



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE; HUMAN SCIENCES AND EDUCATION

HAROLD PUPKEWITZ GRADUATE SCHOOL OF BUSINESS

QUALIFICATION : DIPLOMA IN BUSINESS PROCESS MANAGEMENT	
QUALIFICATION CODE: 05DBPM	LEVEL: 5
COURSE CODE: PLU511C	COURSE NAME: PRINCIPLES OF ENGLISH LANGUAGE USE
SESSION: NOVEMBER 2024	PAPER: SECOND OPPORTUNITY EXAM
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION PAPER	
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INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS MARKING GUIDE CONSISTS OF 10 PAGES (INCLUDING THIS FRONT PAGE)

SECTION A: READING COMPREHENSION

(30)

Read the following passage and answer all the questions below.

The Benefits of Being Educated

Education is a cornerstone of personal and societal growth, providing individuals with the tools needed to navigate and succeed in a complex world. It enhances cognitive abilities, fosters critical thinking, and encourages the pursuit of knowledge, leading to a more informed and capable populace. By developing these skills, individuals are better equipped to handle the challenges and opportunities that arise in their personal and professional lives. Education also opens doors to numerous opportunities, enabling individuals to achieve their professional and personal goals, from obtaining fulfilling careers to achieving personal growth and satisfaction.

One of the most significant benefits of education is the development of critical thinking skills. Through exposure to diverse subjects and complex problems, educated individuals learn to analyse information, evaluate evidence, and make reasoned decisions. These skills are invaluable in everyday life, from making informed choices about health and finances to understanding and participating in democratic processes. Critical thinking also empowers individuals to challenge misinformation and engage in constructive debate, which is essential for a healthy society. This ability to think critically ensures that people are not easily swayed by false information and can contribute thoughtfully to discussions on important issues.

Education also plays a vital role in economic advancement. Higher levels of education are strongly correlated with higher earning potential and job security. Individuals with advanced degrees often have access to better-paying jobs and more stable career paths. Moreover, education equips people with specialized skills and knowledge that are in demand in the workforce, driving innovation and economic growth. By investing in education, societies can build a more skilled and adaptable workforce, which is crucial in an ever-evolving global economy. This continuous cycle of learning and application of knowledge helps to sustain economic growth and stability.

The social benefits of education extend beyond economic gains. Educated individuals tend to be more active and informed citizens. They are more likely to vote, volunteer, and engage in community activities, contributing to the overall well-being of their communities. Education fosters a sense of civic responsibility and ethical awareness, encouraging individuals to work towards the common good. Furthermore, it promotes social cohesion by bridging gaps between different cultural and social groups, fostering mutual respect and understanding. These connections help to build stronger, more resilient communities that can work together to solve common problems.

On a personal level, education enriches lives by broadening horizons and fostering personal growth. It encourages lifelong learning and curiosity, which can lead to a more fulfilling and meaningful life. Educated individuals often have better critical thinking and problem-solving

abilities, which can improve personal relationships and decision-making. Additionally, education provides a sense of accomplishment and confidence, which can positively impact mental health and self-esteem. This personal development is crucial for leading a balanced and satisfying life.

Health outcomes are also positively influenced by education. Educated individuals are more likely to adopt healthy lifestyles, make informed health decisions, and have access to better healthcare. They are less likely to engage in risky behaviours and more likely to understand the importance of preventative care. As a result, higher levels of education are associated with longer life expectancy and better overall health. This link between education and health highlights the broader societal benefits of investing in education.

In conclusion, the benefits of being educated are vast and multifaceted. From enhancing critical thinking and economic opportunities to fostering civic engagement and personal well-being, education is a powerful tool that can transform lives and societies. Investing in education is not only a means to personal success but also a cornerstone of societal progress and stability. By prioritizing education, societies can ensure a brighter, more prosperous future for all.

Adapted from: OpenAI. (2024). The benefits of being educated.

1. How does education enhance critical thinking skills? (2)
2. What is the relationship between education and economic advancement? (4)
3. How does education contribute to social benefits beyond economic gains? (4)
4. In what ways does education enrich personal lives? (2)
5. How does education influence health outcomes? (2)
6. Why is investing in education important for societal progress and stability? (4)
7. How does education foster civic responsibility and ethical awareness? (2)
8. Choose the most appropriate answer.
- 8.1 What is one of the key benefits of education mentioned in the passage? (1)
 - a) Increased physical strength
 - b) Development of critical thinking skills
 - c) Improved artistic talent
 - d) Enhanced musical abilities

8.2 How does education impact economic opportunities according to the passage? (1)

- a) It decreases job security.
- b) It limits earning potential.
- c) It provides access to better-paying jobs.
- d) It makes individuals less adaptable in the workforce.

8.3 In what way does education enrich personal lives, as discussed in the passage? (1)

- a) By narrowing horizons
- b) By fostering lifelong learning
- c) By reducing curiosity
- d) By limiting critical thinking abilities

9. State whether the following statements are TRUE or FALSE

9.1 Education tends to narrow personal horizons and discourage lifelong learning. (1)

9.2 Educated individuals are more likely to adopt healthy lifestyles and make informed health decisions. (1)

9.3 Investing in education is detrimental to societal progress and stability. (1)

10. Match the following words with their meanings based on the passage (4)

- | | |
|-----------------|--|
| 1. Cornerstone | A. The action of keeping something from happening. |
| 2. Cohesion | B. Provides the ability or power to do something. |
| 3. Preventative | C. The state of being completed or achieving a sense of satisfaction. |
| 4. Fulfilment | D. An essential or foundational element. |
| | E. The act of forming a united whole |
| | F. Related to mental processes of perception, memory, judgment, and reasoning. |

SECTION B: GRAMMAR

(34 MARKS)

Disadvantages of online classes

NB: This text was shortened for the purpose of this test.

While there are many advantages to online learning, it's important to also consider the disadvantages. Some people may find that online learning isn't for them, so let's explore some of the reasons why.

1. Staring at digital screens all day long 1.1 has a myriad of negative effects for both adults and children. 1.2 These effects include eye strain, disrupted circadian rhythm, headaches, and neck and back pain. Learners taking 1.3 online classes need to take measures to avoid symptoms of 1.4 too much screen time, especially if they are already working remotely, in addition to taking 1.5 classes.

2. 1 While online classes can actually be quite social in nature, the fact is that you're still usually completing them on your own most of the time. This can be a major disadvantage – **especially** for students that **already** spend a lot of time by themselves at home. Students can combat this feeling of isolation by working on their online classes in coffee shops or libraries **where** there is a more **lively** environment. Additionally, they can sign up for classes that have thriving online communities to connect **virtually** with other students.

3. **It's important to keep in mind that many people enroll in university, college, or even community classes as a way to meet friends.** Proximity to the same people is a leading indicator that you will befriend those people – just because you see them a lot! If you're taking classes online, you'll miss that natural proximity and connection with your peers. It will take more effort to form real-life friendships with online peers (but it is still possible). One way to get a similar level of social interaction in online courses is by opting for a class that has a lot of group project work.

4. At a minimum, students need a device with an internet connection to take online classes. Realistically, students will need a device they can also type assignments on such as a laptop or tablet with a keyboard. It's costly to purchase these devices upfront, especially if you have multiple children in online classes who each need their own devices to complete school work.

5. More often than not, in-person classes have a responsibility to provide equipment so students can participate. This keeps class accessible for lower-income students. To circumvent this issue with online learning environments, some school districts provide laptops or tablets so that students can participate even if they can't afford to purchase devices themselves. Unfortunately, this is in no way a global solution as many school districts don't have the funds to provide devices. This problem is even more true for students with learning disabilities who require specialized accessibility hardware.

6. 2 Online learning can certainly make focusing for long periods of time a challenge. Students are no longer in an environment dedicated to learning and are surrounded by distractions like

phones, delivery people, or chores like doing some laundry or walking the dog. The lack of structure means students need to be good at their own time management. This is an added challenge on top of learning that students don't need to think about during in-person classes.

7. 3 Students may also find they run into challenges or don't understand the material when learning online. Hopefully, the instructor has set up a way to contact them to answer questions, but if not, this will become frustrating for students and will likely cause them to lose motivation for learning.

Adapted from: <https://e-student.org/disadvantages-of-e-learning/>

1. Identify the part of speech of each underlined words in paragraph 1. (5)

1.1 has

1.2 these

1.3 online

1.4 too

1.5 classes

2. Specify what kind of adverbs the bolded and italicized words in paragraphs 2 and 3. (10)

2.1 especially

2.2 already

2.3 where

2.4 lively

2.5 virtually

3. What verb tense is the sentence below? (2)

Sentence: It will take more effort to form real-life friendships with online peers.

4. Write the sentence in question 3 above in the following tenses:

4.1 Present perfect simple (2)

4.2 Past perfect continuous (2)

4.3 future perfect continuous (2)

5. Write the sentence written in bold in paragraph 3 in the following forms.

5.1 Question form (2)

5.2 Negative form

(2)

6. Subject verb agreement

First, identify and write down the subject and the verb in the following sentence.

Then, indicate whether the subject and the verb in the following sentence agree or disagree.

Sentence: At a minimum, students need a device with an internet connection to take online classes.

Subject: Verb: (2)

Agree or Disagree: (1)

7. You were taught 4 different types of sentence structure. Write down the type of sentence structure of underlined sentences numbered 1-3 in the passage above. e.g. simple sentence, compound sentence, etc.

7.1 While online classes can actually be quite social in nature, the fact is that you're still usually completing them on your own most of the time. (2)

7.2 Online learning can certainly make focusing for long periods of time a challenge.

7.3 Students may also find they run into challenges or don't understand the material when learning online. (2)

PART THREE: ESSAY AND PARAGRAPH ANALYSIS

[36 MARKS]

Analyse the essay below carefully and answer the questions that follow, based on your understanding of how a good essay should be structured.

Human communication fundamentals

1 **A** Communication is a very common term which is used in everyday life, but it has no clear definition. **B** Different authors have come up with many definitions of communication, but in all those definitions there are common elements that come out, for instance creation of message and passing it to the second party. **C** However, there are fundamental elements in human communication: creation of the message or display, interpreting the information, and responding or prediction of what the message wants.

2 Creation of the message is the origin of the message or the beginning of the communication process. A message is created by a sender and passed to the receiver, and the message can be in a form of words, signs, and sounds. The message sent is affected by the way the two parties relate. For instance, when children communicate among themselves, they do it

differently compared to when they communicate with their parents or adults. Also, in a company, workers who are in the same rank communicate differently compared to when they associate with their seniors. High-ranked workers earn a good income compared to low job level employees, although they are integral to the success of the organisation. Culture can also affect creation of the message. For example, people communicate differently with their friends compared to when they associate with strangers.

3 The second step in communication is interpreting the information, since when one receives the message, there is a need to understand the meaning of the message. To begin with, people can interpret the message differently, depending on their cultural backgrounds, the way the two parties relate, systems and human resources. The use of sign language, for example, tends to vary from one culture to another. For example, white colour can represent peace, purity, or cleanliness. Red colour can also represent danger, blood or love. Depending on the situation or the culture of the individual. Human resources also affect the interpretation of the message. If the message is written, verbal or visual, it will affect the interpretation. Thus, people interpret well what they see and hear compared to what they only hear. Verbal communication can also be easily misinterpreted because it will depend on the listening skills of an individual, and then the intended meaning is lost. Stress plays an important role in nonverbal communication.

4 The last step in communication is responding or predicting what the message wants after one has known the intentions of the speaker. Firstly, the feedback will depend on how the message was interpreted. In prediction, one must try to evaluate the message well so that the response gives the intended meaning. The meaning of the message is according to the receiver's understanding but not the real meaning of the message. The more the information one has about a given circumstance, the better the understanding and the more relevant feedback. Furthermore, response will also depend on the type of communication, whether verbal, sign language, or written. Verbal communication usually calls for immediate response, unlike a written message. **For example, a text message can be responded to immediately or later, if it is verbal, it compels the respondent to interpret the message and respond immediately.**

5 **A** In a nutshell, communication process is affected by a number of factors which will influence the creation, interpretation and the response. **B** The way people relate, and other systems, will change their ways of communication. **C** Primarily, different factors should be accounted for during communication for effective communication to take place.

Adapted from: Essaypro.com

1. Which of the sentences numbered A to D in paragraph 1 is the thesis statement of this essay? Write down only the correct letter. (2)

2. Fill in the following statement by choosing the correct answer from the options given below.

The strategy that is used to introduce the topic under discussion in this essay is.....

- A using an anecdote
- B presenting figures and statistics
- C using a famous quote
- D moving from general to specific (1)

3. List down three main ideas presented in the body paragraphs of the essay above. Do not copy full sentences. (6)

4.1 Identify and write down an irrelevant sentence that disturbs the flow of ideas in paragraph 2. (2)

4.2 Identify and write down an irrelevant sentence that disturbs the flow of ideas in paragraph 3. (2)

5. Identify any three transitional words or phrases that are used to link ideas within paragraph 3. (3)

6. Choose the most appropriate answer from the choices given below.

The sentence that is underlined in Paragraph 3 is

- A a topic sentence.
- B the first supporting sentence.
- C development of the first supporting sentence.
- D the second supporting sentence. (1)

7. List down two key supporting ideas or statements presented in paragraph 4 to support the topic sentence. You do not have to copy the whole sentence, but your answer should be meaningful. 2 x 2 = (4)

8. 1 Identify a sentence error in Paragraph 3 and write it down. (2)

8.2 Specify what type of sentence error the sentence you wrote down in question 8.1 above is. (1)

9. The sentence below was taken from Paragraph 2. Rewrite it to indicate the topic and the controlling idea.

Sentence: Creation of the message is the origin of the message or the beginning of the communication process.

Topic: (2)

Controlling idea: (1)

10. Freedom scored high marks when she wrote an opinion essay for assessment a week ago, because all her body paragraphs were very well structured. How do you think her body paragraphs were structured? List the three key components of Freedom's perfect body paragraphs. (3)

11.1 Decide whether the sentence in bold in paragraph 4 is a fragment, run-on or comma splice. (2)

11.2. Rewrite this sentence (the sentence in bold in paragraph 4) so that it is grammatically correct. (2)

16. Which sentence in paragraph 5 best summarises the ideas presented in the essay above? Indicate whether it is Sentence A, B or C. (2)

_____ **END OF QUESTION PAPER** _____