

**UNIVERSITY OF SWAZILAND**  
**INSTITUTE OF DISTANCE EDUCATION**  
**CERTIFICATE IN PSYCHOSOCIAL SUPPORT**  
**MAIN EXAMINATION PAPER MAY, 2017**

**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. You are the secretary in a reputable NGO that caters for street children. Your NGO is currently faced with an acute food shortage and your projections indicate that the food will run out by the end of the month. As the secretary, record minutes of an urgent meeting where these issues were discussed. Your minutes must be based on the following agenda:

**Fortress of Hope Children's Home Committee meeting**

**Date:** 21 April 2017

**Venue:** Matsanjeni Community Hall

**Agenda**

1. Opening prayer
2. Welcome and apologies
3. Chair person's remarks
4. Reading of previous meeting
5. Matters arising
6. Shortage of food in the NGO
7. Possible solutions to the problem
8. Recommendations
9. Date and time of next meeting
10. Adjournment

[25 marks]

### Question 2

- a. Discuss any **four** characteristics of a good cover letter. [8]
- b. Give any two points you would consider when writing a letter of recommendation for one of your employees. [2]
- c. You are a General Manager of a reputable non-governmental organization in the Manzini Region. World Vision Swaziland has just offered you a job as a Country Director. Write a letter of resignation to be handed to your current employer. [15]

[25 marks]

### Question 3

- a. Give any **five** guidelines you would follow when writing an effective email. [10]
- b. You are the managing director of Umtfwana ngumliba loya embili organisation. Your organisation's coffers have run dry yet you are in dire need to purchase warm clothing for the children. Write an email to the manager of a local bank and ask for a donation. [15]

### Question 4

- a. Give **two** differences between an essay and a report. [5]
- b. Write short notes on each of the following stages of the writing process:
- i. Pre-writing [5]
  - ii. Writing the first draft [5]
  - iii. Evaluating, revising and editing [6]
  - iv. Writing the final draft [5]

[25 marks]

### Question 5

- a. Give **five** headings of a business report. [5]
- b. Explain any **two** points you would consider under each of the headings you have mentioned in (a) above. [20]

[25 marks]

### Question 6

- a. What are the components of a well-written paragraph? [3]
- b. Discuss at least **two** functions each of the components you have mentioned in (a). [6]
- c. Write a paragraph of about 150 words on one of the following topics. Your paragraph must take into consideration the components you have mentioned in (a).
- i. The role of a caregiver in the lives of children in communities.
  - ii. The importance of feeding schemes in schools.
  - iii. The effects of domestic violence on the development of a child. [16]

[25 marks]

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