



THE OPEN UNIVERSITY OF SRI LANKA

DIPLOMA IN ENGLISH LANGUAGE AND LITERATURE

FINAL EXAMINATION - September 2025

ADVANCED GRAMMAR &

COMMUNICATION SKILLS - LED3509/LSD1209

DURATION - THREE HOURS (03 hours)

DATE:06.09.2025

TIME: 9.30 a.m 12.30 p.m

Registration No:

Question No:		Marks Obtained	Maximum
Part A	1	20
Part B	2	15
	3	15
Part C	4	15
Part D	5	15
Part E	6	20
Total		100
		=====	=====

Name of Examiner :

Signature of Examiner :

ANSWER ALL QUESTIONS IN EVERY PART (PART A – E).

PART A

1. There is an error (grammar, sentence structure, punctuation, etc.) in the sentences given below. **Identify** and **underline** the error. Then **rewrite** the sentences in the space provided. An example is given for you.

Example

The committee, which consist of experts from various fields, has decided to postpone its final report until further research is conducted.

Type of Error – Subject Verb Agreement

The committee, which consists of experts from various fields, has decided to postpone its final report until further research is conducted.

- I. What fascinates historians most about ancient civilizations are not only the monuments they left behind but also the complex social structures that governed daily life.

Type of Error

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- II. Because the mountain path was steep and slippery the hikers moved slowly and supported each other along the way.

Type of Error

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- III. Examining the ancient map, hidden treasures appeared on the distant island.

Type of Error

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- IV. The committee has made their decision clear, although some members voiced concerns about their ability to implement it effectively.

Type of Error
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- V. The new software helps users to organize files efficiently, to schedule tasks automatically, and being able to share data securely.

Type of Error
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- VI. Although the lecture was engaging and the examples were relevant many of the students failed to grasp the main concepts.

Type of Error
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- VII. The list of new regulations, along with the revised policies, have been approved by the committee.

Type of Error
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- VIII. Driving to Kandy last Sunday, a troop of monkeys crossed in front of the car.

Type of Error
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- IX. The manager promised to increase salaries, providing better facilities, and that he would reduce overtime.

Type of Error

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- X. The child in the corner of the classroom, with a pile of books on the desk and a pencil in hand, wait patiently for the teacher's instructions.

Type of Error

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(20 marks)

PART B

2. You are Rahul Perera, a resident of Colombo, and you have been experiencing problems with your internet service provided by FastConnect ISP. Your internet connection has been down for the past five days, and despite repeated calls and emails to their customer service, no action has been taken.

Write a formal letter to the Manager of FastConnect ISP:

- Express your dissatisfaction clearly.
- Mention the previous attempts you made to get the service restored.
- Request urgent action to resolve the issue and restore your internet connection.

(15 marks)

3. Write a news report to be published in a newspaper based on **ONE** of the pictures given below. Give a suitable title for your news report. Use approximately 200 words.

Picture A



Picture B



(15 Marks)

PART C

4. Three friends are planning a road trip. Write the conversation that they engage in, using expressions for **suggestions, asking for and giving opinions, agreeing and disagreeing** where appropriate. Use the cues given within brackets to develop the discussion (dates, destination, mode of travel, places of interest to visit, accommodation, etc.).

Note:

- (i) The conversation should include language expressions to indicate all purposes given in bold letters above.
- (ii) The conversation should be limited to twelve (12) interactions.
- (iii) Marks will be awarded for the appropriateness and variety of language expressions used effectively to communicate according to the situation.

Speaker A:

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Speaker B:

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Speaker C:

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PART D

5. The headings in the table below indicate the structure of a presentation. Write three (3) sentences containing language expressions that are appropriate to begin the relevant section indicated under each column.

An example has been provided for each section.

Note:

- (i) There should be twelve (12) sentences in total (3 per section).
- (ii) Marks will be awarded for the appropriateness and variety of language expressions used at presentations.

	Introduction (a)	Main Part (b)	Conclusion (c)	Discussion/Q & A Session (d)
Example	Hello, everyone, welcome to the presentation.	Let us now move on to the presentation.	I have covered the points that I planned to present today.	I would be happy to answer any questions you may have regarding my presentation.
1.				
2.				
3.				

(15 marks)

PART E

6. Given below is a worksheet based on a brief lecture on 'Emotional Intelligence at the Workplace' that you will hear shortly.
- Read through the worksheet and familiarize yourself with it.
 - The recording (listening text) will be played twice. It is recommended that you listen to the recording the first time it is played, keeping the questions in mind. You may take down notes if you wish.
 - Answer the questions given on the worksheet after you listen to the recording the second time.

I. According to the listening text, what is Emotional Intelligence (EI) ?

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(2 marks)

II. Why is it important in the workplace? (Give two reasons)

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(2 marks)

III. What three benefits does self-awareness provide to individuals in the workplace?

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(3 marks)

IV. What is empathy?

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(2 marks)

V. According to the passage, what are empathetic employees better at doing?

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(2 marks)

VI. According to the listening text, what are employees more likely to do if they can express their thoughts clearly while being sensitive to others' emotions?

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(2 marks)

VII. How does emotional intelligence help employees demonstrate adaptability and resilience?

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(2 marks)

VIII. State whether the following sentences are TRUE or FALSE.

- a. Employees with high emotional intelligence can recognize and manage both their own emotions and the emotions of others.
- b. Empathy only helps in understanding others' emotions but does not affect workplace relationships or conflict resolution.
- c. Effective communication involves expressing thoughts clearly while being sensitive to others' emotions.
- d. Employees with strong emotional intelligence struggle to cope with change and recover from setbacks.
- e. Organizations that develop emotional intelligence in their workforce are better positioned to achieve long-term success.

(1 x 5 = 5 marks)

(20 marks)