

Examiner's Report

TALENT (SKILLS) CAPSTONE EXAMINATION – JANUARY 2019

(SS1) EFFECTIVE COMMUNICATION SKILLS

The Paper, (SS 1) Effective Communication Skills January 2019 constituting three sections as section A , B, and C with 8 compulsory questions was set to assess the Capstone Level candidates' English language abilities in relation to business Communication. Interactive skills, English grammar, reading comprehension, business writing, vocabulary and various interpretations in English language specially in relation to business communication had been tested through this paper.

General observations of the paper:

SECTION A

This part consisted of 03 questions.

Question No. 01

This question was 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 and the performance of the candidates was fairly well.

Suggestions for improvements:

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 this type of questions.

Question No. 02

This question had been set to assess the abilities on use of connectives in English language. The performance of the candidates was general and they should, however, develop their ability 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 the individual meanings of the connectives separately, they had failed to trace out where the connectives were to be put to make a real sense in the context.

Suggestions for improvements:

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.

Question No. 03

This question which was based on both grammar and vocabulary had been designed with the objective of assessing the ability to formulate word classes and use them appropriately and accurately in a text. All the candidates had attempted this question and their performance was satisfactory.

Suggestions for improvements:

The candidates are advised to improve their vocabulary level while trying to understand the word classes. Reading is a compulsory activity to improve candidates' vocabulary level and it further gives the art of the language to the candidates to use in various contexts. They are recommended to read newspapers, magazines and books, etc.

SECTION B

This part consisted of 03 questions.

Question No. 04

The objective of this question was to assess the ability to interpret a contemporary-typed text using the technique, filling in the gaps by selecting given suitable answers. All the candidates had attempted this question and majority of them had answered successfully.

Suggestions for improvements:

The candidates are advised to improve use of English language in business environment , for that they are recommended to do various language development activities such as filling gaps with words and phrases , selecting suitable answers from various texts, newspapers, magazines and books, etc.

Question No. 05

This question was prepared to assess the ability to identify the specific information from a business related text and use specific vocabulary to fill in the blanks. Selection was the technique used therein. The performance of the candidates specially from rural areas were quite unsatisfactory. Therefore, the examiners of the panel were in a view that it was necessary to give enough exposure to the candidates to read various levels of business texts extensively.

Suggestions for improvements:

It is recommended that candidates should read simple passages to the complex ones by putting special concentration on their specific words to improve the business related vocabulary. Daily English newspapers ,contemporary writings such as magazines, brochures, leaflets etc. are recommended to be read.

Question No. 06

This question comprised two parts and each part was allotted 10 marks.

Part A

This part was made to assess the ability to interpret a bar chart and write a description. Many candidates had attempted this part of the question and the performance was at an average level. However, it was found that some had difficulty in managing the word limit of the description.

Suggestion for improvement:

We can recommend that candidates should practise more and more such exercises to write a perfect answer. Further we would like to advise them that the candidates should refer to descriptions in annual reports of institutions (in particular the central bank report), articles in business pages of newspapers, etc.

Part B

This part was made to assess the ability to write a newspaper notice in a correct format using the appropriate language which should attract the audience. The technique used therein was guided writing. Many had attempted this part too but less than 50% of them had performed well. According to the panel, the performance of the candidates regarding use of language had an unsatisfactory level. Another issue was that some had not paid attention on the given guidelines which had lessened their marks for this part.

Suggestion for improvement:

It is recommended that candidates should make more and more references to newspaper notices and advertisements and practise such writing activities to be familiar with formats and language pattern and vocabulary.

SECTION C

This part consisted of 02 questions.

Question No. 07

The objective of this question was very broad and as it had assessed a number of the abilities in relation to business communication. Writing an email in a business context was tested while assessing the candidates' ability in people management too. The technique used therein was guided writing and many candidates had attempted this question and but the performance was at an average level. It was found that some had confused writing an email with a business letter.

Suggestions for improvements:

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

Question No. 08

This question was set to assess the ability of analytical writing and preparation of presentation to the Capstone level. The technique used was guided writing and this question was attempted by majority, out of those half of them had answered fairly well. It was noted that some had copied the income statement and tried to interpret it. However, there were candidates who had understood well and answered well.

Suggestions for improvements:

I would like to recommend that the candidates should read business pages of newspapers, annual reports of companies etc. And also they are required to practise writing analytical reports to be perfect in answering this type of question.

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Common suggestions for improvements:

- (1) The candidates must pay much attention on grammatical accuracy, appropriateness, mechanics of writing and organization when writing 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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