

**UNIVERSITY OF SWAZILAND**  
**INSTITUTE OF DISTANCE EDUCATION**  
**CERTIFICATE IN PSYCHOSOCIAL SUPPORT**  
**MAIN EXAMINATION PAPER - MAY, 2016**

**TITLE OF PAPER: PROFESSIONAL ENGLISH II**

**COURSE CODE : CAE 118**

**TIME ALLOWED: THREE (3) HOURS**

**INSTRUCTIONS: ANSWER FOUR QUESTIONS IN ALL**

**: YOU MAY BEGIN WITH ANY QUESTION.**

**: QUESTIONS CARRY MARKS AS INDICATED**

**THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN  
GRANTED BY THE INVIGILATOR**

### Question 1

- a) In **two** sentences, state what is meant by “Job application interview.” (3)
- b) Discuss any **six** guidelines that each of the individuals mentioned below should take into consideration before a job application interview:
- i) Interviewee (12)
- ii) Interviewer (12)
- [25 marks]

### Question 2

The following advert appeared on The “Times of Swaziland” dated on 16/04/2016.

World of Opportunities Children’s Home

P.O. Box 6899

Mbabane

**Vacancy:** Senior Social worker

**Duties:** -To oversee the welfare of children in the centre

- To budget for the activities.
- To evaluate the performance of workers
- To provide future guidelines.

**Minimum requirements**

- Must have a Diploma in Social work and a Certificate in Psychosocial Support.
- Must have good communication skills.
- two years’ experience as a Social worker
- Ability to work with youth at risk
- Knowledge of Child Protection Rights

-Must have good interpersonal skills

- Experience in writing reports

-Computer literacy

- Must be fluent in English and SiSwati

a) Write an application letter for the above vacant post. (10)

b) Include your current C.V. (15)

**[25 marks]**

### **Question 3**

You are the Human Resource Manager in an organisation catering orphaned and vulnerable Children. You have organised an end of year picnic for the children in your organisation. Write a memorandum to all your staff members briefing them about this event and explain what is expected of them.

**[25 marks]**

### **Question 4**

a) Discuss the five steps involved when writing minutes of a meeting. (5)

b) Discuss four points you will consider when organising a meeting (8)

c) You have been requested to organise a meeting for the children welfare department in your organization. Write an agenda for this meeting (12)

**[25marks]**

### **Question 5**

a) Name any four types of reports. (4)

b) Identify four important topics of a report. (5)

c) Give any two important details you will include in each of the topics you have mentioned in (b) above. (16)

**[25 marks]**