

EXAMINER'S REPORT**TALENT (SKILL) CAPSTONE EXAMINATION - JANUARY 2020****(SS1) EFFECTIVE COMMUNICATION SKILLS**

The Paper, (SS1) Effective Communication Skills January 2020 constituting three sections as **Section A, Section B** and **Section C** with 8 compulsory questions had been set to assess the Capstone Level candidates' English language abilities in relation to business communication. Interactive skills, English grammar, business writing, vocabulary and various interpretations in English language especially in relation to business communication had been tested through this paper.

As per the view of the marking examiners, the paper, (SS1) Effective Communication Skills - January 2020 weighted much on testing writing skills of the candidates i.e. higher marks out of 100, had been set to the relevant level though.

General Observations of the Paper:**Section A**

This part consisted of 03 questions

Question No. 01

This question had been set to assess the interactive skills of the candidates by using the MCQ technique to select the most appropriate phrase to complete a short dialogue. Almost all the candidates had attempted this question but the performance of the candidates was poor.

Suggestion for improvement:

The candidates should be given more opportunities to move in the business environment where English is spoken. In addition, they should pay much attention on conversational texts dialogues while doing dialogue-based activities. Listening to English conversations is also very useful to master these types of questions.

Question No. 02

This question had been set to assess the abilities on vocabulary in English language. The performance of the candidates was general and they should, however, keep on reading to develop their abilities to understand the meaning of words, phrases and sentences to identify the relationship between them to make a successful answer for a question like this. It seems that though some candidates had had the individual meanings of the words separately, they had failed to trace out where the contextually correct words were to be put to make a real sense.

Suggestion for improvement:

It can be recommended that the candidates should read more texts from newspapers, magazines and books to familiarize the ways of joining sentences meaningfully to give a real answer. To be successful in this type of question the candidates have to do more exercises prior to the exam.

Question No. 03

This question which was totally based on business writing had been designed with the objective of assessing the ability of writing an official memo with understanding the office environment. Majority of candidates had attempted this question and their performance was general. It must be said that many had tried this question since there was a given guideline in the question.

Suggestion for improvement:

The candidates are advised to be more familiar with official letters, memos and they can refer to internet for further learning to understand the relevant formats which will help to prepare such a document. And the candidates need to have the writing ability with good knowledge of English grammar to produce a good answer for a question like this.

Section B

This part consisted of 03 questions

Question No. 04

The objective of this question was to assess the ability to interpret a bar-chart which is based on information in relation to the contemporary economic condition of the country and write an analytical description by using comparing and contrasting language techniques with the help of the given guidelines. Almost all the candidates had attempted this question and a satisfactory number of candidates had elaborated data and trends sufficiently giving reasons to the respective fluctuations in the graph. Consequently, many had scored for this, especially for the content in that they had tried to organize the facts in logical manner. However, it was noted that some had exceeded the specific length of the description.

Suggestion for improvement:

The candidates are advised to learn use of language techniques to compare and contrast data in business environment, for that they are recommended to read various business articles published in newspapers and business magazines, etc.

Question No. 05

This question was prepared to assess the ability to prepare a speech presentation in relation to business environment in that the candidates were expected to write the speech in a persuasive manner by giving relevant facts under the given guidelines. Most of candidates had attempted this question and some had answered at a moderate level by correct choice of words. However, some of candidates had written the speech in an essay manner without using proper fillers.

Suggestion for improvement:

It is recommended that the candidates should read business pages of newspapers, annual reports of companies, speeches etc. It is very essential to pay attention by the candidates when a speech is prepared, to select right choice of words, relevant fillers etc. to make the speech live. And also presenting information on the subject matter is very important and it helps to persuade the audience. The candidates should keep in their mind that the persuasive beginning of the speech must be important.

Question No. 06

This question was made to assess the ability to use the prepositions. According to the marking examiners of the panel, the performance of the candidates was at a very unsatisfactory level since it was noted that the rate of answering satisfactorily for this question was at a very lower level though almost all the candidates had attempted.

Suggestion for improvement:

It is recommended that candidates should make reading both technical and literary texts in order to learn the right choice of preposition in English. They should pay much more attention on grammar and vocabulary. The most important thing the candidates should understand is that they must do a lot of reading to master the use of prepositions.

Section B

This part consisted of 02 questions

Question No. 07

This question was set to assess the ability of writing a CV with a covering letter by responding a vacancy advertisement. Marks for this question were distributed separately as 10 marks for the covering letter and 5 marks for the CV. This question was the most favourite of the candidates and almost all had attempted this question. By a considerable percentage of them had answered fairly well. And it was noted that the CV was prepared in different formats most of which were acceptable because it was noted positively that they had referred to the internet to study it.

Suggestion for improvement:

It is recommended that the candidates should refer to the internet to do further learning of the formats. And also they are required to practice writing covering letters and CVs in professional manner.

Question No. 08

The objective of this question was to write an apology email in a business context assessing the candidates' ability in managing various situations. In this question it was further expected to assess the candidates' technical competency in handling a difficult situation. Many candidates had attempted this question and many had scored fairly well because a guideline was given to write the answer. It was found that some had confused writing an email with a business letter.

Suggestion for improvement:

It is recommended that candidates should have experienced in an office to write a successful answer for this type of question and the candidates have to practice writing emails.

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Common Suggestions for improvements:

- (1) The candidates must pay much attention on grammatical accuracy, appropriateness, choice of words, mechanics of writing and organization when answering questions related to writing.
- (2) The candidates must read the question well and follow the instructions given in the paper thoroughly before answering.
- (3) The candidates should try to guess the meaning of new words and phrases according to the context.
- (4) The candidates must apply the reading techniques like scanning, skimming and inferring when attempting to answer questions related to reading.
- (5) The candidates must pay extra attention on spelling, time management and length of the writing texts.
- (6) In order to improve the good range vocabulary, the candidates must read more and more business related articles from newspapers, magazines, reports. etc.

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