

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
CERTIFICATE IN PSYCHOSOCIAL SUPPORT
MAIN EXAMINATION, MAY 2015

TITLE OF PAPER: PROFESSIONAL ENGLISH II

COURSE CODE: CAE 118

TIME ALLOWED: THREE (3) HOURS

TOTAL MARKS: 100 MARKS

INTRUCTIONS:

1. Read instructions in each section.
2. Answer **all** questions in Section A.
3. Answer **all** questions in Section B.
4. Answer **two** questions in section C.
5. Questions carry marks as indicated
6. Start each question on a fresh page
7. This paper contains eight printed pages including the cover page.

Do not open the paper until permission is granted by the invigilator

SECTION A: This section is compulsory

Question 1

Read the following passage carefully before you answer the questions that follow.

1. The collapse of health systems in Ebola-ravaged countries in West Africa could lead to large outbreaks of measles and other preventable infectious diseases. With the region's medical systems in shambles, deaths from other infectious diseases could equal or surpass those caused by Ebola, says Justin Lessler, co-author of the paper in *Science* and an assistant Professor of Epidemiology at the Johns Hopkins School of Public Health in Baltimore.
2. While West Africa has recently made progress against Ebola -- with no new cases in Liberia for the past two weeks -- the battle against the virus has drained resources from other parts of the health system. Childhood immunizations programs have ground to a standstill in some places. Although the health system has rebounded slightly as the number of Ebola cases has decreased, Lessler and his colleagues estimate that vaccination programs have reached at least 25% fewer children than usual.
3. In fact, every month that immunization programs are disrupted, thousands of children are left vulnerable to measles, one of the most contagious of all viruses. Measles outbreaks often follow natural and humanitarian disasters. Because measles is so contagious, it's often the first vaccine-preventable disease to flare up after immunization programs are interrupted.
4. Measles is already circulating in Liberia, Sierra Leone and Guinea, the three countries hardest hit by Ebola. Liberia alone has had at least 180 cases of measles. "That is definitely not the full picture, but these (cases) are the ones we know about," one doctor lamented "Because the health system is not functioning well, the surveillance system is not up and running for anything other than Ebola."

5. A regional measles outbreak could affect 20,000 more people today than before the Ebola outbreak, which began in December 2013, simply because there are so many more unvaccinated children. Up to 4,000 additional lives could be lost. Measles, which spreads through the air, is far more contagious than Ebola, which spreads through direct contact with bodily fluids.
6. In Western countries, about 3 out of 1,000 measles patients die. In developing countries, where malnutrition is common and health services inadequate, up to 1 in 10 people with measles die. Worldwide, measles killed 82,100 people in 2013.
7. The health systems of Guinea, Liberia and Sierra Leone were weak even before the Ebola outbreak. These nations are some of the poorest in the world and have been devastated by years of civil war and regional fighting. Before the Ebola outbreak, Liberia had only 51 physicians for a population of 4.3 million. In 2013, Sierra Leone had the highest infant mortality rate in the world, with more than 1 of every 100 babies dying at birth, according to the World Bank.
8. The region's fragile health-care systems collapsed this summer as Ebola patients overwhelmed hospitals. Many health workers fled or refused to report to work. Some patients shunned all medical care because of fear of infection. Some hospitals refused to deliver babies unless the mothers had a blood test certifying that she was Ebola-free.
9. In August, Liberia temporarily closed several hospitals because of the high number of staff who were infected. Even today, the capital of Liberia has only about 75% as many hospital beds as it had before the outbreak began, Philips says. At least 840 health workers have been infected with Ebola and 491 have died since the outbreak began, according to the World Health Organization. In all, Ebola has infected 24,350 people and has killed 10,004.
10. Some international aid groups have begun branching out beyond Ebola. Last fall, Doctors Without Borders, for example, began distributing malaria pills. The group aimed both to suppress malaria and to prevent patients from developing fevers, a symptom that could leave them to be misdiagnosed with Ebola. UNICEF has started a campaign to vaccinate children against measles in Ebola-stricken countries. The collapse of immunization programs means that children also aren't being vaccinated against polio or influenza,

which can cause meningitis, a life-threatening inflammation of the linings of the brain and spinal cord.

11. Ebola also has disrupted treatment for many people with HIV or tuberculosis in West Africa, Philips says. The epidemic has destabilized many families, as well, creating thousands of orphans. While addressing maternity care and the causes of infant mortality could take years, relief groups could save thousands of lives from vaccine-preventable disease with a simple immunization campaign lasting only a few months. "It's something we can do without having to fix the entire health-care system in these countries,"
(Adapted from UNICEF Website, March, 2015)

1. a. From the evidence in the first paragraph, state, in your own words as far as possible, the two problems faced by Ebola- struck countries. [4]
2. What, according to paragraph two indicates that West Africa has made progress in the fight against Ebola? [2]
3. Quote evidence from paragraph 2 that indicates that this progress in the fight against Ebola has also brought negative results. [2]
4. Form the evidence in the third paragraph; give one reason why the disturbance of immunization programmes could have fatal consequences. [2]
5. How many people are estimated to die of measles in:
 - I. Western countries [1]
 - II. Africa [1]
6. Why, according to paragraph 5 is measles more contagious than Ebola? [2]
7. What two factors, according to paragraph 6, contribute to the high death rate in developing countries? [4]
8. Give three factors that led to the collapse that led to the collapse of the healthcare system in Sierra Leone. [6]

9. For each of the following words, give one word or short phrase (not more than seven words) which has the same meaning as it has in the passage.

- | | |
|---------------|-------------|
| a. Ground | paragraph 2 |
| b. Contagious | paragraph 3 |
| c. Disrupted | paragraph 3 |
| d. Inadequate | paragraph 6 |
| e. Shunned | paragraph 8 |

[Total marks= 5]

10. What, according to the paragraph 10 is meningitis? [2]

11. In your own words as far as possible, explain why some hospitals in Liberia had to be closed down. [2]

12. Give **two** reasons why Doctors Without Borders decide to give out malaria pills to patients? [4]

13. Give **three** negative effects of Ebola stated in paragraph 11. [3]

[Total marks= 40]

SECTION B

This section is compulsory

Question 2

- a. Name the three parts of a good paragraph. [3]
- b. Explain, briefly, the functions of the three parts you have names in 1. a. above. [6]
- c. Rewrite the following paragraph and identify the parts you have identifies in 2 a) above:

Stress is defined as a state of extreme difficulty that causes mental or physical tension. In a recent study, teenagers were shown to experience stress as often as adults. According to the study, the most common causes of stress among teens include divorce of parents, death of a loved one, loneliness, moving to a new neighbourhood, and having difficulty in a social environment. These factors can greatly change the way teens act in many circumstances. [10]
- e. Give the passage an appropriate title. [1]

[Total marks= 20]

Section C

Choose **two** questions from this section

Question 5

Read the email and answer the questions below:

To: magele@gmail.com

From: eddie@yahoo.co.uk

Cc: nomsa@hotmail.com, busi@gmail.com, masizi@rocketmail.com.

Subject: Re: Academic website video designer

Greetings

Thank you very much for showing interest in designing our academic website video.

I am pleased to tell you that your company is one of two short-listed for the production of our new website video. This is an important part of our marketing strategy and we are sure you will treat this with the importance it deserves.

Kindly furnish me with a draft outline of your thoughts for this video by the end of the month. Please send this to me by email as an attachment.

If you need any further assistance, feel free to contact me.

Regards

Eddie Dlamini

Marketing Manager

- | | |
|--|-----|
| a. Who is the sender of the email? | [1] |
| b. What does CC stand for? | [1] |
| c. What is the significance of the subject line? | [2] |
| d. Who are the recipients of the email? | [4] |

- e. Quote the introductory part of the email. [2]
- f. What action does the email advice the recipient to take? [2]
- g. Write an email in response to the e-mail above. [8]

[Total marks=20]

Question 6

- a. Give **four** uses of a memo. [4]
- b. Give **four** types of memoranda. [4]
- c. Give the significance of each of the following memo items:
 - i. Company or department name [2]
 - ii. Introductory paragraph [2]
 - iii. Body [3]
 - iv. Ending [2]

[Total marks=20]

Question 7

You are the Human Resource Manager of a non-governmental organization that deals with two hundred children. The organization wants to host an end of year function for the children. Write a memo to members of staff, giving them details of the event, inviting comments and suggestions for the success of the function. [20]

End of examination paper