



**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**  
**FOUNDATION CERTIFICATE IN ENGLISH COMMUNICATION SKILLS**  
**WRITTEN ENGLISH COMMUNICATION SKILLS**

**ILI 1001**

**Second Semester Supplementary Examination Paper**

**July 2016**

This examination paper consists of 3 pages

**Time Allowed:** 3 hours  
**Total Marks:** 100  
**Special Requirements:** None  
**Examiner's Name:** Mr. Similo S.M. Tizora

**INSTRUCTIONS**

1. All the questions are compulsory
2. Answer all the questions.
3. Give equal time to all questions.
4. Each question carries 20 marks
5. Importance is attached to accuracy, clarity of expression, legible handwriting, NOT LENGTH

**MARK ALLOCATION**

| <b>QUESTION</b> | <b>MARKS</b> |
|-----------------|--------------|
| 1.              | <b>20</b>    |
| 2.              | <b>20</b>    |
| 3.              | <b>20</b>    |
| 4.              | <b>20</b>    |
| 5.              | <b>20</b>    |

1. Write two (2) words for each of the following phonemes or sounds, e.g, e = pet, met

1.1 r

1.2 ng

1.3 au

1.4 ei

1.5 ch

1.6 oo

1.7 q

1.8 sh

1.9 ai

1.10h

[20 marks]

2.1 Give examples of three (3) verbs.

[3 marks]

2.2 How can a student learning a language like English benefit from using a dictionary?

[4 marks]

2.3 State four (4) skills which are included in the learning of the English language.

[4 marks]

2.4 What are the benefits of using a computer programme like Word for typing assignments?

[3 marks]

2.5 Outline three (3) steps of an oral presentation.

[3 marks]

2.6 During your learning of English you have used translation dictionaries. How has this assisted you in learning the English language?

[3 marks]

**3 Read the passage below and answer the questions which follow.**

### **Legal Alien**

#### **Rutangye Crystal Butungi**

I can't believe the receptionist is not going to take my consultation fee just because I'm from her tribe! I thought corruption was only for the politicians and big businessmen. But here, in a small town clinic, I am going to be the beneficiary of a corrupt doctor's receptionist. Is this a good thing or a bad thing? Well, I don't care right now. I have spent the day running around offices getting papers stamped. Now, I have to get a doctor to give me a check-up, approve this medical form, and stamp it. I was about to walk out of this clinic because the consultation fee alone, without the medical check-up fee, was way too high.

But then, the receptionist glimpsed my name on the form and said, “Eh, you mean you are from my village! Why didn’t you tell me your surname, I would have done you a favour.” Then she started chatting away in *our* language.

“If you had told me where you were from, I wouldn’t have told you to pay that high consultation fee. In fact, I’ve got enough for today, so don’t bother paying for consultation.

Just wait for the patient who is in now to come out and you can go in for your check-up.” Thank goodness she sneaked those last sentences in English. She started rattling on in *our* language again. I dared not inform her that I didn’t understand a single word she was saying. Today, was not going to be the day I revealed my excuse for not knowing my mother tongue.

I will not reveal to her that I became aware of my vernacular deprivation in ‘93, when I was a child. Daddy had taken me to the classroom and left me there. I stopped sobbing when the teacher led me in. The room was so big! There were over a hundred children in there; at least seven pupils on each of the fifteen or so benches. The walls were dirty, and you could see where the blue paint had been chipped at by enthusiastic kids. There were no cupboards, no teacher’s desk, no carpet, no sleeping corner, no tiles. The room held only children, benches, a cemented floor and a huge, old blackboard positioned at the front. Everything was so dated. It was as if the décor had been inspired by an *Adams Family* episode. At the back of the classroom, bags were sprawled all over the floor, since there were not enough hooks on the wall to carry them all. I looked up at the man who I assumed was the class teacher, as I’d heard my daddy address him as Mr. Muhangazima, and asked, “Where is the fridge?”

3.1 Write the topic sentence of the first paragraph. [2 marks]

3.2 Write down four (4) sequence markers that you find in the first paragraph. [4 marks]

3.3 Explain the phrase ‘chatting away’ in the first paragraph [4 marks]

3.4 In the first three (3) lines of the paragraph, find all of the verbs in the past tense form. [4 marks]

3.5 Write a summary of the second paragraph in five (5) sentences indicating how old fashioned and unusual the classroom was. [6 marks]

4.1 What is non-verbal communication? [4 marks]

4.2 State the barriers to communication that you have come across in Zimbabwe because of non-verbal communication and give examples of how you have managed to overcome them. [16 marks]

5 **Read the notes below about your arrival at NUST and write in 4 paragraphs about your experience. ADD any other experiences to the notes. Marks will be given for:**

**Correct sentences written in Paragraph/ prose form; Grammar- tense, subject and verb agreement; Spelling and punctuation and Meaning and coherence.**

- **The natural environment.**, big, clean and very beautiful; , welcoming and familiar/unfamiliar
- **The Administration Block:** the buildings, clean big, the staff, friendly, helpful
- **The students:** large numbers, talking loudly, dress, different languages,
- **The problems of speaking English:** nervous, unsure, having to learn English for study purposes; mixed feelings. [20 marks]