

UNIVERSITY EXAMINATIONS



2023 MAYJUNE EXAMINATION PAPER

PRACTISING WORKPLACE ENGLISH

ENN1504

PORTFOLIO

Marks: 100

Duration: 3 Days

First examiners: Dr M Madileng and Mr R Maluleke

Second examiners: Dr K Gazu and Mr M Ralushai

This examination question paper consists of 9 pages.

INSTRUCTIONS

1. This question paper contains TWO questions. Both questions are compulsory.
2. Read the instructions carefully to ensure that you meet the requirements of each question.
3. Pay attention to the following aspects when you answer each question:
 - Content
 - Structure
 - Style
 - Language accuracy
4. Use the checklist provided to make sure that you have answered all the questions. Copy the checklist and paste it at the beginning of your script as a cover page.
5. At the end of your answers, paste/type the declaration, which is found at the end of this question paper.
6. Submit the following as part of your portfolio: the completed checklist, your answers and the plagiarism declaration.
7. When you have completed the portfolio, save everything as one pdf file and upload it using myModules platform on the ENN1504 site under Assessment 3.
8. Note that any incidents of cheating or plagiarism will be punished severely. This may include non-allocation of marks.
9. **NO LATE SUBMISSIONS WILL BE ACCEPTED.**

CHECKLIST

Student Name: _____

Student Number: _____

Is there a student name and number on the cover page	YES (put your initials here)
Is this your original work?	YES (put your initials here)
Is the plagiarism declaration attached?	YES (put your initials here)
QUESTION 1: Did you answer it?	YES (put your initials here)
QUESTION 2: Did you answer it?	YES (put your initials here)
Are you submitting the correct portfolio and the correct file?	YES (put your initials here)
Format if typed: Arial font Font size 12 One and a half to double line spacing Leave sufficient space in the margins for marker notes. Format if handwritten: Blue/black ink Neat and legible All pages scanned in 1 file in the correct order	
Did you edit your work?	YES (put your initials here)
Did you convert your document to PDF?	YES (put your initials here)
Did you remove any password protection?	YES (put your initials here)

QUESTION 1: MINUTES OF A MEETING

BACKGROUND

Fundakahle Combined School is experiencing a serious problem of late coming amongst learners. This impacts on learner discipline and the time allocated for teaching and learning. The matric pass rate has declined remarkably in recent years. As a result, the parents have approached the School Governing Body (SGB) to take measures to curb late coming. The School Management Team (SMT) held a meeting with the School Governing Body to discuss the issue of late coming.

INSTRUCTIONS

Below is a transcript (exact words written down) of what was said under the relevant agenda item presented in the form of a dialogue. As the secretary of the School Governing Body at Fundakahle Combined School, it is your duty to take minutes during meetings. At this point, the meeting is discussing agenda item **3.2: Strategies for combating late coming**. Write minutes of the meeting for **agenda 3.2 only**. This means that the **complete format for minutes is not required**. Remember that in taking minutes, we carefully select and summarise information, and make changes to style and grammar. Note that you should not record what each person said in turn. You should use the linear format of minutes (in sentences and paragraphs).

TRANSCRIPT

Mr Nkosi (Chair): Colleagues, you are quite aware of a number of challenges we are facing as a school. One of them is late coming. On that note, let us now move on to the next item. As the member of the Disciplinary Committee, Mr Tembe, may you please lead us on agenda item 3.2: The strategies for combating late coming.

Mr Tembe: Thank you, Chair, for letting us deliberate on the matter. This is a very serious issue because it will ultimately have an impact on our final results. As the Disciplinary Committee, we have tried to close the gate at 7h30 hoping that late coming will decrease; instead, more and more learners continue arriving late.

- Mr Thango: There is nothing to discuss here, the students are actually punishing themselves by arriving late because they lose out on the first period. You can take a horse to the river, but you can't force it to drink.
- Mr Tembe: But Mr Thango, that will finally affect the school's pass percentage. Maybe you'd enjoy having the department breathing down your neck, forcing you to teach during the weekends and holidays, as it is always done with all underperforming schools.
- Mr Nkosi: Mr Tembe is quite right, poor results will tarnish our good name. We worked so hard to be position one in the district. We should be proactive and make sure that the allocated teaching time is used maximally for all learners. It is very important that we continue to produce 100% results at all costs. Maybe we can use an extended afternoon study as a deterrent. In that way, they will learn to be more responsible.
- Mr Thango: What do you mean by at all costs? Are you going to study for them? I still maintain, let them fail so that they learn to respect us.
- Ms Peace: Through you, Chair, Mr Thango, you are off point. The main issue is not respect, but late coming. Can you please be considerate? We have to come up with a solution here. I agree with Mr Nkosi that forcing them to remain after school is better than locking them out. Another suggestion is to send Mr Tembe and Mr Hlabangane to visit the company responsible for scholar transport. They can negotiate with the drivers or their supervisor to pick our learners thirty minutes earlier in the morning. Maybe that would help solve the problem.
- Mr Hlabangane: I am more than willing to talk to the bus company. I also think there is more we can do to discourage learners from coming late. Why don't we include physical work on Fridays? We can make it a rule that late comers have the responsibility of cleaning the school

yard on Friday afternoons. I know the youth do not like hard work, so they will make sure they do not arrive late.

Mr Nkosi: Thank you Ms Peace and Mr Hlabangane for your suggestions. We must talk to the parents before we implement the suggested ideas.

Mr Tembe: Ladies and gentlemen, there is another dimension to our problem. It is notable that the majority of late comers are from Zenzeleni informal settlement.

Mr Hlabangane: I think I know why the learners from Zenzeleni are in the majority of late comers. There is a serious problem of water shortage in that community. The main pipe that supplies water to Zenzeleni burst during the floods and it has not been repaired yet.

Pastor Moses: That is very true. Most of the members of that community collect water from our church, and there are always long queues in the morning and afternoons. Luckily, the church has a bore hole.

Ms Peace: I think it would help us to involve the Department of Water and Sanitation.

Mr Nkosi: Yes! That's a good point. Ms Peace, I think you have to set up an appointment with the Minister of Water and Sanitation. We can write a proposal for that community to get urgent assistance with water.

Pastor Moses: In the meantime, I suggest that the Grade 12s be accommodated in church buildings so that they will always have easy access to water. We have enough rooms that we use during conventions.

Mr Nkosi: Thank you, Pastor Moses. Ms Peace, please print consent forms for all the parents of the Grade 12 learners.

Ms Peace: Yes, Sir. I will do that right away.

Mr Tembe: Don't be too excited, where are we going to get food for all the 120 Grade 12 learners? I also hope you don't expect Pastor Moses to look after the children.

- Pastor Moses: You don't have to worry about the meals because the church runs a soup kitchen, and we have enough sponsors to feed them all.
- Mr Hlabangane: That's very generous of you Pastor Moses. In that case, I volunteer to look after the children to ensure their safety, and so that they are ready for school in good time.
- Mr Tembe: Thank you, Mr Hlabangane but we still need another volunteer to look after our girls.
- Ms Peace: Don't worry about that, Mr Tembe, I don't mind looking after the girls.
- Mr Nkosi: What a fruitful meeting. I think the suggested solutions will greatly assist our learners with late coming, especially the Grade 12s. This meeting is adjourned.

SUB-TOTAL: 50 MARKS

QUESTION 2: INVESTIGATIVE REPORT

BACKGROUND

Ms Thembi Makunyane is the Chief Executive Officer (CEO) of MoveOn, a new fitness company that founded a series of gymnasiums and health juice bars across Gauteng Province. There are many disgruntled employees that laid complaints on Twitter and Instagram stating that the company is forcing them to work overtime without any additional remuneration. These accusations are damaging the image of the company and there is a steady decline of new membership applications. Mzansi News and Themba Dispatch have also published articles on the unfair treatment of the employees, and this is impeding the growth of the company. Ms Thembi Makunyane has raised concerns on the effects of the tweets and posts made on social media.

INSTRUCTIONS

There are many disgruntled employees that laid complaints on Twitter and Instagram stating that the company is forcing them to work overtime without any additional remuneration. After receiving complaints from the employees via MoveOn's social media platforms, Ms Thembi Makunyane, the CEO of MoveOn, requested you, the

Chief Human Resource Manager to investigate the allegations. The report is to be submitted to the CEO by 30 June 2023.

Your report should be about 2-3 pages in length.

Use the following headings and sub-headings:

TITLE

Information to be included in the title should relate to what the investigation is about, where it is taking place and why it is to be conducted.

1. TERMS OF REFERENCE

The following information should be included: date on which you were commissioned to conduct the investigation, the name and position of the person who commissioned you, your name and your position, the essence of the report, and date for the submission of the report and recommendations.

2. PROCEDURES

Identify at least four (4) methods/steps/procedures followed to collect information from various sources. It is imperative that each method/step/procedure is numbered and mentions the purpose.

2.1

2.2

2.3

2.4

3. FINDINGS

Present the factual information found during the investigation under each method/step/procedure used above to collect information. This means four (4) findings are expected as per your procedures identified above.

3.1

3.2

3.3

3.4

4. CONCLUSIONS

Comment, analyse and interpret the factual information (findings) above. Do not provide more than three (3) conclusions.

4.1

4.2

4.3

5. RECOMMENDATIONS

Provide possible options or actions in relation to the purpose of the investigation. Do not instruct but make suggestions that you think can be followed to resolve the issue. Do not provide more than three (3) recommendations.

5.1

5.2

5.3

COMPILER'S DETAIL

This is the ending of your investigative report. Provide your signature, title, name and surname followed by your position in the organisation. Finally, write the date.

SUB-TOTAL: 50 MARKS

GRAND TOTAL: 100 MARKS

PLAGIARISM DECLARATION

Name and Student number.....

I declare that this examination is my own original work. Where secondary material has been used (either from a printed source or from the internet), this has been carefully acknowledged and referenced in accordance with departmental requirements. I understand what plagiarism is and I am aware of the pertinent policies in this regard. I have not allowed anyone else to borrow or copy my work.

Signature.....

Date.....