

DOORNFONTEIN



PROGRAMME : NATIONAL DIPLOMA
: ANALYTICAL CHEMISTRY

SUBJECT : COMMUNICATION SKILLS

TIME : 3 Hours

WEIGHT : 50:50

TOTAL MARKS : 100

CODE : **CSA1BB1**

DATE : **FINAL SUMMATIVE ASSESSMENT OPPORTUNITY**
19 NOVEMBER 2018

EXAMINER : MR. T. MABUNDA

MODERATOR : DR. C. RAMHURRY

NUMBER OF PAGES : 10 PAGES

INSTRUCTIONS

1. Write in full grammatical sentences.
 2. Dictionaries are allowed.
 3. Read the questions slowly and answer carefully.
 4. Please indicate what you are studying i.e. Mechanical, Electrical etc.
 5. Write your lecturer's name on your answer booklet.
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SECTION A

Language and critical evaluation of written material

Question 1

South African immigrants have what it takes to be successful

By Stephen Mulholland

- 1 It was interesting to read this week that a study in Australia has concluded that of all the immigrant groups in that rainbow nation, the South Africans are far and away the most successful. Anecdotal evidence suggests that SA immigrants tend to do well wherever they go in the world.
- 2 As they are, or were, generally the beneficiaries of privilege in apartheid SA, their loss, with their wealth of talent and training, has been a severe one for this country. Many of them fled the suffocating grip of the apartheid society, others feared majority rule. Before the collapse of communism, some of them reasonably feared that the future in SA, once apartheid inevitably imploded, would be a no less hideous one. They feared a future of crushing, collectivist rule, with freedom of expression, movement and association under threat from an ideology which placed the interests of the state above those of the individual, as did apartheid under successive National Party governments.
- 3 There is a body of thought in SA which believes we are well rid of them. This school of thinking suggests that, in addition, those who now go are not needed anyway.
- 4 It can be argued that throughout history those who choose to leave their homelands to settle elsewhere are among the bravest, most resourceful members of society. In order to succeed in strange countries and cultures, they need to apply themselves with extraordinary commitment, energy and courage. Early settlers in the Americas, Australasia, the Jews who fled Europe to escape Hitler's evil and the Chinese who thrive in, it seems, every country in the world are examples of the fortitude and indomitable spirit that is necessary to start from scratch.
- 5 America was built by people who arrived with no assets **Q10** their will to be free, to build a new life for themselves and their families and **Q11** to enjoy the precious freedoms of religion, speech, association and movement. Australia was built by the dregs of Irish and British society, convicts who started in their new land with less than nothing and built a great nation. In the US, the most successful identifiable ethnic group is the Japanese. They have the highest income, education, wealth and health levels of any other group.

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- 6 What is worth reflecting on is the role of political power in these success stories. Take the Japanese, for example. During and after the last world war, Japanese Americans, who were concentrated in California, were deprived of most freedoms. They were incarcerated, their properties seized and their communities scattered. For a number of years after the war Japanese were not permitted to own land in California.
 - 7 However, they persevered and prospered. What is interesting is that over the decades in which Japanese Americans worked their way to the very top of the American socio-economic structure, they had absolutely no political leverage. There were no Japanese American congressmen or senators. They were on their own but what they had in their favour was that they were allowed to get on with the job of succeeding, or failing, on their own. It can be argued that the very fact of their lack of political leverage actually helped them to achieve what they did. They could rely on no government handouts, no affirmative action, no lobby fighting for their interests in the political corridors of power.
 - 8 At the centre of all this is education. In a free society the educated person has a priceless asset, an asset which, as we have seen with South Africans in Australia, Jewish refugees in America and the Chinese everywhere, is portable and applicable no matter where it is carried. A free person in a free society requires only skill, desire, ambition and diligence to get ahead, become self-sufficient and, often, prosperous. In the process, society is enriched. As they say, the rest is history!

Note: In their new country, those who left South Africa to settle elsewhere are called *immigrants*, but from the point of view of South Africa they are *emigrants*.

Questions

1. In the context of the above article, the concept of “rainbow nation” in paragraph 1 refers to
 - a) Australia.
 - b) all the many immigrant groups.
 - c) South Africans.
 - d) both South Africa and Australia.
2. The phrase “far and away” as used in paragraph 1 means
 - a) a long way from home.
 - b) almost but not quite.
 - c) by a wide margin.
 - d) usually.

3. The word “generally” in paragraph 2 implies that not all SA immigrants were
- a) successful.
 - b) white.
 - c) previously advantaged by apartheid laws.
 - d) males
- I. b only
II. a and b
III. a only
IV. b and c
4. Which of the following options is a correct description of the phrase “*their loss*” as used in paragraph 2?
- a) what the immigrants lost by leaving South Africa.
 - b) the loss of privilege in apartheid SA.
 - c) the loss to South Africa of the SA emigrants.
 - d) the loss of financial wealth through immigration.
5. The following are paraphrases of reasons given in paragraph 2 which suggest why some South Africans emigrated to Australia. Which one is the exception?
- a) Some wanted to get away from apartheid.
 - b) Some wanted to take apartheid ideas to other countries.
 - c) Some were afraid of being ruled or governed by a black majority.
 - d) Some were afraid that a new government would put the interests of the state above those of the individual.
6. The pronoun “them” in the first sentence of paragraph 3 refers to
- a) successive National Party governments.
 - b) communists after the collapse of communism in South Africa.
 - c) all the beneficiaries of privilege in apartheid SA.
 - d) South African emigrants.
7. Which of the following options is a direct contrast of the view expressed in paragraph 3 that “those who now go are not needed anyway”?
- a) “South Africans are far and away the most successful”.
 - b) “SA immigrants tend to do well wherever they go in the world”.
 - c) “their loss, with their wealth of talent and training, has been a severe one for this country”.
 - d) “many of them fled the suffocating grip of the apartheid society”.

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8. The following words from paragraph 4 bear the same meaning that describe the quality of the immigrants; which one is the exception?
- a) bravest
 - b) commitment
 - c) courage
 - d) fortitude
9. In reading paragraph 4, one is made aware that the writer believes the nation which has successful immigrants in the greatest number of countries is
- a) Americans.
 - b) Australasians.
 - c) the Jews.
 - d) the Chinese.
10. Three of the following would make sense if used to fill in the gap at Q10 in paragraph 5. Which is the exception?
- a) and
 - b) but
 - c) other than
 - d) apart from
11. The phrase that is understood to be missing before “to” in “and ___ to enjoy the precious freedoms...” (paragraph 5) is
- a) “they wanted”.
 - b) “their wish”.
 - c) “their will”.
 - d) “they hoped”.
12. The final sentence of paragraph 5 could be improved by
- a) replacing “the highest ... of” with “higher ... than”.
 - b) replacing “any” with “every”.
 - c) deleting “other”.
 - d) either (a) or (b).
13. The writer’s conclusion in paragraph 7 about “the role of political power in these success stories” (paragraph 6) is that
- a) success is impossible without it.
 - b) success is sometimes possible without it.
 - c) success is actually favoured by a lack of it.
 - d) there is no relationship between political power and success.

14. Which of the following are the two conditions for success that the author has singled out?

- a) a lack of government interference; a lack of political leverage.
- b) a lack of government interference; education.
- c) affirmative action; education
- d) a lack of political leverage; affirmative action.

15. Which of the following statement(s) used in paragraph 8 is an example of a cliché?

- a) At the centre of all this is education.
 - b) At the end of the day, a free person in a free society requires only skill....
 - c) In the process, society is enriched.
 - d) As they say, the rest is history!
- I. d only c
 - II. a and b
 - III. a and c
 - IV. b and d

Sub-total [15]

SECTION A**QUESTION 2: SUMMARY**

Summarize the following article to 100 words.

THE POWER OF SCIENCE AND TECHNOLOGY

Scientists have made tremendous technological advancements. From humble beginnings with the Industrial Revolution engineers have come to the stage where they have invented and built so many gadgets that our very existence is threatened by them, like the atomic bomb.

People communicate with one another with increased ease and efficiency. All it takes is the pressing on a few buttons and they are able to talk to anyone almost anywhere in the world. A flick of the television switch give us news, sports and entertainment in glorious colour. Modern methods of cooking do not leave dirty messes behind. For the even more lazy ones, fast-foods are always available, some twenty four hours a day.

Modern computers have infiltrated into all aspects of business, governments and even at home. City traffic is controlled by computers. Airline booking and air-traffic are also computer-controlled. So it is too with many other things where computers are virtually indispensable. Computer breakdown means also the breakdown of whatever system it controls. The computer has become almost all-powerful. Such is our dependence on it.

In war, technological expertise has given us super-efficient weapons. Instead of swords and spears, we now have machine-guns, heat-seeking missiles, cruise missiles, jet-fighters and other tools of murder and mayhem. Our ability to kill and destroy is frightening. We have become so powerful that the possibility of killing ourselves completely is very real indeed.

On the one hand, technological science has made life easier to us. On the other, science has created weapons of mass destruction that can annihilate the whole human population. We have the means to keep making living better or eliminate it completely. The choice is up to us. [277 words]

Adapted from: EnglishDaily, 2013

Sub-total [15]

SECTION B**QUESTION 1- ACADEMIC REFERENCING**

For each of the following referencing entries, an important detail is omitted. **Do not** rewrite the whole question; write only the letter representing the omitted detail as below.

A) name of publisher; B) page number; C) title not underlined; D) place of publication; E) title of an article; F) journal title missing; G) authors initials missing.

For example: 11. H)

1. Blignaut, B. (2001). Communicating with the Other. New Jersey: McGraw-Hill Book Company. (1)
2. Pieterse, D. (26 March 2010). *Mail & Guardian*. Page 1. (1)
3. Holmasdottir, H. (1787). Tearing the Pieces Even Further. 4(3):345-401 (1)
4. Dalrose, & Washington. (Eds.). (1997). *University Learning: Mode and Medium of Instruction*. Cape Town: Juta Publishers. (1)
5. Mutatis, M. (1997). *Audi Alterem Paten*. Addison-Wesley Publishing Co. (1)

Create a correct reference list for each of the sources below.

6. In 2001, Van Schalkwyk, Martin wrote about the importance of communication in an organization in his book called transpersonal communications. The book was published in New Jersey by McGraw-Hill Book Company. (2)
7. On the 20th of March 2012, the Mail & Guardian newspaper published Naidoo, Vaneshry's article which was entitled 'You the Winning Applicant'. The article appeared in the front page. (2)
8. In 1787, Minor, Michael and Luthans, Maddux wrote an article entitled negotiating with difficult people. The article was published in a journal called goal setting (volume 4, issue 3), and appeared in pages 345 to 401. The journal was published by Addison-Wesley Publishing Co. (2)
9. Chapman, Kowen and Willington, Robert edited a book called an introduction to personality. The book was published in 1997 by Maskew Miller Longman in the United States of America, Los Altos. (2)
10. Zimbardo, Patric Gilbert published a book with Addison-Wesley Publishing Co. in 1977. The book was called shyness and what to do about it, and was published in London. (2)

Sub-total:[15]

QUESTION 2- THE ACADEMIC ESSAY

Chemical gases such as carbon monoxide have devastating effects on human health.

Write an argumentative essay in which you argue **in SUPPORT of** or **AGAINST** the above statement.

Content 10; Style 10

Sub-total [20]

SECTION C: Business Writing**QUESTION 1-Covering letter**

SA CHEMICALS LIMITED PTY (LTD)

Chemists Required

SA Chemicals Limited (SACL) is looking for Analytical Chemists who are dynamic and have good interpersonal and communication skills.

The following is a pre-requisite:

- You must be willing to work long hours
- You must be in possession of a driver's license
- You must be in possession of a National Diploma in Analytical Chemistry
- You must have at least three years of experience as an Chemist
- You must be able to speak two South African languages, one of which must be English.

Write a covering letter directed to Mr. Paton A, Head of Human Resources at SACL, in which you respond to the above position (Ref. No: EJUNENG01/2018T) as advertised in the *Sowetan* newspaper of 30 October 2018.

NB: Your letter must have two addresses (you need to create your own).

Sub-total [15]

QUESTION 2-Report Writing

Use the scenario below to answer the questions that follow. Make up any details you might need.

Mr. Edward Cameroon, Head of the Department of Applied Chemistry at the University of Johannesburg, instructed you to conduct an investigation into the effects of *Skin lightening* (an artificial cream used by some students to boost their facial complexion) on their natural skins. He asked you to investigate the effects experienced by such students using both primary and secondary forms of research. He has also asked you to write a report with recommendations to help students take care of their natural skin.

NB: 2 Marks will be deducted for inappropriate language and incorrect format.

1. Write the *Terms of Reference* for this report. (5)
2. Write 2 Procedures for this report. (5)
3. Provide 3 findings per procedure for this report. (6)
4. Provide 4 Recommendations for this report. (4)

Sub-total [20]

GRAND-TOTAL=100
