

## Examiner's Report

TALENT (SKILLS) CAPSTONE EXAMINATION – JANUARY 2017

### (SS1) EFFECTIVE COMMUNICATION SKILLS

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

The question paper was based on 3 sections **A**, **B** and **C**.

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. Most of the candidates had scored well and they had performed well. Very few candidates have gone wrong in this question. It was observed that most of the candidates do not use English in their day to day activities.

**Suggestions for improvement:** The candidates should pay attention on conversations and grammatical usage. They should use language to improve their ability of conversations.

#### **Question No. 02**

Reading comprehension is tested. It was required to read and understand the given text by filling in the blanks of the given statement. Almost all the candidates have attempted this question as it was a very easy one. They could find the answers straight from the text. The performance was satisfactory. There were some candidates who could not do the text well. It was mainly due to the weaknesses in reading.

**Suggestions for improvement:** The candidates should pay attention in reading different kind of texts and get practice in finding answers to the given questions on various texts. Reading Magazines, Novels and Newspapers will help them to improve their reading ability.

#### **Question No. 03**

This question tested the candidates' knowledge in writing memos. It was an easy question for them. Most of them had performed well. But some candidates didn't know the correct format of a Memo.

**Suggestions for improvement:** The candidates should be familiarized with the Memos. They should learn the correct format of a Memo. Some candidates had made grammatical mistakes when writing the sentences. So the grammatical knowledge should be improved.

## **SECTION B**

This part consisted of 03 questions.

### **Question No. 04**

This question consisted of 2 parts.

**Part (A)** – This question had been done well by majority of the candidates. Almost all the candidates had attempted the question and gained good marks. The performance for this question was at a very satisfactory level.

**Suggestions for improvement:** The candidates should read different kinds of text books and should be able to summarize the substance.

**Part (B)** – This question was very poorly answered by many candidates. It was required to write a description about the given bar chart. Most of the candidates had attempted the question. Some had performed well. But some candidates were not aware of how to describe a bar chart. They were describing the same points again and again. Only a very few were able to give the correct description comparing and contrasting the given facts. Some had written long paragraphs without any meaningful substance.

**Suggestions for improvement:** Candidates should follow the correct method of describing a bar chart with some accounting figures. They should follow the guided materials and get practice in writing reports. This could be considered vital for an Accounting Technician in performing their accounting related activities.

### **Question No. 05**

This question consisted of 2 parts.

**Part (A)** – This question had been set to test the knowledge of prepositions. The performance was at an unsatisfactory level, due to the weaknesses in the correct usage of prepositions. Only a few had gained good marks for this question. But there were some candidates who gained full marks for it.

**Suggestions for improvement:** The candidates should improve their knowledge of using prepositions in different situations.

**Part (B)** – It was tested the passive forms (Active voice & Passive voice). The candidates' knowledge on the active and passive forms were at a very weak level. From the answers given, it was observed that most of the candidates had no proper idea regarding active & passive voice. Almost all the candidates had attempted the question, but only a few candidates could score satisfactory marks.

**Suggestions for improvement:** The candidates should be taught thoroughly the pattern of changing an active sentence into a passive sentence.

### **Question No. 06**

Business related writing ability was tested in this question. Many candidates had attempted this question, but only a few had performed well. Some candidates had not understood the question well, so they were unable to give the answer including all the points that the examiner expected.

**Suggestions for improvement:** The candidates should follow the instructions given in the question before start writing answers.

## SECTION C

This part consisted of 02 questions.

### **Question No. 07**

It was required to write a descriptive paragraph based on the business environment given in the question. Least number of candidates had attempted this question. Those who attempted also had not done correctly. Very rarely a candidate was found who had got full marks for this question. This was the question out of eight the least number of candidates attempted and gained very poor marks. The candidates have not given any statistical information to explain the situation.

**Suggestions for improvement:** The candidates should follow more sample paragraphs in various situations. They should read guided materials. Get practice in writing grammatically correct sentences.

### **Question No. 08**

This question had 2 parts.

**Part (A)** – This question had tested the candidates' knowledge in writing letters. It was a very easy question. Most of the candidates had performed well. But some had misunderstood the instructions and instead of writing a covering letter, they had written a bio-data.

**Suggestions for improvement:** They should follow the instructions well and follow the guided materials.

**Part (B)** – This question had tested the business writing skills. Candidates were required to write a reply to the fax message given. The candidates had performed well and the performance was at a satisfactory level. But some had used grammatically wrong sentences.

**Suggestions for improvement:** The candidates' knowledge of grammar should be improved. They should know the correct format of a fax message.

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