

## Examiner's Report

TALENT (SKILLS) CAPSTONE EXAMINATION – JANUARY 2018

### (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**.

Most of the candidates' performance for the question paper was satisfactory except a few. Many were able to gain satisfactory marks. General observations of Examiners are as follows:

#### **SECTION A**

This part consisted of 03 questions.

#### **Question No. 01**

It was required to test the interactive skills of the candidates and this question was attempted by almost all the candidates. Performance for this question was satisfactory.

#### **Suggestions for improvements:**

The candidates should pay more attention on conversational texts / dialogues while they should be given dialogue-based activities which deal with words and phrases in collocation. In addition they should be familiar with phrasal verbs and useful idioms.

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

This question which was prepared to test the candidates' comprehensive knowledge of English with use of a selected extract from a speech related to the field of business was attempted by almost all the candidates. Many candidates had been able to perform moderately well. Some candidates had failed to understand the context.

#### **Suggestions for improvements:**

The candidates should be guided to identify directly and indirectly stated information from a text without writing unnecessary details. They are recommended to read business pages of newspapers, magazines and speeches made by business leaders, etc. for familiarization of such texts.

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

This question was set up to test the candidates' ability to distinguish between words or phrases in collocation. All had attempted but the low performance of this test gives evidence to the candidates' lack of exposure to English language. They need to understand the context of the passage in order to understand the words.

**Suggestions for improvements:**

The candidates should pay much attention on exercises on guessing words with the meanings in use of grammar knowledge. More reading should be done to be successful in this type of tests. It is recommended to use **English – English** dictionary.

**SECTION B**

This part consisted of 03 questions.

**Question No. 04**

Question No. 04 made to test the candidates' comprehensive competencies through content pages of a book related to the accountancy field (totally technical type of text) was one of the most popular among candidates. Majority of them had attempted this question and the performance was comparatively satisfactory to the other questions.

**Suggestions for improvements:**

Candidates should pay much attention on reading technical texts in order to be familiar with the technical words in the field. And also the candidates should read the questions several times before answering the questions to understand perfectly and then only they can write a perfect answer.

**Question No. 05**

This question was arranged for measuring skills of candidates in relation to business writing and many of them had attempted this question. Some of answers were written ignoring format of a memo. However, those who attempted had scored fairly well.

**Suggestions for improvements:**

Candidates should pay much more attention on official documents such as memos, business letters, reports, etc. in order to familiarize with the language, formats, techniques etc. for that sample documents should be referred.

**Question No. 06**

This question was set up to measure the candidates' ability in preparation of presentations. The question followed by the technique, guided writing was quite unpopular among the candidates and had not been attempted by a candidates number of them, out of those, performance was also less satisfactory.

**Suggestions for improvements:**

The candidates should do extra reading such as business pages of newspapers, magazines and annual reports etc. while taking chances to listen to speeches made by business personnel.

## SECTION C

This part consisted of 02 questions.

### **Question No. 07**

This question comprising two parts was designed to test the candidates' ability in presenting personal data and skills in writing a covering letter appropriately. This was very popular among the candidates and almost all had attempted and scored reasonably well. However, it was clearly shown that few of candidates had not read the questions well because their answers were incompatible with the instructions given.

#### **Suggestions for improvements:**

The candidates are recommended to get guidance from the sample CVs and covering letters in order to be familiar with phrases and words being used in such documents.

### **Question No. 08**

This question that was based on guided writing tested the analytical knowledge of the candidates and majority of candidates had attempted this question. However, the answers revealed that majority of the candidates had struggled to construct grammatically correct sentences and also to organize the ideas properly.

#### **Suggestions for improvements:**

The candidates should be given enough practice to interpret statistical data and put them in order logically into grammatically correct and meaningful sentences. Candidates should read business pages of newspapers, magazines, annual reports (specially central bank annual report) to be exposed to different graphs, pie charts, tables etc. in order to be familiar with vocabulary and phrases to be used in describing charts, graphs and tables, etc.

#### **Common suggestions for improvements:**

- (1) Attention should be paid on spelling and punctuation marks when answering.
- (2) The candidates must pay their attention on grammatical accuracy, appropriateness to the questions.
- (3) The candidates are advised to follow the given instructions thoroughly.
- (4) The candidates should pay their attention on clarity and should write relevant question numbers correctly.
- (5) The candidates must apply the reading techniques like scanning, skimming and inferring when attempting to answer questions related to reading.
- (6) More and more exercises should be done with referring to respective samples.