



ΠΑΜΙΒΙΑ UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF MANAGEMENT SCIENCES

CENTRE FOR ENTERPRISE DEVELOPMENT

QUALIFICATION: DIPLOMA IN BUSINESS PROCESS MANAGEMENT	
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DURATION: 3 Hours	MARKS: 100

1ST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINERS:	Ms A. Smith
MODERATOR:	Ms C. Botes

INSTRUCTIONS
1. Answer ALL the questions. 2. Write clearly and neatly. 3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS QUESTION PAPER CONSISTS OF 12 PAGES (INCLUDING THIS FRONT PAGE)

Read the passage below and then answer all the questions that follow.

Love on the rocks

By John Gray

1. Love stories generally build up to a romantic climax and then end, leaving us with the impression that the couple lived happily ever after. Sadly, the reality is rarely as rosy as this.
2. In the first flush of love nothing much matters beyond being together - no sacrifice is too great if it helps you spend more time with the person whose mere presence intoxicates you. When the intoxication starts to wear off, as it does unfortunately, little misunderstandings start occurring, causing friction, irritation, long cold silences or angry rows and the rosy image of love can give way to a deep sense of disillusion.
3. Why is there this friction between men and women? John Gray thinks he knows the answer. The root cause of the problem, apparently, is that men and women do not understand just how different they are emotionally. Men and women respond to problems in very different ways and consequently have very different emotional needs. When people insist on their own needs and fail to properly appreciate the needs of their partners there is bound to be friction.
4. Women, typically, deal with problems and stresses by talking about how they feel. A woman may easily feel overwhelmed and by talking, she will find relief and feel less upset. There is no need necessarily to deal with the practicalities of the problem - they are of secondary significance. What really matters is expressing herself, exploring her emotions and getting the support from a loving relationship in which she feels that she is understood.
5. Whereas women want to talk and talk about their problems, men withdraw into the caves of their mind to focus on solving the problem. A man's self-esteem is built on a sense of how competent he is, so he feels he must develop the skills to solve his problems on his own. Asking for help or idly expressing how terrible you feel is perceived as an admission of weakness and incompetence. Rather than looking for understanding, men want their partners to admire them for the way they achieve their goals.

6. To illustrate a typical lack of understanding Gray describes the following scenario: a man and a woman return home burdened by their respective problems. He has been sitting on the train or in his car silently trying to work out the problems of the day, but they seem insoluble and a guy like this, when he gets home, is likely to have a burning need to just sit in front of the television or play a game just to take his mind off his problems and find a way to gradually relax. Just when he is trying to forget a confusing and problematic reality, his partner wants him to listen as she pours out all her problems, looking for support and understanding. If he has the energy, he may tolerate this just enough to work out what the main problem is. Then he will bluntly suggest a solution before returning to the TV or the game. The woman does not want solutions - she wants a kind ear and someone to embrace her. Each annoys the other: he with his silence and she with her continual moaning.
7. The more busy life a. (to become), the greater this friction will be. As the problems men b. (to face) seem greater and more intractable, the more they c. (to need) to escape, the less they are able to patiently d. (to sit), and lovingly listen to their partner's frustrations. The more demanding a woman's life becomes, the greater her emotional turmoil is and the more she has to express. If her partner is glued to the TV or out skydiving all the time, they e. (to grow) further and further apart.
8. John Gray, whose job it is to provide counselling for couples, is optimistic. With a little help, he thinks men and women can understand each other better and learn to respect their differences. He thinks that women can start to respect that men need to withdraw to cope with stress and they can realise that this does not mean that they no longer love them. He is convinced that men can find that listening to their partner talk about her problems could actually help them come out of their caves in the same way as watching TV or skydiving. Apparently, men need to be needed. By learning to listen without giving solutions, they can see how much of a positive difference they can make in their partner's life and thus appreciate how important they are. Therefore, the key to keeping the flames of love alight would seem to be less television and more listening.

1. According to the passage, how can a person tell that a couple is in love? (2)
2. Explain in your own words what is meant by the expression "first flush of love" (1)
3. Name three signs that might indicate that the feeling of being in love is not that strong anymore. (3)
4. According to the author, why is there bound to be friction between a man and a woman? (2)
5. Explain what men expect from their partners when they deal with their problems. (1)
6. According to the passage, explain how men and women show a lack of understanding to each other when it comes to the solving of problems. Mention two things. (2)
7. What, according to the writer, will cause this friction between men and women to become greater? (2)
8. In what way does John Gray think couples can solve their problems? (1)
9. How can men satisfy the need "to be needed"? (2)
10. Explain the meaning of "...keeping the flames of love alight..." in the last paragraph. (2)
11. In what ways can couples keep the "flames of love alight"? (1)
12. Vocabulary: (6)

For each of the terms below, choose the explanation that best describes the meaning of the word as used in the passage from the list given below the words. Write down only the letter of the meaning of your choice next to each word.

- (i) climax
- (ii) disillusion
- (iii) flush
- (iv) intractable
- (v) is bound to
- (vi) turmoil

- A. Hard to deal with.
- B. Peak, highest point, crescendo.
- C. Existing or available in large quantities.

- D. Will certainly happen.
- E. confusion disorder
- F. Loss of dreams and hopes.
- G. Intense feeling

SECTION B: GRAMMAR

[25]

Read the questions below and then answer the grammar questions based on the passage 'Love on the rocks'.

- 1.1 Identify whether the following sentences are in the active or passive voice. (2)
- a) John Gray counselled the couple.
 - b) The television is turned on by the man.

- 1.2 Change the sentences at 1.1 to the opposite voice. (2)

2. Change the following extract from par. 5 into the following tenses. Rewrite the sentence and underline the change in tense. (3)

John Gray provides counselling for couples.

- a) Past perfect
- b) Present Continuous
- c) Future Tense

3. Change the verbs numbered (i) – (v) in par. 7 into the correct verb tense. (5)

- 4.1 Identify the type of conditional used in the following sentence from par. 3. (2)

If he has the energy, he may tolerate this just enough to work out what the main problem is.

- 4.2 Now, change the sentence at 4.1 into a third conditional. (1)

5. Complete the following conditional sentences with any suitable result clause. (2)

- a) If you listen more to people,
- b) If you watch less television,

6. Identify the following from the passage: (4)
- a) Two gerunds from par. 5.
 - b) Two infinitives from par. 5.

7. Write the following sentences in reported speech. (2)
- a) John Gray asked: "Can I counsel you both?"
 - b) "Men and women can understand each other better and learn to respect their differences", says John Gray.

8. Indicate the parts of speech of the underlined words in the sentence below.

John Gray, (i) whose job it is to provide counselling for couples, is (ii) optimistic. (2)

SECTION C: CRITICAL READING [20]

1. Read the passage below and then answer the questions that follow. (10)

Concussions are brain injuries that occur when a person receives a blow to the head, face, or neck. Although most people who suffer a concussion experience initial bouts of dizziness, nausea, and drowsiness, these symptoms often disappear after a few days. The long-term effects of concussions, however, are less understood and far more severe. Recent studies suggest that people who suffer multiple concussions are at significant risk for developing chronic traumatic encephalopathy (CTE), a degenerative brain disorder that causes a variety of dangerous mental and emotional problems to arise weeks, months, or even years after the initial injury. These psychological problems can include depression, anxiety, memory loss, inability to concentrate and aggression. In extreme cases, people suffering from CTE have even committed suicide or homicide. The majority of people who develop these issues are athletes who participate in popular high-impact sports, especially football. Although new sports regulations and improvements in helmet technology can help protect players, amateur

leagues, the sports media, and fans all bear some of the responsibility for reducing the incidence of these devastating injuries.

Improvements in diagnostic technology have provided substantial evidence to link severe—and often fatal—psychological disorders to the head injuries that players receive while on the field. Recent autopsies performed on the brains of football players who have committed suicide have shown advanced cases of CTE in every single victim.

In response to the growing understanding of this danger, the National Football League (NFL) has revised its safety regulations. Players who have suffered a head injury on the field must undergo a “concussion sideline assessment”—a series of mental and physical fitness tests—before being allowed back in the game. In an effort to diminish the amount of head and neck injuries on the field, NFL officials began enforcing stricter penalty calls for helmet-to-helmet contact, leading with the head, and hitting a defenseless player. Furthermore, as of 2010, if a player’s helmet is accidentally wrenched from his head during play, the ball is immediately whistled dead. It is hoped that these new regulations, coupled with advances in helmet design, will reduce the number of concussions, and thus curb further cases of CTE.

Efforts by the NFL and other professional sports leagues are certainly laudable; we should commend every attempt to protect the mental and physical health of players. However, new regulations at the professional level cannot protect amateur players, especially young people. Fatal cases of CTE have been reported in victims as young as 21. Proper tackling form—using the arms and shoulders to aim for a player’s midsection—should be taught at an early age. Youth, high school, and college leagues should also adopt safety rules even more stringent than those of the NFL. Furthermore, young athletes should be educated about the serious dangers of head injuries at an early age.

Perhaps the most important factor in reducing the number of traumatic brain injuries, however, lies not with the players, the coaches, or the administrators, but with the media and fans. Sports media producers have become accustomed to show casing the most aggressive tackles and the most intense plays. NFL broadcasts often replay especially violent collisions while the commentators marvel at the players’ physical prowess. Some sports highlights television programs even feature weekly countdowns of the “hardest hits.” When the media exalts such dangerous behavior, professionals are rewarded for injuring each other on the

field and amateurs become more likely to try to imitate their favorite NFL athletes. Announcers, commentators, television producers, and sportswriters should engage in a collective effort to cease glorifying brutal plays. In turn, fans should stop expecting their favorite players to put their lives on the line for the purposes of entertainment. Players must not be encouraged to trade their careers, their health, their happiness, and even their lives for the sake of a game

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1. Select the option that best answers each of the questions below. Write only the number and the letter of your choice in the answer book.

- 1) Based on information in the passage, it can be inferred that all of the following statements are true except (1)
- A. tackling is not always dangerous; however, players who use improper tackling form may injure others
 - B. scientists have established a definitive link between players who die untimely deaths and the onset of CTE
 - C. NFL officials have done little to address the problem of CTE
 - D. athletes who are praised for exceptionally brutal hits are likely to continue engaging in such dangerous behavior
 - E. the NFL has done more to mitigate future cases of CTE than youth, high school, or college leagues have done

2) According to the passage, which of the following factors contribute(s) to the incidence of CTE in amateur players? (1)

- I. inconsistent application of safety regulations for all levels
 - II. lack of education about the dangers of head injuries
 - III. amateur players' desire to emulate professionals
- A. I only
 - B. II only
 - C. I and II only
 - D. II and III only
 - E. I, II, and III

3) As used in paragraph 3, which is the best synonym for **laudable**? (1)

- A. praiseworthy
- B. ineffectual
- C. memorable
- D. audacious
- E. satisfactory

4. Which explanation below best describes the term: “concussion sideline assessment” (1)

- A. mental and emotional problems
- B. head injury
- C. helmet-to-helmet contact,
- D. a series of mental and physical fitness tests
- E. head and neck injuries

5) The author’s tone in the final paragraph can best be described as (1)

- A. remorseful
- B. hopeless
- C. perplexed
- D. insistent
- E. arrogant

6) As used in the final paragraph, which is the best explanation for **exalts**? (1)

- A. mitigates
- B. venerates
- C. think or speak very highly of (someone or something)
- D. expedites
- E. criticises

7) In describing the sports media, the author emphasizes its (1)

- A. responsibility
- B. entertainment value
- C. senselessness
- D. danger
- E. sensationalism

8) In the final paragraph, the author mentions “sports highlights television programs” as an example of how. (1)

- I. the media glorifies violence
- II. amateurs learn to mimic professional athletes
- III. professional athletes gain approval

- A. I only
- B. II only
- C. I and II only
- D. II and III only
- E. I, II, and III

9) The most important factor reducing the amount of traumatic brain injuries lies with... (2)

- A. the players
- B. the coaches
- C. administrators
- D. media
- E. fans

10.) The following role players should engage in a collective effort to cease glorifying brutal plays. (1)

- I. Announcers,
- II. commentators
- III. television producers
- IV. sportswriters
- V. media and fans

- A. I only
- B. II only
- C. I and II only
- D. II and III only
- E. I, II, III ,IV

2. Briefly summarise the long-term effects of concussions as well as, the measures taken to reduce head injuries. Use your own words as far as possible. (20/2=10)

SECTION D: ESSAY WRITING

[30]

Write an essay based on **ONE** of the following topics. You should write between **300 and 350** words (about one and a half pages). Indicate the number of words used.

1. In recent court cases, photos and information gathered from social media sources, such as Facebook, Instagram and Twitter, have become permissible evidence in a court room. Some argue that this practice is unreliable as information on social media can be easily manipulated. Argue whether information found on social media websites should be used as evidence in legal cases.
2. People who talk on their cell phone while driving without a hands-free device should serve a prison sentence. Argue both views that can be taken on this statement.
3. Many people believe that travelling is a huge waste of money and time while others believe it is vital to explore and travel the world. What are the pros and cons of extensive travelling?

4. Discuss the three most important factors in the development of a country.

5. It is much better to find a job and work for a fixed monthly income than to start your own business. Support and refute this statement.

6. If you could change or invent one law to be implemented across the world, what would it be and why?

END OF QUESTION PAPER