

**G.C. FOSTER COLLEGE OF PHYSICAL EDUCATION AND SPORT
ASSOCIATE DEGREE IN SPORTS MASSAGE AND FITNESS**

MAY 2022 EXAMINATION

COMMUNICATION SKILL 1

YEAR 1

TIME: 2 ¼ HOURS

INSTRUCTIONS: This paper has two sections. Candidates are required to answer ONE question from Section A and ALL of Section B.

DO NOT TURN THIS PAPER UNTIL YOU ARE TOLD TO DO SO.

SECTION A- 30 MARKS

Write a detailed report of 350- 400 words on ONE of the following:

1. During a coaching session for football at Penwood High School, a female goalkeeper is severely injured. Write an incident report addressed to the school principal, in which you provide the details on the events leading to the injury of the female student and how it was addressed.
2. While massaging a client, oil was spilled on the floor. The client slipped and fell to the floor when he/she left the massage bed. He/She was taken to the hospital after complaining of pain in the lower back. Write a report to the manager outlining the incident and how it was dealt with.
3. You are a massage therapist at Body Enrichment Spa. A client refuses to undress for a full body massage, so draping would be impossible. She requested a full refund even though the policy speaks to 20% if it is not the fault of the company. Write a report to your supervisor outlining the incident and make recommendations, if necessary.
4. You are the coach of Success High School's senior netball team for the ISSA High School Netball Championships. During the extra time match of the finals, one of the players experienced a knee injury. Write a report to the principal of the school outlining what happened and the steps that have been taken to provide aid to the player.
5. Consider a sport event that you were spectator to. Write an incident report to be addressed to the principal on **ONE** aspect or feature of the event for publication in the sports section of a local newspaper.

SECTION B- 20 MARKS

Read the passage carefully and answer the questions that follow.

Hidden Messages In Interviews

Interviews are even more contradictory and complicated than the average conversation. Interviewers are expected to be fair to everyone, but they have to discriminate between candidates. Their individual feelings and attitudes are not supposed to interfere with the process of selection. Interviews are meant to be objective and the ritual set questions and answers often gives them an appearance of objectivity. In reality, however, judgements about people are inevitably subjective. Managing these contradictions makes interviewers more indirect, and can make the whole interview a mystifying experience for the candidates.

Interviewers usually do not realise how much of their questioning has a hidden message. Even if they are aware, they feel they must not 'give the game away' by letting the candidate in on the real purpose of their questions. Whether interviewers are deliberately indirect or not, the result of so many hidden questions is to favour the candidates who know the 'rules' of the game already. By keeping things hidden, interviewers are, right from the start, discriminating in favour of the conventional candidate with the expected background and the preferred answers.

Before an interview, candidates regularly say they do not know what to expect. They simply present themselves and hope for the best. But the interviewers have a clear picture of what they are looking for. Unfortunately this is not normally revealed to the candidate. For example, a typical checklist of qualities in the interviewers' heads, or on paper, would include:

- Personality
- Reliability
- Attitude to authority
- Ability to work independently
- Judgement
- Sense of responsibility
- Ability to work with or manage others
- Ability to communicate

But the candidates have no such checklist. They sit empty-handed on one side of the table, while the interviewers sit on the other side and shuffle papers covered with information.

So the whole interviewers' 'agenda' is hidden from the candidate. The interviewers' line of questioning has a hidden purpose that the candidate may not pick up on. Individual questions also have a hidden message. Set questioning like 'Why do you want this job?' which are apparently

direct and straightforward are often the hardest to answer. The hidden message in the question is 'What skills and experiences would you bring to this job?' A questions like 'What does your job involve?' is only easy to answer if candidates know what the interviewers are looking for. They are looking for qualities like reliability and enthusiasm, but this hidden message is often hard for candidates to recognise. Candidates who fail to pick up the hidden message are often judged by interviewers as lacking intelligence or not good communicators.

From *The Interview Game* by Celia Roberts (BBC 1985)

Questions

1. Suggest ONE reason why the writer wrote this article. (1 mark)
2. Quote the sentence which states that the interview can be puzzling to the candidate. (2 marks)
3. Basing your answer on what the writer says, what warning would you give to a candidate about questions in an interview? (2 marks)
4. Who would you say the writer is addressing in this article? (1 mark)
5. What kind of candidate is normally favoured by the normal line of questioning? (2 marks)
6. After reading paragraph 3, what advice would you give to a candidate who is preparing for an interview? (4 marks)
7. Define 4 of the following words/phrase (they are underlined in the passage)
 - contradictions
 - discriminating
 - attitude to authority
 - checklist
 - enthusiasm
 - communicators (4 marks)
8. How are candidates who fail to notice what lies behind a line of questioning usually judged? (2 marks)
9. Say what part of speech is each of the underlined word in the following sentence:
'Interviewers are expected to be fair to everyone, but they have to discriminate between candidates.' (2 marks)

END OF EXAMINATION