



Adult & Career Education (ACED), Valdosta State University

ACED 2050 Communication for the Workplace—Exemption Exam Information

An ACED Exemption Exam is offered for current VSU students who have experiential learning or previous coursework equivalent to the content taught in VSU's course, *ACED 2050 Communication for the Workplace*.

Course Description

Prerequisite: ENGL 1102. Principles of effective oral and written communications. A thorough review of grammar, sentence and paragraph construction, punctuation, and writing techniques. Emphasis on the job acquisition process.

Course Objectives

Upon completion of this course, the student will be able to:

1. Define communication and describe the main purposes of communication in one's life.
2. Recognize the importance of nonverbal messages and explain the difficulties involved in interpretation.
3. Know the benefits of good listening and identify causes of poor listening.
4. Identify multiculturalism and demographic trends which relate to the communication process and have a greater appreciation of cultural differences in the U.S. and abroad.
5. Know how e-mail, voice mail, facsimile machines, cellular phones, telecommuting, teleconferences, and videoconferences facilitate sharing data effectively.
6. Develop the foundation for making ethical decisions and identify some common causes for unethical behavior in the workplace.
7. Review grammar and punctuation.
 - (a) Review parts of speech and how each part is used in a sentence.
 - (b) Review marks of punctuation and how to effectively use each mark in a sentence.
 - (c) Complete exercises on the following topics: nouns, pronouns, verbs, adjectives and adverbs, abbreviations, capital letters, and the various marks of punctuation.
8. Understand how to organize and compose a written message.
 - (a) Be "you" centered.
 - (b) Use bias-free language.
 - (c) Project a positive, tactful tone.
 - (d) Sequence ideas to achieve desired goals.
 - (e) Use a sequence of steps to revise and proofread.
9. Develop skill in applying the recommended planning and writing techniques to the solution of a variety of writing problems.
10. Examine and apply team communication skills in a classroom environment.
11. Know how to outline an effective presentation and use visual aids appropriately; then demonstrate effective speaking by making a short presentation before the class.
12. Develop skill in the job acquisition process by locating information about employers' needs for workers, preparing an effective resume and cover letter, and preparing for the job interview.
13. Write effective letters related to employment (follow-up, thank-you, job-acceptance, job-refusal, and resignation letters) and complete application forms accurately.

Content of Exam

The *ACED 2050 Communication for the Workplace* Exemption Exam consists of three parts, all timed (140 minutes allotted) and taken at a computer in the presence of a proctor:

1. **OBJECTIVE TEST (70% TO PASS)**. Timed objective test with 60 questions covering concepts from the course objectives. The minimum score for passing is 42 correct answers. Only one attempt is allowed.
2. **PROOFREADING TEST (70% TO PASS)**. A document with errors that need to be corrected.
3. **COMPOSITION TEST (70% TO PASS)**. A scenario provided where the student will be asked to compose a document using correct business writing principles.

Study Guide

Although it is assumed that a student requesting this exemption exam has experiential learning or previous coursework equivalent to the content taught in VSU's course, it is recommended that the student review a current business communication textbook, looking specifically at those sections related to the course objectives listed above.



Valdosta State University

Adult & Career Education Department

ACED 2050 Communication for the Workplace

Exemption Exam Study Guide

This *Study Guide* is provided only to those students who have registered and paid for the ACED 2050 Exemption Exam. It is considered academically dishonest to share any part of this *Study Guide* with anyone else. Please destroy the *Study Guide* after you have taken the exam, or return it to the ACED Department.

PURPOSE OF THIS STUDY GUIDE

The *ACED 2050 Study Guide* provides an overview of topics taught in the ACED 2050 course at Valdosta State University.

- The study guide is not designed to prepare you for the exam—it is merely a guide to give you an idea about what to review.
- It is assumed that if you are confident enough about your knowledge of the course content to request an exemption, then you have previously learned that content by working in the business or office technology field, or by taking classes.

CONTENT OF THE EXAM

When you attempt this exam, you are expected to demonstrate your knowledge at 70% proficiency over content equitable to what students who take this 3-credit hour course learn during a semester. It is recommended that you study a Business Communication textbook, for example, *Business Communication Process and Product* by Guffey.

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1. **OBJECTIVE TEST (70% TO PASS).** Timed objective test with sixty questions covering concepts from the course objectives. The minimum score for passing is 42 correct answers. Only one attempt is allowed.

Questions will be multiple-choice. Some will be scenario-based.

You may be given sentences and asked to select the correct:

- Sentence structure
- Verb forms, tense, agreement
- Pronouns
- Adjectives
- Adverbs
- Hyphenation
- Punctuation (commas, colons, semicolons, apostrophes)
- Capitalization
- Number usage

You may be asked questions related to:

- Effective communication skills when interacting with others
- Current trends affecting information workers
- Media choices
- Information flow
- Ethics
- Teamwork
- Meetings (virtual and face-to-face)
- Listening skills
- Nonverbal communication
- Intercultural communication
- Workforce diversity
- Proofreading
- Document design
- Revising documents for clarity--eliminating slang, clichés, fillers, etc.
- Composing effective sentences and paragraphs
- Organizing data collected from research
- Collaboration tools
- Audience analysis
- The communication process
- Positive and negative messages
- Persuasive messages
- You-centered, bias-free, positive tone
- Report basics
- Presentation skills
- Job search, resumes, cover letters, interviewing

2. **PROOFREADING TEST (70% TO PASS).** A document with errors that need to be corrected.
3. **COMPOSITION TEST (70% TO PASS).** A scenario provided where the student will be asked to compose a document using correct business writing principles.