



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF EDUCATION AND LANGUAGES**

<b>QUALIFICATION : VARIOUS</b>	
<b>QUALIFICATION CODE: ALL</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: PWR611S</b>	<b>COURSE NAME: PROFESSIONAL WRITING</b>
<b>SESSION: JULY 2024</b>	<b>PAPER: THEORY (PAPER 1)</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>DR. T. FRANS</b>
<b>MODERATOR:</b>	<b>MRS. K. DU PLESSIS</b>

<p style="text-align: center;"><b>INSTRUCTIONS</b></p> <ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read the questions carefully before answering.</li><li>3. Number the answers clearly.</li><li>4. Please ensure that your writing is legible, neat, and presentable</li></ol>
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**THIS QUESTION PAPER CONSISTS OF 4 PAGES (Including this front page)**

**SECTION A: LETTER, AND E-MAIL**

**[30 marks]**

1. Number the following to indicate the correct content sequence for a business letter: (10)

a. Revise, add or delete information
b. Arrange, create order, structure, layout and design
c. Draft, write first copy from outline
d. Proofread, polish final copy
e. Prepare, define purpose, audience, scope and medium

2. Correct the following complimentary closing in a formal letter: (6)

- (a) Your's faithfully
- (b) Yours Sincerly
- (c) Dear Sir/madam

3. Name three differences between a fully blocked letter and semi-blocked letter. (3)

4. Name any three elements of a letter head. (3)

5. What is Netiquette/Etiquette? (1)

6. Define 'emoticon'. (2)

7. Name five benefits of communicating by e-mail (any five). (5)

1. Read the following article and do the task that follows.

EDITED

### Refugee influx at Osire persists

Since 2017, the Osire refugee settlement has seen an increased migration, bringing a total verified number of refugee and asylum-seekers in the settlement to 4 500. Officials dealing with refugees at the Osire settlement have reported a monthly inflow of refugees from the Democratic Republic of Congo's Kivu districts. The Deputy Director for settlements and reception areas of Osire and Katima Mulilo said this on Wednesday during the celebration of international world refugee day at Osire.

The Deputy Director said the settlement is also housing other refugees from Mburundi, Rwanda, Nigeria, Cameroon, Zimbabwe and some other countries in smaller numbers. Osire was established in 1992 with a refugee population of over 25 000 until in 2014 when many Angolans took voluntary repatriation. From 25 000 in 1992 to 3 000 in 2014 was a huge drop. "But now since 2017, we are seeing increased migration, bringing a total verified number of refugees and asylum-seekers in the settlement 4 500", said the Deputy Director. The migration is attributed mainly to new conflicts in the DRC's northern and southern Kivu districts, where regular protests are occurring against the extended stay in power in that country.

Osire is situated approximately 120 kilometres south-east of Otjiwarongo in the Otjozondjupa region. Otjozondjupa Regional Governor said in a statement read on his behalf that housing these refugees is a core part of what the nation is well-known for doing over the past years. He said that the Namibian government would remain committed to giving humanitarian assistance to refugees and protection to asylum seekers under the 1951 Refugee Convention, and 1967 protocols relating to the status of refugees.

Senior regional protection officer for the United Nations High Commissioner for Refugees said taking care of refugees must be a global and shared responsibility. However, in 2015, the UNHCR in Namibia discontinued its technical and social operations, and handed over the Osire refugee settlement to Komeho Namibia, which is a humanitarian organisation ensuring the upkeep of asylum-seekers and refugee here.

The Namibian government continues to provide Osire with the most needed essential services, such as pre-primary and senior secondary schools, a police station, clinic, postal services and offices for the Ministries of Agriculture and Home Affairs and Immigration, respectively. These basic services are insufficient, and the refugees are recommended to be repatriated to their home countries.

**(NAMPA) (Adapted, June 2018)**

Osire refugee camp is mostly the responsibility of the United Nations High Commissioner for Refugees world-wide. Imagine that you are the Director of UNHCR in Namibia, using the information in the article, write a MEMORANDUM using the headings below to the United Nations High Commissioner for Refugees. You need to urge him or her to resume some of the UNHC's technical and social operations in Namibia because the country is finding it difficult to cope with the upkeep of the refugees due to the financial crisis. Invent all the information needed in the MEMO.

- |                      |     |
|----------------------|-----|
| a) Standard headings | (5) |
| b) Situation         | (5) |
| c) Problem           | (5) |
| d) Solution          | (5) |

NOTE: Style, format, language, tone are marked out of (6)

2. Mention any four purposes of MEMORANDUM. (4)

**SECTION C: REPORT WRITING**

**[20 marks]**

You are the Director of Sport in the Ministry of Youth and Sport. The minister sent you to go and witness the #TheNamibiannewsCup# that took place on the 29 March – 1 April 2024 and compile a short formal report on what happened.

Invent information accordingly and write the following:

- 1) Terms of reference: name of the commissioner, dates, brief background, the scope of your investigation, the purpose of the report, whether the recommendations are required or not (6)
- 2) Write three findings (3)
- 3) Write three conclusions. (3)
- 4) Formulate four specific recommendations to the minister on how sport can be improved. (4)

NOTE: IDENTIFICATION SECTION AND FORMAT ARE MARKED OUT OF: (4)

**SECTION D: BUSINESS PROPOSAL WRITING**

**[20 marks]**

Provide content on each of the following aspects of a business proposal

- 1) Background information (5)
- 2) Proposal, plan, goal (5)
- 3) Budget (5)
- 4) Authorisation (5)

**TOTAL MARKS: 100**

END OF THE EXAMINATION