. Why should we expect the **goverment** to do something about it?

Question 4

1. The **guarrantee** expires in about six months.
2. You had better speak to the manager about this **immediatly**.
3. There is no point in holding a meeting now. I think we should postpone it **until** all the details have been made known.

Question 5

1. This kind of information could be gathered by distributing **a questionnaire** to all members of staff.
2. Yes, but will this have any detrimental effects on the **environment**?
3. We could ask the **professor** whether he would like to attend the conference.

Refer to Unit 2 (Workplace Correspondence) of your Study Guide in order to answer questions 6-12.

Question 6

Which of the following Salutations would best suit a covering letter for a job application?

1. Dear Joseph/ Dear Zodwa
2. Dear Sir/Madam
3. Dear Professor Malan/ Dear Dr Lekgau

Question 7

Which of the following endings would serve best in a business letter addressed to a named individual?

1. Yours truly
2. Yours faithfully
3. Yours sincerely

Question 8

Work related correspondence needs to be 'professional'. Choose what best describes this type of writing.

1. The writer is entitled to vent frustration concerning an issue.
2. The writer should adopt a neutral tone to present issues and information.
3. Writers should introduce themselves to the readers in the first paragraph.

Question 9

In contemporary business letter writing, the address of the organisation is positioned in

1. a letterhead which has the address on the right-hand side of the page.
2. a letterhead which has the address at any point chosen by its creators.
3. a letterhead which has the address in the upper-left-hand corner of the page.
4. the top right corner, using the traditional block format.

Question 10

Choose the most suitable option from those provided. The introduction of a business letter should provide the reader with the following information:

1. Your intentions in writing it.
2. Recommended solutions to the problem.
3. The action you want the reader to take.
4. An expression of good will.

Question 11

When writing a letter of complaint, the following conduct is important:

1. Show that you are annoyed.
2. Show your stance but maintain your poise.
3. Use strong language to show that you disapprove.

Question 12

Choose the most suitable answer. The subject line of a business letter should be

1. detailed.
2. to the point.
3. explanatory.
4. courteous.

Refer to Unit 3 (Meeting procedures and documentation) of your Study Guide and answer questions 13-16.

Question 13

Why are meetings held? Choose the most appropriate answer.

1. They are meant for sharing information and taking decisions.
2. Calling colleagues to order and taking disciplinary action.
3. Networking and informal communication.

Question 14

Which tense is the most widely used in minute taking?

1. Present
2. Past
3. Future

Question 15

What is the role of a secretary during a meeting? Choose the best answer.

1. Taking the minutes
2. Chairing the meeting
3. Preparing invitations to the meeting
4. Drawing up the agenda

Question 16

What should the secretary do if she misses any important information during the meeting?

1. Immediately stop the proceedings to ask for clarification.
2. After the meeting, consult the chair or the person who spoke.
3. Ask the person next to them during the meeting.
4. Use common sense to make up the information.

Refer to Unit 4 (Report Writing) of your Study Guide before you answer questions 17- 25.

Question 17

All organisations use the same format for report writing.

1. True
2. False

Question 18

In an investigative report the Terms of reference contain information that indicates the following:

1. Who requested the report.
2. How the investigation was carried out.
3. What was found from the investigation.
4. What needs to be done after the investigation.

Question 19

The title of a report should

1. indicate what is being reported on.
2. state what kind of report you are working with.
3. provide the detail in the report.
4. describe the scope of the report.

Question 20

Which of the following statements is correct? In a short formal (investigative) report,

1. an Executive Summary section is needed for busy managers.
2. a section is needed to provide results of the investigation.
3. inclusion of the writer's views is inappropriate.

Question 21

In a report, Procedure may also be called

1. Conclusion
2. Methodology
3. Result

Question 22

Choose the best formulation of a recommendation:

1. Management should come up with a better idea.
2. It is recommended that management take a follow-up action.
3. Management must appoint three administrative officers.
4. Three administrative officers should be appointed.

Question 23

Which statement is correct? The Findings section of a report

1. tells the reader what information the writer gathered.
2. tells the reader what the writer suggests should be done.
3. tells the reader how you went about collecting data

Question 24

Choose the correct statement. The Recommendations section of a report tells the reader

1. what the writer suggests could be done.
2. what the writer says must be done.
3. what the writer is supposed to do.

Question 25

Choose the incorrect option. The following are recognised types of reports:

1. Investigative report
2. Short formal report
3. Progress report
4. Recommendations report

[25]

SEMESTER 1
ASSIGNMENT 02
Due Date: 10 April 2012

Unique No. 260613

Submit this assignment only if you are registered for Semester 1 2012.

Your Unique Number for this assignment is **260613**.

Before answering each question in this assignment, please work through the relevant unit in your study guide.

QUESTION 1 CORRESPONDENCE

You are the Head of Security at Vista Electronics.

In the last three months there have been a number of incidents of office theft. In addition to theft of property belonging to the company, several employees have lost valuable personal items.

Four weeks ago the Managing Director (MD) asked you to investigate and report on measures taken to address the problem. You have submitted the report, and the MD has approved your recommendations. The MD would now like you to communicate with employees regarding the outcomes of your investigation.

Write a memo to employees in which you indicate how you intend addressing their concerns.

Your memorandum should not exceed one page in length.

[20]

QUESTION 2 MEETINGS

Reference Before responding to this question you should work through Study Unit 3, pp. 99-119. Pay special attention to Activity 3.17.

You work for *ExtremEvents*, an events company that specializes in organizing social events of an extreme nature. Ms Vanda, the manager of this company, has called a staff meeting and has asked you to take the minutes.

Below is a transcript (exact words written down) of what was said during this meeting, presented in the form of a dialogue. Use the transcript to write the minutes of the meeting.

Remember that in taking minutes we generally select and summarise information, and make changes to style and grammar. It is usually not necessary to record what each person said in turn. If necessary you may add any minor detail needed to complete the document.

Your answer should be approximately two pages in length.

Here is the title of your document:

MINUTES OF A GENERAL STAFF MEETING HELD IN ROOM B106 ON 21 MARCH 2012

TRANSCRIPT OF THE MEETING

Ms Vanda: Okay, okay settle down people, it's 9am sharp and we gotta start!
(Chair)

Mr Gordon: Yes Ma'm, Madam Chair, we're all ears! Now, give me a sec to get my notebook - ah here we go, I'm ready and armed.

Ms Vanda: Thank you Mr. Gordon, I must say that before I met you I had always thought that all secretaries hated taking minutes, you know you prove me wrong at every meeting. Right, welcome everyone, welcome to our second meeting of the year, welcome to what promises to be a very productive meeting. I just want to especially welcome our special guest today, Ms Jenny Lamola, who is here for the Take a Girl Child to work campaign. Welcome Jenny, we hope you'll learn a lot from attending this meeting. Just glancing through our agenda, you'd agree with me that we have a long meeting and some very serious issues we've got to decide on. Let's get this show on the road.

Ms Gradstone: Wow, is all that applause for Jenny or are we just happy to start a meeting!

Ms Vanda: Jenny, I hope you don't pick up wrong meeting habits, like speaking without asking the chairperson for an opportunity.

Ms Gradstone: Sorry Chair!

Ms Vanda: Very well then! Mr Gordon, are there any apologies?

Mr Gordon: Yup! Ms de Kock sends her apologies, she is still at that Bungy Bells wedding she's been putting together. She told me earlier that the bride and groom were looking swell and everything was going according to plan.

Ms Vanda: Nice! Any more apologies?

Mr Gordon: Yes, ah, Mr Salif is at the fire station to discuss that project with the captain. I hope all goes well.

Ms Vanda: Me too. That just about takes care of the roll call, please remember to sign the register before we leave today, okay. Mr. Gordon circulated the minutes about a month ago and I do hope we all looked through them. Good. Shall we adopt the minutes then? Good! Any matters arising from these minutes? Nothing, anyone? Okay then, moving right along to new matters. Let me start with my report, a very short one at that.

First, let me say that last month was quite a month! Not only did we pull off the biggest extreme party that ExtremEvents has ever thrown, we had our busiest month ever! Well done people, well done. Yes, it was exhausting, yes the hours were unusually long, the weather did not always go our way and we all have stories to tell, but in the end, this was our most productive month in a very long time. Let me thank all the project managers for a job well done and promise that we are still working on a rotation plan for project managers so that each person at least gets an opportunity to head a project before the end of this year. With those words, I'd like to hand over to Ms Sukazi for the financials, over to you Zama.

Ms Sukazi: Thank you Chair. Well, the past month was not just the busiest, it was also the most financially productive by far. The events, put together, gave us a whopping 52% increase in profit, compared to the same time last year. I sent you detailed numbers about a week ago, so I'm sure you'll agree with me that our finances are in good shape!

We were also able to put a bit of colour to our offices with the new blinds and fresh coat of paint as we agreed in our last meeting. I'm especially happy to announce that we do not owe anything for the work that was done in our offices, all that is paid up. Lastly, but certainly not least, I am sure you all noticed a bit of a surprise in your bank accounts, yes that is our performance bonus for working so hard this past month! The applause tells me people are happy! That's it from my side, thanks Chair.

Ms Vanda: Great news indeed! Thank you for the numbers Zama, things are looking up. Next on our agenda might be a bit of an anticlimax after our spirits are so high, but we've got to tackle this. I received a worrying letter last week and thought we'd keep it at management, but we decided that you all need to know what is happening. Mr Bes, you all remember him I hope, is threatening to sue us over the incident with the weather at his daughter's Sweet 16. You'll remember that they wanted a Carnival Nights theme. You'll also remember the damage to costumes caused by rain that night. The costumes had been rented, as you all know, and somebody has to foot the bill for the damage. The contract Mr Bes signed with us is very clear that he has to bear the costs, but he does not agree and is threatening to sue. There are

suggestions that we settle this by paying the account ourselves, which will be a more amicable option. Another route would be to enforce what is stipulated on the contract, which might start all kinds of fires. Any thoughts?

Mr Simons: I'm sorry, but our contracts are very clear on such matters, I for one know that we explain these things to our clients before we even sign any agreement. The guy is just taking chances, let him pay.

Mr Kruger: And risk the bad publicity?

Ms Solani: What about our promise to always put the clients first? Is it an empty promise? I won't be part of empty deceitful promises, no way!

Mr Simons: Hang on there, it's not an empty promise, not at all, but this guy is taking chances. Yes, we should put the client first, but only within reason.

Ms Solani: Then let us revise the promises we make to our clients, before we are accused of deception. It just doesn't feel right to make him pay for something that was out of his control.

Mr Zondi: Uhm, it was not our fault either!

Ms Shezi: Okay okay, pointing fingers will not get us anywhere. Can't we think of a win-win way out? What if our Chair, accompanied by one of our legal people -

Mr Sango: He does not have a legal argument to stand on, we can take him as high up the legal system as he is willing to pay. It will be cheaper for him to just pay the costume rent money.

Ms Shezi: As I was saying, can we focus on a way forward that will both save money and maintain a positive relationship with our clients!

Mr Reynolds: Then we go halvies! Explain to him that he signed a contract, but we are trying to be considerate.

Ms Vanda: Bruce, that is an excellent idea! I've got to cut this discussion short on that positive note. Could our legal department draft an agreement in this regard, they will have to circulate it via email as this is rather urgent. We will finalize the matter over email then.

Mr Sango: Time frames?

Ms Vanda: The next two days. In the meantime, I'll write to Mr Bes and ask him to wait for communication from us. Great! The next important decision is on the coming Fireworks Expo in Joburg next month. We think it's gonna be great to send at least two reps to the expo, you all know we get many requests for fireworks related theme parties. It would be of benefit to the company if we have people who have a bit of expertise in fireworks.

Mr Sango: What if we send one of our interns with maybe one other staff member?

Ms Shezi: I support that idea 100%.

Ms Vanda: Okay, please send me an email if you would like to attend the Expo. Please do that before end of business today, our electronic calendars make it easier for us to know immediately whether we are available or not. Remember the Expo will take a whole week. On that note, next on our agenda is a request from the local forum of businessmen to organize a party for the outgoing chairperson. The brief is that the chairperson has to go out with a bang! You guessed it, they want a night of fireworks. We requested Mr Salif to conduct an investigation into the feasibility of such an event. He is still busy with the investigation and he will send us a report by the end of next week. Alright then, any other business we need to discuss? No, Okay. Mr Gordon, the next meeting?

Mr Gordon: The 12th of April. I need to finalize the venue booking first, but it will probably be in B106. I will confirm in the notice of the next meeting.

Ms Vanda: Thanks for the info. Thank you so much team for all your hard work and also for attending the meeting and your contributions. With that said, the meeting is officially closed. Now let's go relax a bit, I hope the refreshments are ready.

[30]

QUESTION 3 REPORT WRITING

You are marketing officer in an organisation that uses EasyGo Travel PTY (Ltd.) to make the travel and accommodation arrangements for staff who travel on business.

There have been several complaints from the staff regarding inefficiency in the Travel Office. Staff have been complaining about receiving their travel bookings late, receiving incorrect flight times and being accommodated in shabby hotels.

The CEO of your organization has asked you to look into the efficiency of the Travel Office, and to write a short formal report on your investigation into this matter which you will submit to the CEO's office by 30 November 2012. 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 not exceed 3 pages in length.

[30]

QUESTION 4 PROPOSAL WRITING

Reference: Before responding to this question you should work through Study Unit 5, pp. 150-7. Pay special attention to Activity 5.4.

You are a councillor in the Waterberg Municipality.

A low-cost housing project for Zone 8, which falls under this municipality, was completed in 2005. The infrastructure that was put in place to supply households,

businesses and the community with water has proved to be inadequate, and has not been properly maintained.

Write a proposal for the upgrading of water supply to Zone 8, which you will present at the next meeting of Council.

You may structure your proposal as follows, but are free to adapt the headings to your needs, or add subsections as required:

PROPOSAL FOR...

1. Background
2. Objectives
3. Implementation Plan
 - 3.1
 - 3.2
 - 3.3
4. Resources
 - 4.1
 - 4.2
 - 4.3
5. Conclusion

Your answer should be approximately 3 pages in length.

[20]

TOTAL: 100

Remember to keep a copy of your assignment.

SEMESTER 02
ASSIGNMENT 01
Due Date: 3 September 2012

Unique no. 212748

Submit this assignment only if you are registered for Semester 2 2012.

Your **Unique Number** for this computer-marked assignment is: **212748**.

Carefully study the information given in this Tutorial Letter 101 for 2012. Answer the following Multiple Choice and True or False questions. Where necessary, refer to relevant sections of your study guide. Use the Mark Reading Sheet which has been included in your study package (also available electronically on myUnisa) for your answers.

For example, if you choose option 3 as the correct answer, use a pencil to shade the number 3 on your mark reading sheet.

For Questions 1 - 8, refer to Unit 2 (Workplace Correspondence) of your study guide.

Question 1

Which of the following salutations would best suit a covering letter for a job application?

1. Dear Joseph/ Dear Zodwa
2. Dear Sir/Madam
3. Dear Employer

Question 2

Which of the following Endings would serve best in a business letter addressed to a named individual?

1. Yours truly
2. Yours faithfully
3. Yours sincerely

Question 3

Work related correspondence needs to be 'professional'. Choose what best describes this type of writing.

1. The writer is entitled to vent frustration concerning an issue.
2. The writer should adopt a neutral tone to present issues and information.
3. Writers should introduce themselves to the readers in the first paragraph.

Question 4

In contemporary business letter writing, the address of the organisation is positioned in

1. a letterhead which has the address on the right-hand side of the page.
2. a letterhead which has the address at any point chosen by its creators.
3. a letterhead which has the address in the upper-left-hand corner of the page.
4. The top right corner, using the traditional block-format.

Question 5

Choose the most suitable option. The introduction of a business letter should provide the reader with the following information:

1. Your intentions in writing it.
2. Recommended solutions to the problem.
3. The action you want the reader to take.
4. An expression of good will.

Question 6

When writing a letter of complaint, the following conduct is important:

1. Show that you are annoyed.
2. Show your stance but maintain your poise.
3. Use strong language to show that you disapprove.

Question 7

Choose the most suitable answer. The subject line of a business letter should be

1. detailed.
2. to the point.
3. explanatory.
4. courteous.

Question 8

When you write an email, it is acceptable to leave the 'subject' space blank.

1. True
2. False

Refer to Unit 3 (Meeting procedures and documentation) of your Study Guide and answer questions 9-13.

Question 9

Why are meetings held? Choose the most appropriate answer.

1. They are meant for sharing information and taking decisions.
2. Calling colleagues to order and taking disciplinary action.
3. Networking and informal communication.

Question 10

Which tense is the most widely used in minute taking?

1. Present
2. Past
3. Future

Question 11

What is the role of a secretary during a meeting? Choose the best answer.

1. Taking the minutes
2. Chairing the meeting
3. Preparing invitations to the meeting
4. Drawing up the agenda

Question 12

What should the secretary do if she misses any important information during the meeting?

1. Immediately stop the proceedings to ask for clarification.
2. After the meeting, consult the chair or the person who spoke.
3. Ask the person next to them during the meeting.
4. Use common sense to make up the information.

Question 13

Minutes can be presented in different formats, as long as information is recorded clearly.

1. True
2. False

Question 14

Unisa students are allowed to send their assignments directly to the lecturer's e-mail address.

1. True
2. False

Question 15

What is a CV? Choose the most appropriate description.

1. A letter of application for a new job.
2. A record of qualifications and awards.
3. A summary of information relevant to your working life.

Question 16

The following **bold** words are easily confused. Choose the option where the word is used properly.

1. I will carry everything you give me **accept** the glasses.
2. I will **accept** his marriage proposal.
3. He will **except** my gift for his birthday.

Question 17

Choose the word that is a synonym of “unspecified”:

1. Unnamed
2. Average
3. Standardised
4. Indifferent

Refer to Unit 4 (Report Writing) of your Study Guide before you answer questions 18- 25

Question 18

If you want to report an event briefly and direct it to colleagues within your organisation, which is the most appropriate format to use?

1. Business letter
2. Memorandum
3. Investigative report

Question 19

Which of the following is **not** included in a Short Formal Report?

1. Address of the recipient.
2. A title.
3. Terms of reference.
4. Conclusions.

Question 20

In an investigative report the Terms of reference contain information that indicates the following:

1. Who requested the report.
2. How the investigation was carried out.
3. What was found from the investigation.
4. What should be done after the investigation.

Question 21

Choose the correct statement. The title of a report should

1. indicate what is being reported on.
2. state what kind of report you are working with.
3. provide the detail in the report.
4. describe the scope of the report.

Question 22

Which of the following statements is correct? In a short formal (investigative) report,

1. an Executive Summary section is needed for busy managers.
2. a section is needed to provide results of the investigation.
3. inclusion of the writer's views is inappropriate.

Question 23

In a report, Procedure may also be called

1. Conclusion
2. Methodology
3. Result

Question 24

Choose the best formulation of a recommendation:

1. Management should come up with a better idea.
2. It is recommended that management take a follow-up action.
3. Management must appoint three administrative officers.
4. Three administrative officers should be appointed.

Question 25

Which statement is correct? The Findings section of a report

1. tells the reader what information the writer gathered.
2. tells the reader what the writer suggests should be done.
3. tells the reader how you went about collecting data

[25]

<p>Remember to keep a copy of your assignment.</p>

SEMESTER 02
ASSIGNMENT 02
Due Date: 1 October 2012

Unique No. 313047

Submit this assignment only if you are registered for Semester 2 2012.

Your Unique Number for this assignment is **313047**.

Before answering each question in this assignment, please work through the relevant unit in your study guide.

QUESTION 1 CORRESPONDENCE

You are the Head of Security at Vista Electronics.

In the last three months there have been a number of incidents of office theft. In addition to theft of property belonging to the company, several employees have lost valuable personal items.

Four weeks ago the Managing Director (MD) asked you to investigate and report on measures taken to address the problem. You have not yet submitted the report and employees are complaining about the lack of action.

Write a memo to the MD in which you explain the delay in finalizing the report, and indicate how you intend addressing the impatience of employees.

Your memorandum should not exceed one page in length.

[20]

QUESTION 2 MEETINGS

Reference Before responding to this question you should work through Study Unit 3, pp. 99-119. Pay special attention to Activity 3.17.

You are a secretary in your organisation's Department of Protection Services, and are to take minutes at the next meeting. Below is a transcript (exact words written down) of what was said during this meeting, presented in the form of a dialogue. Use the transcript to write the minutes of the meeting.

Remember that in taking minutes we generally select and summarise information, and make changes to style and grammar. It is usually not necessary to record what each person said in turn. You may add any minor detail needed to complete the document.

Your answer should be approximately two pages in length.

Here is the title of your document:

MINUTES OF A PROTECTION SERVICES STAFF MEETING HELD IN THE CLOVER BOARD ROOM ON 21 MARCH 2012

TRANSCRIPT OF THE MEETING

Ms Botha: Well, it's just after half past eight, and I think we'd better make a
(Chair) start. Thank you all for coming. Mr Smith, I'm so glad you could make it. Congrats on the birth of the new addition to your family! I'm sure she will bring you much joy.

Now back to business - please don't forget to sign the attendance register that's going around. Any apologies? No? Everyone here, then? That's good.

I take it you've all looked at the minutes of our last meeting. We emailed them a few days ago. Does anyone want to make a change anywhere? Let's do a quick check.

Anything on page 1..., page 2..., page 3...? Nothing? So should we accept the minutes?

Mr Davids: I think we can take them as correct.

Mr Tsele: I second that.

Ms Botha: Fine. Is there anything in these minutes that we need to talk about? No? Then let's get on with our items for today. The first one is about our boundary fence. It's not really keeping anyone out, and it's costing us quite a bit to repair the holes they cut in it every few weeks. I don't really know what we should do about this...

Mr Nku: Well, we don't really want to spend a lot of money replacing it with a wall, and that wouldn't keep trespassers out either. And from what I can see, electrified fences cause more problems than they solve...

Mr Beeslaar: I agree. The best would be to patrol the perimeter. We don't know who's getting in or what they're capable of. It could become very serious. Trouble is, we don't have enough people...

Ms Botha: Mr Beeslaar, could I ask you to draft a submission to the Chief Executive Officer to request two additional staff members whose job it would be to patrol the perimeter fence day and night? How do you all feel about this? Good. Now let's move on to the weekend access control issue.

You are aware that we've had cases of theft from the workshops. The problem is that sometimes staff come in after hours or over weekends. They sign the after-hours register at the main entrance, but after that we have no idea where they go. If something goes missing from a workshop, we can't say who had access to that workshop.

Mr Tsele: Yes, we've been talking about this. I think we should keep all doors locked and only open them for staff whose line managers have approved after-hours access.

Mr Davids: But how would we know who has access? This could get complicated...

Ms Moeketsi: Not really. They fill in a form showing the times, which venue it is, and with a place for their line manager to sign.

Ms Botha: Good idea. Ms Moeketsi, would you design this after-hours access form for us, and I'll put it to Management. We'll hear what they have to say about it. OK?

Next thing is our copier on the first floor.... We've overspent our photocopy budget for paper and toner yet again. And this after we increased it at the end of last year! I've seen people from other departments using our machine. Don't ask me where they get the user code from, but we have to do something. Also, I suspect people are using it to make all sorts of personal copies that have nothing to do with the job they're paid to do here. Probably making copies for the neighbourhood too...

Mr Nku: People are so selfish! You can't trust anyone with anything these days! Unprofessional! And we're supposed to be Protection Services! We should go back to the old-fashioned manual controls, at least for a while.

Ms Botha: OK, let's try keeping a log of all copies made, to make sure they're all related to our official business. At least for the rest of this year. Let's see how it goes...Any problems with this? Fine.

That brings us to the end of our agenda for today, more or less. But before we close, let me remind you that there will be a General Staff Meeting on the 28th of October in TBC from half-past-eight until 02.00pm. Just in case you haven't seen it on the email.

And that just about wraps it up, if there's nothing more? We can all go back to our workstations, then. Great, we finished a bit early this time – it's only quarter to ten...Oh, we'll have our next meeting on 26 November. Don't forget to diarise that. Thanks everyone.

[30]

QUESTION 3 INVESTIGATIVE REPORT

You are the Director: Finance in an organisation.

Employees have been complaining about many unexplained deductions, late and incorrect salary payments and rude officials in the Finance section. As a result, the Chief Executive Officer (CEO) of the organization has asked you to investigate the inefficiency of your Finance Directorate and submit a report with recommendations.

Write a short formal report on your investigation into this matter which you will submit to the office of the CEO by 30 November 2012.

Your report should include a title and the following subheadings:

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

Your report should be approximately 450 words (or 3 pages) in length.

[30]

QUESTION 4 PROGRESS REPORT

Reference Before responding to this question you should work through Study Unit 4 for a general understanding of report writing, and then pay particular attention to p. 140.

You are a councillor in the Brightside municipality.

In 2009 a project was launched to electrify Zone 11, which falls under this municipality. Before this time there was no supply of electricity to households, to community and

business premises, and no street lighting. Although you have not been directly involved in implementation of the project, the Mayor has asked you to report on progress made at the next meeting of Council.

You may structure your report as follows, but are free to adapt the headings to your needs, or add subsections as required:

REPORT ON PROGRESS...

1. Background
2. Description of project
 - 2.1 Objectives
 - 2.2 Time frames
 - 2.3 Resources: human; financial; materials and equipment
3. Work completed
 - 3.1
 - 3.2
 - 3.3
4. Challenges
5. Next phase
6. Conclusions and recommendations

Your answer should be approximately 3 pages in length.

[20]

Total: 100

Remember to keep a copy of your assignment.

9 EXAMINATIONS

Please refer to the *my Studies @ Unisa* brochure for general examination guidelines and examination preparation guidelines.

Note that students receive admission to the examinations on the submission of their first assignment on the due date.

10 OTHER ASSESSMENT METHODS

There are no other assessment methods for this module.

11 FREQUENTLY ASKED QUESTIONS

The my studies @ unisa brochure contains an a-z guide of the most relevant study information.

Question

Can I submit my assignment late?

Answer

You must submit your first assignment on time, as admission to the examination is based on this. Furthermore, we can only get a mark onto the system if an assignment has been registered on computer by the Assignment Section. We cannot undertake to do this for you. If you are late for medical reasons, we suggest that you attach a note and medical certificate to the outside of your assignment (where it will be seen), and follow-up to confirm that the assignment is in fact on the system. You can do this yourself by checking that it has been received and processed on myUnisa.

Question

I submitted 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, i.e. the system does not recognize that it is not complete. If you submit the same assignment again, it will be treated as a duplicate and returned to you unmarked. It might be possible for us to assist you when the original incomplete submission has been marked and returned to you, but it often happens that this is too late for us to make changes. Please ensure that your assignment is complete. If you work on computer, make sure that all questions of the assignment are done in the same file/document.

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