

Department of English Studies

PRACTISING WORKPLACE ENGLISH - ENN1504

FIRST SEMESTER 2011

TUTORIAL LETTER NO. 102

Dear Student,

EXAMINATION GUIDELINES FOR ENN1504 - MAY 2011

ASSESSMENT

Evaluation of your answers to examination questions will be carried out in much the same way as for Assignment 02. Your marks will be determined by considering three broad areas:

- Content and structure
- Writing style
- Correct English usage

The following Assessment Criteria describe these in detail.

ASSESSMENT CRITERIA

Clarity is the combined effect of the following qualities of good business writing:

CONTENT

[Writing skill: Revising]

- **Information accuracy and completeness** - 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.
- **Structure** - ideas and information are clustered and organised in a 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 information provided should be appropriate to each section or subheading.

STYLE

[Writing skill: Editing]

- **Appropriateness** - using language that suits the *purpose* (to inform, describe, explain, persuade, argue, complain, request, etc.), the subject matter and all probable readers. The language is also suited to communication in the written *mode*. Sentence construction contributes to readability and clarity.
- **Conciseness** - not writing more than is necessary to achieve the purpose.

LANGUAGE ACCURACY

[Writing skill: Proofreading]

- **Correctness** - using error free 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, but remains a target.

EXAM TECHNIQUE

Answers must meet the requirements of the question. Although we do not require you to show your planning, **you need to think very carefully about the precise wording of the question**. Questions and instructions are often complex, and need to be analysed step-by-step. You will be tested partly on your ability to comprehend and give well-planned responses to specific instructions.

Answers should be well-structured, so please pay special attention to how you construct paragraphs.

Remember to make your answers realistic by including 'factual' information. Where you do not have access to actual information, you may invent (i.e. make up) the appropriate details.

If you need to do some rough work, use the back pages of your answer book and draw a line across it, so we can see that it is not to be marked. However, be sure that you have enough time to finish all the answers that we must mark.

Plan your time carefully to ensure that you respond to all questions. On the other hand, you should not rush so much that you do not use all of the time available to you. On the basis of the Question Paper format described below, you should be able to estimate how much time you can spend on each question.

QUESTION PAPER FORMAT

You will write one 2-hour paper worth a total of 100 marks. You are required to answer all three questions.

Question 1 Minutes of a meeting

30 marks

You will be given a transcript of the discussion of just one agenda item, and you will show how you would minute this one item. We are not examining your knowledge of the format of minutes, but are concerned with how you use English to minute a given item. You need to select and record all the important information. Your answer will show that you are able to summarise and write in an appropriate style, changing spoken to written language. This means that the quality of your answer counts more than the quantity.

Question 2 Workplace Correspondence

30 marks

You should familiarise yourself with the conventions of writing a memorandum. Acceptable variations in format and structure are allowed, since organisations often have their own style. The context of this writing task will be described in the question.

Question 3 Report Writing

40 marks

You will write a short formal (investigative) report in a given context.