

# UNIVERSITY OF SWAZILAND

## DEPARTMENT OF ACADEMIC COMMUNICATION SKILLS

SECOND SEMESTER MAIN EXAMINATION, MAY 2016

**TITLE OF PAPER:** ACADEMIC COMMUNICATION SKILLS:  
ENGLISH FOR SPECIFIC PURPOSES (ESP)

**COURSE CODE :** ACS 112/103

**TIME ALLOWED :** TWO HOURS (2hrs)

- INSTRUCTIONS:**
1. Write the name of your Faculty and Programme on the cover of your answer booklet
  2. Answer **ONE** question from each section.
  3. This paper consists of **9** printed pages, including the cover page.

**THIS EXAMINATION PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR**

**SECTION A – ESSAY WRITING****60 Marks**

Answer only **ONE** question from this section.

**QUESTION 1****Abuse**

Read the following excerpts from people who endured every form of abuse at the hands of their so called loved ones. Identify the different forms of abuse, and then in about 400 words (one and half pages), discuss the consequences of such abuse. Suggest ways in which victims can get assistance.

*All stories adapted from the Domestic Violence Resource Centre, Victoria at <http://www.dvrcv.org.au/>*

**Excerpt a)****Jenna**

Jenna's partner never hit her, but with his constant criticisms, intimidation and demands, her life came to revolve around making him happy. At first, he made a big show of being protective of her – he told her how much he would always 'look after' her. Little did she know that what he really wanted was to make all the decisions and she was just expected to just go along with it. They had their good times but once they were married, his desire to control became obvious. He never actually hit Jenna, but his behaviour left her constantly on edge. He would push her,

throw things at her, call her names, and even humiliate her in front of friends and family. These episodes would be followed by him apologising, followed by a forced session of intimacy. This was his way of proving how much he loved her. Once they had children, he would encourage them to ignore their mother, and his favouritism towards one of their daughters created conflict. He acted like a loving father to the outside world, but did the exact opposite at home. Jenna began to see how much his attitude was affecting their children. She told him he was leaving, and applied for an Intervention Order.

**Excerpt b)****Mary**

Mary Clemons was beaten, chased with a car, held at knifepoint, and sexually assaulted by her husband, before finding the strength to flee her abuser for good. Though it seemed inconceivable that a battered woman would keep returning to the person causing her pain, Mary's pattern is utterly typical. Studies have shown that two-thirds of battered women who leave their abusers go back within a year

or two; it takes the average survivor five attempts before she escapes for good. A Clinical Psychologist, Veronique Valliere, says that leaving this kind of relationship is a process because of the hold the abuser has on the victim. Victims cannot just pick and leave without intervention; the abuser makes it impossible by the control he exerts over their lives.

**Excerpt c)****Jody**

Jody, an indigenous, deaf woman was an advocate for women with disabilities in her community, especially deaf women. She helped them to access services so they could find out about their health and legal rights. She was able to be an advocate because she had had personal involvement with the legal system. She knew what it was like to be disregarded and disrespected by the legal system because she was indigenous, deaf and living in a same-sex relationship.

Her experience of the legal system stems from five years of trying to protect herself from

being victimised and harassed by a man who continuously stalked her.

This man had eight breaches of an Intervention Order. The stalking laws had only just been introduced at that time, but these did not help her. The reason for the stalking is not the issue; the issue is why it took her five years and eight Intervention Orders to have this man brought to justice. She had provided not only written documentation but also video evidence of the stalking and harassment, but was told that she had invaded this man's privacy.

The police and courts started to believe her when other victims of this man's stalking came to help her.

Despite all her attempts, she never received legal assistance, an interpreter and the fairness she knew she deserved.

## **QUESTION 2**

Some countries are ready to 'roll out the red carpet' for migrants from war torn countries like Syria, while others are adamant on closing their borders, refusing any migrants entry into their countries.

**In not more than one and half pages (400 words), summarise how different countries handle the migration crisis, and then assess whether this crisis will affect international relations in the countries involved.**

### **The Migration Crisis Worldwide**

#### **Excerpt a)**

#### **Migration crisis**

The UN has expressed concern over a radical EU-Turkey plan to ease the migrant crisis, saying it could contravene international law. Under the plan, all migrants arriving in Greece from Turkey would be returned and for each Syrian sent back, a Syrian in Turkey would be resettled in the EU.

The UN's refugee agency said any collective expulsion of foreigners was "not consistent with European law". Amnesty International called the plan a death blow to the right to seek asylum.

The deal, discussed at a summit in Brussels on Monday, has not been finalised and talks will

continue ahead of an EU meeting on 17-18 March.

Europe is facing its biggest refugee crisis since World War Two. Last year, more than a million people entered the EU illegally by boat, mainly going from Turkey to Greece. Nearly half of them were Syrian, fleeing the country's civil war. Another 2.7 million Syrian refugees are currently in Turkey.

Meanwhile Slovenia has announced new restrictions for migrants - only those seeking asylum in the country or arriving for humanitarian reasons will be allowed entry. The move means the Balkans route from Greece to Western Europe is "shutting down" to migrants, Slovenian Prime Minister Miro Cerar said.

In response Serbia, through which migrants transit on the way north to Slovenia and

Adapted from: <http://www.bbc.com/news/world-europe-35754738> 09/03/2016

beyond, announced its own restrictions for migrants arriving at its borders.

The future of the Schengen agreement - which allows passport-free travel in a 26-nation zone - is already in doubt, given that eight of its members have introduced temporary border controls.

### Excerpt b)

September 16, 2015 1:34 a.m. JST

#### **Immigration policy: Japan to roll out red carpet for high-skilled foreign workers**

TOKYO -- Japan will move to increase the number of foreigners allowed to work within its borders to combat low birth rates and an aging population, according to a new immigration plan put together by the government Tuesday. The Ministry of Justice plan will apply to highly skilled professionals and technicians. The rules will make it easier for companies to bring non-native workers to Japan and to train them to become overseas plant chiefs and other managers.

The Ministry is considering adding residency qualifications. Keidanren, the nation's top business lobby, says the move both cuts a large path and offers a sense of

foreboding, considering Japanese companies will be more flexible in their global human resources strategies. This year, business managers and researchers with outstanding academic and professional credentials, as well as high income, are being given preferential treatment when it comes to immigration procedures and length of stay. So far, 3,218 foreigners fit the bill, and the Justice Ministry is looking to add more.

As for accepting people likely to do entry-level work, the ministry says the government will contemplate the issue with its ears firmly to the people, maintaining that "it is necessary to look at the issue from broad perspectives, and the considerations must be in keeping with the consensus of our citizens."

Adapted from <http://asia.nikkei.com/Politics-Economy/Policy-Politics/Japan-to-roll-out-red-carpet-for-high-skilled-foreign-workers>

**Excerpt c)****EU leaders pledge more money for people fleeing Syria***By Don Melvin and Susannah Cullinane, CNN*

Predicting that "the greatest tide of refugees and migrants is yet to come," the President of the European Union on Wednesday night announced an increase in financial aid to help nations deal with Syrian refugees and migrants. One billion euros will be offered in cooperation with the programs operated by the U.N. High Commission on Refugees and the World Food Program, EU President Donald Tusk said in Brussels after an EU Heads of State emergency summit on the refugee crisis. Tusk said the summit of EU presidents and prime ministers was needed to quell fighting over a quota system on migrants and refugees. "There are 8 million displaced people in Syria, while about 4 million have fled to Syria's neighbours," Tusk said.

Individual European countries have begun taking their own measures to tackle the migrant influx. The Slovakian government

announced Wednesday it was suing the European Union over the quota plan. Although it was approved Tuesday by a majority of ministers meeting in Brussels, four countries -- Hungary, Slovakia, Romania and the Czech Republic -- strongly opposed the decision. "The quota system is irrational, and in our opinion will end up in disgrace," said Slovakian Prime Minister, Robert Fico in a statement. He said Slovakia would not accept the decision and was "launching a lawsuit."

Meantime, the Hungarian parliament passed a law Monday giving the army new powers to tackle the migrant crisis. "Under the new law, soldiers will have the authority to detain people, search clothing, baggage or cars, perform traffic checks or apply coercion if necessary," the Hungarian government's International Communications Office said.

Adapted from <http://edition.cnn.com/2015/09/23/europe/europe-migrant-crisis/index.html>

**SECTION B – PROFESSIONAL WRITING****40 MARKS**

Choose **ONE** question from this section.

**QUESTION 3**

The elderly and the poor in your country have not been adequately provided for. Write a letter to the Social Welfare Office describing their plight and suggest ways of improving the situation.

**QUESTION 4**

The insurance ethos: wear the clients down

The "deny, wear down, and pay only if we have to" attitude is common practice in the insurance industry. Recently, I made a claim on my home insurance about a wall which was cracking. I had expert independent opinion acting on my behalf. The company rejected the claim five times, for five different reasons. I wasted energy, time and resources fighting it. After the final rejection, I went to the Ombudsman and the claim was settled. I should have gone to it after the first rejection.

**Disgruntled customer/client**

<http://www.theage.com.au/comment/the-age-letters/unethical-business-behaviour-whats-new-20160307-gnd4wq.html>

**Imagine you are the General Manager of Dubula Insurance Company. Write a letter responding to the alleged claims.**

**QUESTION 5**

Read the different versions of the hit and run scenario and **in about 200 words** respond to **ONE** of the questions that follow:

**Excerpt a)****Hit and Run Killer**

**Policemen:** You were driving along a country road last night, and you found an old man lying dead on the side of the road. You agreed between yourselves that a car seemed to have hit and killed the old man. The car was not there so you took the body to the Police station, and called the doctor to write a death certificate. Then you began to investigate the hit and run case. A few kilometres from where you found the body, you found a car parked

next to a house. The car had a dent on one side which had traces of what seemed to be the old man's blood on it. One of the owners of the house was standing next to the car with the youth, and they were arguing with someone who claimed to be the owner of the car. You arrested the three of them and took them to the police station for questioning

**The University Student:** You are 19 years old, and you are on holiday from university. Yesterday you visited your friend who lives a two hours' walk away. You had to walk there because, although you are able to drive a car, you did not have one nor did you have a bicycle. You left in the evening to return home and when you were about half way back (at about the spot where the body was found) you got a lift with a motorist. The motorist seemed to be very frightened of something, and as soon as you reached your house, he ran into the bush.

**Doctor:** You examined the body of the old man and decided that he seemed to have been killed when he was hit by a car. You have confirmed that the blood on the car is that of the old man. You have also examined the youth and the motorist. Both seemed to be frightened and you have told the police that in your opinion, either of them could be suffering from the shock of an accident. You think the old man might have lived if the motorist had stopped.

**Driver:** at about 7 p.m. last night (you are sure of the time) you were driving along the road where the body was found. You stopped because you needed to go to the toilet urgently. You got out of the car and you went a little way into the bush. Suddenly, you heard your car start up and drive away. You realised you had left your keys in the ignition. The car drove away at high speed, and after a few seconds you heard a thump as though it had hit something. You ran in the direction that the car had gone, and eventually found it parked next to a house. You saw two men next to the car, but you were afraid to approach them. When they went to the house, you went to the car but found they

had locked it so you waited until morning and then challenged them about stealing the car and denting it. You were arguing with them when both the police and a journalist arrived.

**Friend of the youth:** You were with your friend from nine o'clock in the morning when he arrived, until six in the evening when he left. Your friend was quite calm when you left, and you suggested that he hitch hike to get home quickly. Your friend said that he would not hitch hike because there were so many bad drivers around that it was dangerous to get into a car which was being driven by a stranger.

Adapted from Parkin, G. (1987). Successful English. Oxford: Oxford University Press.

#### QUESTIONS (Choose one Question)

- a. Write a police report on the incident of the hit and run killer from the point of view of one of the policemen.
- b. Imagine that you are the student who missed class because you were in a police cell for a crime you did not commit. Write a letter to the tutor in which you explain your absence.
- c. Imagine that you are a journalist sent to cover the hit and run story. Write a letter to the News Editor in which you give an account of what happened.
- d. Imagine that you are the driver of the *hit and run car*, write a letter to the Station Commander in which you explain why you are accused of "killing" the old man.