

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
CERTIFICATE IN PSYCHOSOCIAL SUPPORT
SUPPLEMENTARY EXAMINATION PAPER JULY, 2016

TITLE OF PAPER: PROFESSIONAL ENGLISH II

COURSE CODE : CAE 118

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS:

- : READ INSTRUCTIONS CAREFULLY BEFORE YOU ATTEMPT THE QUESTIONS**
- : ANSWER FOUR QUESTIONS IN ALL**
- : YOU MAY BEGIN WITH ANY QUESTION**
- : BEGIN EACH FULL QUESTION ON A FRESH PAGE**
- : QUESTIONS CARRY MARKS AS INDICATED**

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

Question 1

- a. You work for a welfare organisation which offers care and support to children with special educational needs. You have planned to organise an educational programme for them that requires special educational equipment. Write an email to a person responsible in an educational institute in Uganda explaining your situation. You should also copy the email to your supervisor. [15]
- b. Give **three** guide lines you would consider when writing a formal email. [3]
- c. You are the class representative for your mentor group and you have just received an email from your mentor requesting you to organise a meeting for your mentor group to discuss your group's end of year party. Write an agenda for the meeting. [7]

[25 marks]

Question 2

- a. Give **four** differences between a report and an essay. [8]
- b. Give **two** functions of each of the reports you have mentioned in (a) above. [6]
- c. Give **four** components of a report title page. [4]
- d. What is a psychosocial assessment? [1]
- e. Give **three** functions of a psychosocial assessment. [6]

[25 marks]

Question 3

- a. Name **four** types of essays you have covered in your course. [4]
- b. Give a short description of each of the types you have mentioned in (a) above. [8]
- c. Name the four steps you would take when writing an academic essay. [8]
- d. Give **one** function of an academic essay conclusion. [2]

[25 marks]

Question 4

- a. What is a letter of transmittal? [3]
 - b. Give **two** important topics you would include in a letter of transmittal. [2]
 - c. Name **five** components of a report abstract. [5]
 - d. You have just been offered a new job in a newly established NGO in your home area. Write a short letter of resignation to the Manager of the NGO you are currently employed in. [15]
- [25 marks]

Question 5

- a. What is a business memorandum? [2]
- b. Give **four** types of memoranda you have covered in your course. [8]
- c. Name **five** important headings of a memorandum [5]
- d. Give **one** importance of each of the five headings you have mentioned in (c) above. [10]

Question 6

- a. Give **two** differences between a formal and an informal letter. [4]
- b. Name any **four** points you would consider when writing a letter of recommendation for an employee. [8]
- c. Name any three components of a cover letter. [3]
- d. Give any **five** important topics of a CV. [10]

-----END OF EXAMINATION-----