

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
CERTIFICATE IN PSYCHOSOCIAL SUPPORT
MAIN EXAMINATION PAPER MAY, 2018

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 one

- a. Give **five** qualities of an effective email. [5]
- b. Give **five** points you would take into consideration before sending an email. [5]
- c. You are a senior social worker at Enomusa Girls' Empowerment Club. Your organisation wishes to visit a local children's home (orphanage). Write an email to the director of the home requesting permission for the visit. [15]

[Total marks: 25]

Question two

- a. Define the term "agenda" as it applies to meetings. [5]
- b. You are the secretary of the child justice committee in your community. Draw an agenda for a meeting to be held at the Umphakatsi to discuss any three sensitive child abuse cases in your community. [20]

[Total marks: 25]

Question three

- a. What is an expository essay? [5]
- b. Discuss, in detail, the **four** stages of an essay writing process. [20]

[Total marks: 25]

Question four

- a. Discuss any **five** types of reports. [5]
- b. Explain, in detail, any **four** sections of a report. [20]

[Total marks: 25]

Question five

- a. Define the term "minutes" as it applies to meetings? [5]
- b. Discuss each of the following steps involved in meeting minutes:
 - i. Pre-planning [5]
 - ii. Record taking [5]
 - iii. Distribution of minutes [5]
 - iv. Storage of minutes [5]

[Total marks: 25]

Question six

- a. Write a letter of application for a job as a counselling officer at a VCT centre for child as advertised in one of the local newspapers. [10]
- b. Write an accompanying curriculum vitae for the letter you have written in six (a) above.

[15]

[Total marks: 25]

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