

Examiner's Report

TALENT (SKILLS) CAPSTONE EXAMINATION – JULY 2016

(SS1) EFFECTIVE COMMUNICATION SKILLS

The paper SS1 – Effective Communication Skills was to test the ability of use of skills of English language in the business context.

General observations of Examiners are as follows:

SECTION A

This part consisted of 03 questions.

Question No. 01

This question was set for testing the interactive skills of the candidates. It was attempted by almost all the candidates. The most of the candidates had successfully performed in this.

Suggestions for improvement: Candidates should pay attention on conversational texts and the grammatical usage.

Question No. 02

This question had been set to test grammar, vocabulary and use of phrases in the business context, specially in business writing.

The candidates performance was below the average level for this question.

Suggestions for improvement: It is recommended paying more attention on grammar and reading technical (business related) texts. It is worthwhile to pay more attention on use at infinitive verb (eg: to continue, to employ, etc.) to combine the ideas to proceed in a sentence.

Question No. 03

It was noticed that many candidates had earned less marks for this question though it was fairly easier. This is because the candidates did not have adequate knowledge in English tenses.

Suggestions for improvement: The candidates should practice English tenses and verb patterns / forms. They should pay special attention on the relationship of the clauses in complex sentences.

SECTION B

This part consisted of 03 questions.

Question No. 04

This question consisted of 2 parts.

Part (A) – This question was intended to test comprehension competencies of the candidates and almost all the candidates had attempted and the performance was fairly satisfactory.

Suggestions for improvement: Recommended reading various types of texts and understanding it with contextual meaning. Reading magazines and newspapers is recommended.

Part (B) – This part was to fill in the blanks of the given description about the bar chart with the candidates' analytical knowledge. In this question the most suitable word / phrase had to be selected. Almost all the candidates had attempted for this question and many had answered well.

Suggestions for improvement: They should read guided materials such as business pages of newspapers, Annual reports, etc. (the Central Bank Annual Report is a good resource) for this purpose. The candidates should pay more attention on the language terms for comparing and conversing data.

Question No. 05

This question consisted of 2 parts.

Part (A) – It was required to read and understand the given announcement and complete the given note by writing appropriate word or phrase. This was the easiest part of the paper and almost all of the candidates had attempted. The performance was highly satisfactory.

Suggestions for improvement: The candidates should pay more attention on reading various texts and writing a note.

Part (B) – This question had tested very sensitive parts of English grammar. (i.e. common errors of English) The performance of the candidates was average.

Suggestions for improvement: It is recommended reading literary texts, paying attention on phrasal verbs and prepositional phrases. Further it is recommended to use on English-English dictionary, listen to English News, Read English Newspapers to widen the usage of English.

Question No. 06

A test of business related speaking ability together with the writing skill had been mainly expected in this question, on which many had scored fairly well. Majority of the candidates had attempted for this question. However, a considerable number of candidates had suggested to manage the flow of speech and word count.

Suggestions for improvement: The candidates should follow the guidelines given in the question and recheck the writing of speech. It is recommended that they should listen to speeches and participate in events in English medium to obtain similar kind of exposure.

SECTION C

This part consisted of 02 questions.

Question No. 07

This question had consisted of 2 situations which one situation had to be selected and answered.

Part (A) – A test of business writing was the main objective of this question. The candidates had used chunks from the question to write this notice. However, many had attempted this part and were satisfactory in earning marks in this question.

Suggestions for improvement:

- Recommend referring to various types of formats of company notices and internal memoranda.
- Avoid repeating the question in the same way as the answer.

Part (B) – The candidates were expected to write a descriptive paragraph to present some accounting facts and figures to company staff. Minimum number of candidates had attempted this and majority of those who attempted had failed to answer well.

Suggestions for improvement: They should read guided materials such as business pages of newspapers and magazines, etc.

Question No. 08

This question had 2 parts.

Part (A) – This question had tested the candidates knowledge on letter writing and this was an easy question for candidates. But many had misunderstood instructions given and they have written a CV instead of the covering letter. However, some of the candidates had understood the question well and answered well.

Suggestions for improvement: Candidates should read the question and instructions well and understand before starting writing. In this kind of questions candidates should follow the correct letter format.

Part (B) – It was required to write a reply responding to a given fax message. Majority of the candidates had attempted this question and many of them were successful because they had used the same format for the reply. However, it was noticed that some had messed up the content of the fax message with the word count.

Suggestions for improvement: They should refer to business release authentic documents.

Overall:

It was noticed that many were struggling to manage the time in answering the paper, specially to the question 08.