



PROGRAM : NATIONAL DIPLOMA IN ENGINEERING

MODULE : **ENGLISH: COMMUNICATION SKILLS B**

CODE : **CSAB131**

PAPER : SUPPLEMENTARY SUMMATIVE ASSESSMENT OPPORTUNITY

DATE : JANUARY 2019

DURATION : 3 HOURS

WEIGHT : 50:50

TOTAL MARKS : 100

EXAMINER : MR. T. MABUNDA

MODERATOR : DR. C. RAMHURRY

NUMBER OF PAGES : 8 PAGES

INSTRUCTIONS

1. Please indicate your course programme and your lecturer's name.
2. Write your name and do not leave the venue without completing the register.
3. Marks will be subtracted for poorly presented work.
4. Write in full grammatical sentences, *remember* spelling and grammar count!
5. Dictionaries are allowed but there must be NO notes written inside your dictionaries.
6. Rule off after each question.

SECTION A

QUESTION 1: Language and Critical Evaluation of Written Materials

Read the passage below which contains several deliberate errors and answer the questions that follow.

Tongaat Shopping Mall in KwaZulu-Natal Collapses



1. **A)** The roof of the half-built Tongaat Shopping Mall located in Tongaat north of Durban, KwaZulu-Natal, collapsed on Tuesday killing at least 1 person and trapping 50 under rubbles. **B)** First and foremost, the Netcare911 spokesman Chris Botha said the identity of the woman who died could not be confirmed because she was one of the 50 constructors who were crushed beneath the concrete. **C)** "The scene is extremely horrific, concrete big blocks have fallen on to people," he added. **D)** The injured were taken to Victoria Hospital in Tongaat and to Umhlanga Hospital, and one critically injured patient was flown to the UK Central Hospital of the United Kingdom.

Building Plans Were Not Passed

2. **E)** Meanwhile the owner of the building has confirmed that plans for the shopping mall had not been passed. **F)** According to Singh, it was not uncommon in the building industry for developments to begin before plans had been passed by the municipality. **G)** "Often you start building without plans being passed. **H)** Even if the plans had been passed this incident would still have happened because this was an engineering problem. **I)** It had nothing to do with the plans." **J)** However, before contractors moved on to the site, more than a hundred residents had to vacate SJ Mansions flats to make way for the project. **K)** Singh claimed she had done everything that he needed to do in respect of the mall development. **L)** "This is a tragic, but everything was above-board. **M)** I flew the engineers from Johannesburg to find out what went wrong. **N)** They inspected everything and Okayed it."

3. **O)** According to Singh, construction of the mall started about six months ago and it was expected to open in April next year. **P)** Spar had been confirmed as the anchor tenant in the 16 000 square metre multi-storey development. **Q)** Tongaat community leader Brian Jayanathan waged a battle against the construction of the mall. **R)** Jayanathan, an eThekweni councillor for ward 61, said in an interview that there is a court order in place to stop the development, but that had been ignored. **S)** He claimed that the owner of the company in question was simply racing to get this finished for Christmas. **T)** He added that the project started in 2010 but was fraught with delays because the property developers did not abide by eThekweni building regulations. **U)** Durban's deputy mayor, Nomvusa Shabalala, who was at the scene on Tuesday night told journalists that the municipality had ordered that construction work be stopped on the site a month ago as processes were not followed.

Adapted from: SA Commercial Prop News, 2013

QUESTIONS

Do not rewrite the whole sentence, write only the letter and correct the mistake next to it.

E.g.: 17. Z) Men and Womans Correct: 7. Z) Women

1. Identify a sentence that uses cliché in paragraph 1 and rewrite it correctly. (1)
2. Identify 2 spelling mistakes in paragraph 1 and write them correctly. (1)
3. Identify and correct a sentence that uses tautology in paragraph 1. (1)
4. Read sentences **F** to **I** in paragraph 2 and identify the style of writing being used. (1)
5. Provide a reason for your answer in question 4. (2)
6. Construct sentences using each of the 3 words listed below to show that you understand their meanings and the context within which they are used.
 - i. Contractors (2)
 - ii. Constructors (2)
 - iii. Collapsed (2)
7. The word 'Okayed' in sentence **N** in paragraph 2 is an example of colloquial language. In what context would the use of colloquial language be most appropriate? Justify your answer. (2)

Correct the grammatical errors and/or punctuation mistakes in the following sentences. Do not rewrite the whole sentence; write only the correct answer.

8. This is a tragic but everything was above-board (1)
9. Durban's deputy mayor, Nomvusa Shabalala, who was at the scene on Tuesday night told journalists that the municipality had ordered that construction work be stopped on the site a month ago as processes were not followed. (1)
10. Jayanathan, an eThekweni councillor, said in an interview that there is a court order in place to stop the development, but that had been ignored. (1)
11. It had nothing to do with the plan's. (1)
12. Mr. Singh claimed he had done everything that she needed to do in respect of the mall development. (1)
13. Define the term 'jargon' and give an example of a jargonised term you have learnt from one of your modules by giving a short description of what it means. (3)
14. Paragraph 2 of the above article is entitled "Building Plans Were Not Passed." What does this statement mean to you as a future engineer and how does it relate to your particular field of study? (3)

Sub-total [25]

QUESTION 2- Summary

Read the following passage and summarise it to 54 words.

Content: 5; Style: 5

NB: Points to remember when summarising:

- Read the passage carefully and make sure you understand it;
- Write down the main idea of the passage in one sentence;
- Write down the strongest supporting sentences and eliminate what is not essential or relevant;
- Re-write a concise cohesive paragraph; and
- Indicate **the number of words used** at the bottom of your summary.

EFFECTIVE COMMUNICATION SKILLS

In order to communicate effectively with other people, one must have a reasonably accurate idea of what they do and do not know that is pertinent to the communication. Treating people as though they have knowledge that they do not have can result in miscommunication and perhaps embarrassment. On the other hand, a fundamental rule of conversation, at least according to experts' views, is that one generally does not convey to others information that one can assume they already have.[81 words]

Adapted from: Locker, K. O. (2003). *Business and administrative communication*. St. Louis, MO: McGraw-Hill.

Sub-total [10]

SECTION B**QUESTION 1- Academic Referencing**

Create a correct reference for each of the sources below.

1. In 2002, David Emmanuel wrote about the engineering industry in his book called on becoming an engineer. The book was published in New Jersey by McGraw-Hill Book Company. (2)
2. On the 20th of March 2012, the Sowetan newspaper published Kafka James's article which was entitled change is pain. The article appeared in the front page. (2)
3. In 2013, Michael, Cole, Adams, Adam and Gaskell Margaret wrote an article entitled everyman for himself. The article was published in a journal called the wonderer (volume 4, issue 3), and appeared in pages 345 to 401. The journal was published by Addison-Wesley Publishing Co. (2)
4. Identify the missing information for the following book reference: (2)
Jacobsen, W. (1983). *The Ferns of Southern Africa*. Butterworths:
 - a) Name of publisher
 - b) Place of publication
 - c) Country of publication
 - d) Name of publication.

5. Identify the missing information for the following newspaper reference: (2)

Makgoba, W. (12 June 2014). The Wrath of the Male. *The Star*.

- a) Place of publication
- b) Name of publisher
- c) Page number
- d) Name of publication

Sub-total [10]

QUESTION 2- The Academic Essay

Good oral communication skills determine one's professional image as an Engineer.

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

Sub-total [20]

SECTION C

Question 1-Covering letter

SA PHARMACEUTICAL LIMITED PTY (LTD)

Chemical Engineers Required

SA Pharmaceutical Limited (SAPL) is looking for chemical engineers who are innovative 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 valid driving license;
- You must be in possession of one of the following qualifications: a National in Chemical Engineering, or a three year Degree in Chemical Engineering;
- You must have three years of relevant experience as an Engineer; and
- You must be able to speak two international languages, one of which must be Portuguese.

Write a covering letter to Mr. H. Samuels, Head of Human Resources, at SAPL in which you respond to the position (Ref. No: SAPLJ01/2018P) as advertised in the *Sowetan* newspaper of 30 August 2018.

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

Sub-total [15]

Question 2-Formal Report

Report writing plays an important role in the engineering industry and, as such, it is a skill engineering students need to master. Not only do students need to know the structural design and language requirements of the report but they also need to know how to adapt the report to different situations in their respective engineering industries.

1. Why is the ability to compile an investigative report so important in the Chemical Engineering industry? (2)
2. Carefully explain the language requirements for an investigative report. (2)
3. In the procedure section of an investigative report, you are required to clearly explain how you gathered your information for the purpose of the report. Such information can be obtained either through primary or secondary research (or a combination of both).
 - i. Explain clearly the difference between primary and secondary research. (2)
 - ii. List 2 methods that can be used to collect primary data. (2)
 - iii. List 2 methods that can be used to collect secondary data. (2)

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

Mr. McMillan, Head of the Reactions Division at South African Empire Chemical Plant (SAECP), instructed you to conduct an investigation into the alleged carbon emission and other harmful gases believed to be affecting the surrounding communities. He asked you to investigate the allegations using both primary and secondary forms of research. He has also asked you to provide recommendations to improve the chemical production processes and regulations in the Gauteng province.

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

1. Write the *Terms of Reference* for this report. (2)
2. Write 2 *Procedures* for this report. (4)

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3. Provide 2 *Recommendations* for this report. (2)
4. Provide a *Concluding* section to this report. (2)

Sub-total [20]

GRAND-TOTAL=100
