

Question 1

Distinguish between the following concepts:

- a) Note taking and note making; [10]
- b) In-text and end-text references; [10]
- c) Summarising and paraphrasing. [5]

Question 2

Discuss the essential characteristics of academic writing. [25]

Question 3

Analyse the view that listening is a process. [25]

Question 4

Examine the relevance of the linear and interactive models of communication in academic settings. [25]

Question 5

Evaluate the importance of nonverbal communication in professional settings. [25]

END