

Examiner's Report

TALENT (SKILLS) CAPSTONE EXAMINATION – JULY 2017

(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.

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

Most of the candidates have responded the question paper successfully 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

This question was set for testing the conversational phrases with functional language knowledge of the candidates. Almost all the candidates attempted this task. But only a few candidates obtained the full marks. Majority had scored low marks. Candidates should be familiarized with phrases through tutorials and books.

Suggestions for improvement: The candidates should improve their communication skills.

Question No. 02

Correct usage of conjunctions was tested. Most of the candidates have answered well. However, some were not familiar with the conjunctions. Only a very few candidates were able to get the full marks for this question whereas others got average marks.

Suggestions for improvement: More practice is suggested. Developing reading habit will also help candidates.

Question No. 03

Ability to analyze statistical data using creativity was tested. It was observed the poor performance while doing marking. Most of the candidates didn't know how to describe a chart properly. The candidates have directly mentioned only the extracted words from the given graph. When graphs are interpreted particular phrases like the most, more than, the least, less, less than, the highest, higher than, etc. should be used. There were no such comparisons made by most of the candidates.

Suggestions for improvement: The candidates should practice to write statements while comparing and contrasting the points. Also the candidates should practice different forms of graphs.

SECTION B

This part consisted of 03 questions.

Question No. 04

This question consisted of 2 parts.

Part (A) – Reading and comprehension was tested. All the candidates have attempted the question and successfully answered. High performance was shown. Most of the candidates scored the full marks allotted.

Part (B) – Reading and comprehension ability was tested. The text refers to business goals. Most of the candidates performed well.

Suggestions for improvement: It is suggest to motivate the candidates to read current business reports to improve their vocabulary.

Question No. 05

This question consisted of 2 parts.

Part (A) – This question had been set to test the knowledge of sentence structures. Almost all the candidates have attempted. Some have done well. But there were some candidates who could not find the correct word order.

Part (B) – Knowledge of arranging a letter in correct order was tested. The task was very easy. Candidates had to form the body of a formal letter in jumbled sentences. Lack of understanding was observed.

Suggestions for improvement: It is suggested the candidates to improve their reading skills.

Question No. 06

Speaking ability was tested (introductory speech). Most of the candidates attempted this question. Many candidates had answered correctly. Some had written the Guest speaker's role as they could not understand the instructions given in the question. A lot of grammatical mistakes and lack of communicative phrases were noted.

Suggestions for improvement: The candidates should be encouraged to listen and read the speeches and should be practiced to deliver speeches individually.

SECTION C

This part consisted of 02 questions.

Question No. 07

Writing ability of a formal letter was tested. Most of the candidates had done correctly. There were a few candidates who had written only the format of a letter without the body. Many candidates had answered well though the answers were not up to the standard.

Suggestions for improvement: The candidates must be directed to develop an independent style of formal letter writing.

Question No. 08

When we take part in a discussion or conducting a meeting how should we plan to communicate fluently and concisely was examined. Only a few candidates had clearly understood the question and presented their ideas accordingly.

Suggestions for improvement: The ability to think and organize their ideas in a logical manner should be improved. They must do supplementary activities and should improve their vocabulary.

- * * * -