



ENG516

Final-Term (Solved)

ABSTRACT

This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.

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Names of 3PC refer to the three key components of communication: **Process, Participants, and Purpose.**

Two areas for doctoral degree include **Applied Linguistics** and **Language Education**, where research focuses on language acquisition, pedagogy, or sociolinguistic factors.

Three optional components of a letter are **Postscript (P.S.), Enclosure notation, and Carbon copy (CC).**

Five advantages of authentic materials: they expose learners to real language use, increase motivation, provide cultural context, improve listening/reading skills, and reflect everyday communication.

Five disadvantages of distance education include limited social interaction, technology dependency, learner isolation, less immediate feedback, and self-discipline challenges.

Five guidelines for data collection: define objectives clearly, choose appropriate tools, ensure participant consent, maintain confidentiality, and validate collected data through triangulation.

Five types of business letters include inquiry letters, complaint letters, adjustment letters, order letters, and sales letters.

Five types of meetings are formal meetings, informal meetings, team meetings, client meetings, and project review meetings.

Aim of internal proposal is to suggest a change, plan, or solution within an organization, such as requesting new equipment, training, or departmental changes.

Anglo-Saxon aim in communication is often **clarity, brevity, and directness**, emphasizing straightforward and purposeful language use.

Activities to practice for increasing awareness of multiculturalism include storytelling from diverse cultures, analyzing cultural proverbs, cultural dress days, intercultural role-plays, and watching global films with discussion.

Bad news letter communicates unpleasant or negative information, structured with a buffer opening, explanation, the bad news itself, and a courteous close to maintain goodwill.

Benefits of self-assessment include developing learner autonomy, identifying personal strengths and weaknesses, encouraging reflection, promoting responsibility, and improving motivation.

Benefits of distance education are flexibility in learning, accessibility for remote learners, self-paced study, cost-effectiveness, and the opportunity to balance education with other commitments.

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Business skills for management include communication, leadership, decision-making, negotiation, and time management.

CAT or CBT full form: Computerized Adaptive Testing or Computer-Based Testing.

Classical theory refers to traditional approaches in management or communication emphasizing structure, hierarchy, formal processes, and standardized methods.

Component of an analytical report includes introduction, problem identification, data analysis, findings, conclusions, and recommendations.

Component of letter includes heading, date, inside address, salutation, body, complimentary close, and signature line.

Components of long reports are title page, table of contents, executive summary, introduction, methodology, findings, conclusions, recommendations, references, and appendices.

Cost factor is important in email? Yes, email is a cost-effective mode of communication requiring minimal resources compared to postal services or phone calls.

Cover letter accompanies a resume, introduces the applicant, highlights relevant skills, and expresses interest in a position, tailored to a specific job.

Cultural biases, humor, animals — how we deal with this? These elements should be handled sensitively in communication. Avoid culturally inappropriate humor, symbols, or references. Use inclusive language and provide cultural context where needed to prevent misunderstandings.

CARS model (note) refers to the **Create A Research Space** model used in academic writing introductions: establishing a territory, identifying a niche, and occupying the niche.

Critical purposes — unclear typically refers to objectives like evaluating sources, analyzing arguments, forming judgments, and questioning assumptions — all part of critical thinking and writing.

Describe High-Context culture: In high-context cultures (e.g., Japan, Arab countries), communication relies heavily on implicit messages, shared context, and non-verbal cues. Relationships and trust are crucial, and words often have multiple layers of meaning.

Difference between Masculine culture and feminine culture: Masculine cultures emphasize competition, achievement, and assertiveness (e.g., USA, Germany), while feminine cultures value cooperation, modesty, care, and quality of life (e.g., Sweden, Norway).

Difference between master degree and doctoral research: Master's research is usually application-based, shorter, and less original, while doctoral research is longer, original, and contributes new knowledge to the field.

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Disadvantages of distance education include reduced interaction, lack of immediate support, technical difficulties, self-discipline requirements, and sometimes a sense of isolation.

Discuss task-based test: A task-based test assesses learners through the performance of real-world tasks (e.g., writing an email, conducting an interview). It reflects communicative competence rather than isolated grammar skills.

Discuss the format of the letter (Full block and subject line): In the **full block format**, all elements (including the date, inside address, salutation, body, and signature) are aligned to the left margin. A **subject line** appears before the salutation to highlight the topic and help the reader quickly grasp the letter's purpose.

Discourse of the Controller refers to authoritative or top-down communication used in official, business, or institutional contexts, emphasizing control, regulations, and rules.

Distance education? is a method of delivering education remotely, using technologies such as the internet, email, or postal services to reach learners outside traditional classrooms.

Doctoral thesis or master thesis — difference: A doctoral thesis requires original research and significant contribution to the field, while a master's thesis typically involves research and analysis but may replicate existing studies with new data.

E-learning? is electronic learning delivered via digital platforms. It can be synchronous or asynchronous and includes tools like LMS, videos, quizzes, and discussion boards.

E-learning related long question may ask about the **advantages, challenges, tools, methods of delivery, learner engagement, assessment techniques, and future prospects** of e-learning.

ELP and EALP full form:

ELP – English for Legal Purposes

EALP – English for Academic and Legal Purposes

Enlist three areas in which legal language is used:

Contracts, Court proceedings (litigation), and Legal documentation (e.g., wills, deeds).

Enlist techniques to revise the re-writing:

Reading aloud, peer review, using grammar-check tools, checking coherence, and revising sentence structure for clarity and tone.

Essential component of writing letter: A clear **purpose**, appropriate **tone**, correct **format**, accurate **language**, and **concise content** tailored to the audience.

Ethnocentrism is the belief in the superiority of one's own culture over others. In communication, it may lead to misunderstandings and insensitivity if not addressed through cultural awareness.

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Evaluate software familiarity (implied): Through practical assignments, user feedback, and observation of student performance while using the software to complete learning tasks.

Explain importance of telephone: The telephone allows real-time communication, fosters instant feedback, supports tone detection, and is vital for business, customer service, and remote discussions.

Explain investigation report: A structured document that presents findings on a specific issue, incident, or problem. It includes background, objectives, methodology, evidence, analysis, and recommendations.

Explain national culture: National culture refers to the collective values, beliefs, and practices shared by people from a specific country. It shapes communication styles, decision-making, and workplace behavior.

External purpose? refers to communication or documents intended for outside the organization, such as sales letters, proposals to clients, press releases, and customer communication.

Full form of LAN and WAN:

LAN stands for **Local Area Network**, and WAN stands for **Wide Area Network**.

Five areas in business communication include **verbal communication, non-verbal communication, written communication, visual communication, and digital communication** (emails, messaging, etc.).

Five purposes of a report are to **inform, analyze, recommend, record, and persuade**.

Five questions to help in report making:

What is the purpose of the report?

Who is the audience?

What are the key findings?

What data supports the findings?

What are the recommendations?

Focus of WebQuest is on **inquiry-based learning**, guiding learners through web resources to complete tasks that require critical thinking, synthesis, and collaboration.

Formative and summative assessment:

Formative assessment monitors learning progress (e.g., quizzes, discussions) to give feedback during instruction, while summative assessment evaluates learning at the end (e.g., final exams or projects).

Full form of CAT & CBT:

CAT stands for **Computer Adaptive Testing**, and CBT stands for **Computer-Based Testing**.

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Globalization change refers to how global connectivity affects business, language, education, and culture, requiring adaptability, digital literacy, and intercultural competence.

Grammatical attrition — one-line definition:

Loss or weakening of previously acquired grammatical knowledge, especially when a language is not used regularly.

How can a teacher manage overload in personal learning info?

By organizing content using digital tools (e.g., folders, bookmarks), prioritizing key sources, scheduling learning time, and encouraging reflective summaries.

How can you deal with cultural biases (color, animals, puns, humor)?

Avoid using culturally sensitive symbols or jokes, research the audience's background, provide explanations for complex metaphors, and opt for universally accepted expressions.

How E-learning is effective?

It offers **flexibility, accessibility, multimedia engagement, self-paced learning, and interactive tools**, catering to diverse learning styles and needs.

How multicultural communication challenges are addressed?

Through intercultural training, awareness-building activities, simplifying language, avoiding idioms, and using visual aids and active listening techniques.

IMRD stands for **Introduction, Method, Results, and Discussion** — a common format for structuring academic and research reports.

Importance of in-group:

In-groups offer **social identity, emotional security, support**, and influence one's communication style, particularly in high-context cultures.

Intercultural training develops awareness, sensitivity, and skills to communicate effectively across cultures, improving global teamwork and reducing misunderstandings.

Investigation report is a factual, structured document that outlines the findings of an inquiry or inspection, including evidence, analysis, and recommendations.

LAN and WAN full form:

Already covered — **Local Area Network** and **Wide Area Network**.

Long report components include a **title page, abstract or executive summary, table of contents, introduction, methodology, findings, conclusions, recommendations, references, and appendices**.

Master thesis vs Doctoral research:

Master's thesis is shorter, focused on applying existing knowledge; doctoral research is longer, original, and contributes new insights to the academic field.

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Memo criteria:

Clear purpose, concise language, logical structure, professional tone, and internal audience orientation.

Memo according to?

Memos are typically written according to organizational policies or formats outlined in communication manuals or workplace standards.

Memo more effective than email — why?

Memos are formal, leave a physical or internal record, are suitable for company-wide announcements, and are harder to ignore than emails.

Mono and polychronic culture:

Monochronic cultures value punctuality, schedules, and one task at a time (e.g., Germany); polychronic cultures are more flexible, multitasking, and relationship-focused (e.g., Latin America).

Movies — three names from CARS:

In academic writing, **CARS (Create A Research Space)** is a model, not about actual movies, but if referring to examples, one might metaphorically describe "The Introduction," "The Gap," and "The Occupation" as the three "acts" of the CARS model.

Name three aspects of business English learners:

They need **formal writing skills, presentation and speaking skills, and cross-cultural communication competence.**

Name three components of long report:

Introduction, Findings/Body, and Recommendations.

Note on Computer-based tests:

CBTs use digital platforms to deliver assessments. They offer automated grading, immediate feedback, adaptive questioning, and can include multimedia.

Online feedback can be delivered through quizzes, LMS comment tools, email, or video recordings, providing timely and individualized support to learners.

Personal learning info — overload management:

Can be handled by filtering content, using bookmarking tools, curating trusted sources, summarizing notes, and scheduling regular review sessions.

Pre-writing objectives:

To **generate ideas, organize thoughts, set writing goals, and understand audience and purpose** before drafting.

Recommendation letter is a formal document where someone (e.g., a teacher or employer) vouches for an individual's qualifications, skills, and character for a job or academic opportunity.

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Request components:

A polite opening, clear purpose, necessary details, a closing with appreciation, and contact information for follow-up.

Role of telephone in aviation:

Ensures **instant communication**, supports **emergency coordination**, aids **ground-air control**, and facilitates **logistics and passenger support**.

Silence meaning in different cultures:

In Japan, silence can signify **respect**; in the U.S., it may be seen as **awkwardness**; in Finland, it can indicate **thoughtfulness**. Interpretation depends on cultural norms.

Specific vs diffused culture:

Specific cultures separate work and personal life, focusing on tasks (e.g., U.S.); diffused cultures blend both, and relationships influence professional interactions (e.g., China).

Summative/formative assessment:

Formative is **ongoing**, guides instruction, and offers feedback. Summative is **final**, evaluates learning outcomes at the end of a unit or course.

Task-based assessment:

Measures language ability through **real-life tasks** like presentations, interviews, or project work, focusing on **language use** in context rather than isolated items.

Teacher role in medical practice activities (3 points):

Teachers guide **clinical communication**, **role-play patient interactions**, and provide **feedback on medical terminology and professionalism**.

Telephony difference:

Likely a typo — assuming it means **Telephony**, which refers to **voice communication** over distance (traditional or digital). It differs from video calls, as it lacks visual cues.

Test of writing skills:

May include **essay writing**, **report drafting**, **summary tasks**, or **grammar editing**, evaluating coherence, vocabulary, structure, and accuracy.

Three communication types:

Verbal, non-verbal, and written.

Three components of long report:

Introduction, Body/Findings, and Conclusion/Recommendations.

Three components of resume:

Contact information, education and qualifications, and work experience.

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Three factors of evaluation in distance education:

Learner engagement, content delivery effectiveness, and technology usability.

Three name Movies CARS:

If referring again to the CARS model metaphorically, not actual films — the "movies" might represent:

Establishing the territory, Establishing the niche, and Occupying the niche.

Three optional components of a letter include a postscript (P.S.), an enclosure notation (to indicate attached documents), and a carbon copy (CC) line to show recipients of copies.

Three points about teacher role in medical practice: Teachers help students develop professional language use in patient interactions, conduct role-play for clinical scenarios, and give feedback on accuracy and empathy in medical communication.

Three stages of business negotiation are pre-negotiation (preparation and research), negotiation (bargaining and offer exchange), and post-negotiation (agreement confirmation and follow-up).

Three types of rubric: Holistic rubrics provide a single score for overall performance, analytic rubrics break down performance into multiple criteria, and developmental rubrics track learner progress over time.

Three ways to organize text in the writing stage include chronological order (sequencing events), cause and effect structure, and comparison/contrast format.

Title of internal proposal is typically concise and goal-focused, such as “Proposal for Upgrading Office Equipment” or “Request for Additional Staff Training Resources.”

Traditional education refers to in-person, teacher-led learning in classrooms, with structured schedules, printed textbooks, face-to-face assessments, and limited use of technology.

Turn-taking and pausing in cultures: In Western cultures, quick turn-taking is seen as active participation, while in Asian cultures, longer pauses are acceptable and show respect or contemplation. Misinterpreting these cues can lead to communication breakdowns.

Types of CALL activities (5) include grammar drills, pronunciation practice, language games, listening comprehension tasks, and web-based collaborative writing.

Types of knowledge include declarative knowledge (facts and information), procedural knowledge (how-to skills), and conditional knowledge (when and why to apply something).

Types of long reports: Informational reports (e.g., progress or status reports), analytical reports (e.g., feasibility studies), and recommendation reports (suggesting actions based on evidence).

Types of meaning: Denotative meaning (literal), connotative meaning (emotional or cultural), and pragmatic meaning (meaning depending on context and intention).

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Types of requests include direct requests (e.g., “Send me the file”), indirect requests (e.g., “Could you please send it?”), and embedded requests (within another statement or question).

WebQuest is an inquiry-oriented activity where students use web-based resources to solve a problem or complete a task. It promotes critical thinking, digital literacy, and collaborative learning.

What is beneficial washback and how is it achieved? Beneficial washback refers to the positive influence of testing on teaching and learning. It is achieved when assessments align with learning objectives and encourage skills development, meaningful learning, and reflective teaching practices.

What is a cover letter? A cover letter is a formal document that accompanies a resume, introducing the applicant, summarizing relevant skills, and expressing interest in a specific job position.

What is E-Learning (4–5 lines)? E-learning is education delivered through electronic platforms like the internet or software applications. It supports flexible, self-paced learning using multimedia resources. E-learning enhances access to education across distances and caters to diverse learning needs. It can be synchronous (live) or asynchronous (self-directed).

What is summative and formative assessment? Summative assessment evaluates student learning at the end of an instructional unit (e.g., final exam). Formative assessment is conducted during instruction to monitor progress and provide feedback, guiding improvement and learning strategies.

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