

Dear Student

We thought we would provide a few guidelines to help you prepare for the examination. We know that this is a stressful time for most of you and we hope the following sections will help you to get ready for the imminent examination. When we refer to specific pages of the Study Guide, we do not mean that those are the pages on which the examination will be based. These specific page references are additional exercises which can be meaningful practice for a particular section.

The Examination

You will have two hours to respond to three questions in the paper. This means you have to time yourself well. You will have a question on editing, revising and proofreading. This question might be based on an email, memorandum or letter. You did this sort of question for Assignment 1 so you know what to expect. You will also have a question on writing minutes. You did this exercise in Assignment 1, so you have an idea of what to do to get ready. Finally, you will have a section on writing a report, which is similar to Assignment 2. By similar, we mean the format and not the content because you will have new questions. Practise these types of documents using the module tutorial letters, Study Guide, Workbook, myUnisa activities as well as E-Tutor resources.

Here is **an exercise** for you: Rewrite Assignment 1 and Assignment 2 (answering the questions now that you have gone through the module). How long did it take you to complete the two assignments? Now repeat the exercise using the past exam question paper under Additional Resources. Remember that in the examination you will have two hours to write all three documents. You also have to allow time to proofread your answers before handing in your examination script.

Some comments on transactional writing

Please remember that you need to adapt your expression (language) to suit business writing. This means that even if you are proficient in English, you need to use formal, business tone and style as you answer your examination questions. Please read pages 33-34 of your Study Guide for more examples of business language. Page 34 provides details of how each section of a business document should be expressed.

Editing, proofreading and revising

In this section of the examination, most students usually correct grammar (spelling) and forget about sentences, paragraphs, tone and style. Others neglect to add or omit information as directed in the instructions. Make sure that you attend to all aspects of the document, including format errors. Determine the purpose of the document that you have to revise and work on it according to the purpose, audience and context. For additional exercises towards this section, please work through the Study Guide on pages 10-13 as well as your Workbook.

Writing minutes

The section on minutes will be guided by the instructions provided. If you are required to minute one agenda item, then you need to begin your answer with the agenda item as the heading. Do not provide the full format of the minutes if you are not required to do so. For example, you should not include items such as opening and welcome; minutes of the previous minutes; as well as date of the next meeting if the instructions state, "the full format of minutes is not required". Failure to adhere

to instructions will result in loss of marks. Please ensure that for this section, you use the past tense because you will be reporting on a meeting that happened in the past. Remember to use the third person and reported speech since the document is not about you, but it is about the meeting and the agenda item. Finally, students lose marks in minutes because they do not summarise key discussions and resolutions, but some merely repeat the discussions verbatim. You have to read the conversation/ dialogue, select the most important discussion points and summarise them to provide the essence of the meeting. Work through pages 101-103 as well as your Workbook for more exercises.

Report writing

For this section, you have to follow the strict rules regarding format and content. For example, you have to include all the subsections from the title to the recommendations (including the compiler's signature and details, as well as the the date of submission, at the end of the report). Firstly, your title should be in capital letters and contain a succinct description of the essence of the report. Secondly, the report should be complete in that all the necessary information is provided. This is particularly true in the terms of reference where details such as the commissioner of the report, the designation of said commissioner, time, date, purpose of the report, compiler and designation of the compiler should be included. In addition, it is important for your procedures to be matched with the findings, including the numbering. Remember that your procedures should state what was done (verbs in the past tense and passive voice) and the reasons for those actions. Your conclusions are a summary of your findings, and your recommendations should be based on these conclusions to suggest possible solutions. In addition, your recommendations should suggest actions to be taken and should not be written as instructions. You can revise the investigative report by reading pages 46-60 of your Study Guide. Finally, ensure that there is a logical flow of ideas through the sections of the report.

We wish you all the best!

THE ENN1504 TEAM