

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
CERTIFICATE IN PSYCHOSOCIAL SUPPORT
SUPPLEMENTARY EXAMINATION PAPER JULY, 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 any **five** guidelines you would consider when writing a letter of resignation. [5]
- b. A week ago you were interviewed for a job as a caregiver at Vuka Afrika Halfway House. This morning you received a letter indicating that your application and interview were successful. Write a letter of resignation to be handed to your current employer.

[20]

[Total: 25 marks]

Question two

- a. Define “job interview”. [5]
It is a face to face interaction between an interviewer and an interviewee.
- b. Explain any five factors you would consider when preparing for an oral job interview. [10]
- c. Explain **five** important business telephoning skills. [10]

[Total: 25 marks]

Question three

- a. Discuss **five** important points a secretary should consider when organising a meeting. [5]
- b. Your head of department has organised a meeting for all house mothers to discuss the importance of ensuring adherence to ART medication by children in your organisation. As a secretary, write minutes of the meeting. [20]

[Total: 25 marks]

Question four

- a. Define “memorandum”. [5]
- b. As a manager of Divine Mercy Halfway House, you have noticed that some employees report to work late, shout at and give children heavy household duties. Write a memo to all employees admonishing them against such misconduct. [20]

[Total: 25 marks]

Question five

- a. What does SQ4R stand for? [5]
- b. Discuss how you can use the SQ4R reading and study technique when preparing for examinations. [20]

[Total: 25 marks]

Question six

- a. State **two** advantages of taking notes. [5]
- b. Identify and discuss **ten** essential components of a research report. [20]

[Total: 25 marks]

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