

Presentation and Communication Skills Course

The Institute of Chartered Accountants of Pakistan 5 March 2021 1 hour 15 minutes – 40 marks

Writing Skills Test

Instructions to examinees:

- (i) Answer all **THREE** questions.
- (ii) Answer in **black** pen only.

Q.1 Write an essay of approximately 300 words on any one of the following topics:

- (i) The power of hope
- (ii) If I were the president of ICAP
- (iii) Conventional schooling system in Pakistan
- (iv) Pakistan Resolution a game changer in the formation of Pakistan

Your essay will be assessed on the following criteria:

- Introduction and conclusion.
- Quality of text, use of idioms and phrases.
- Language, vocabulary, organization and logical presentation of ideas.

(Word count also carries mark)

Q.2 Write a précis of 125-135 words of the following passage. (Word count carries mark)

The entire world is facing a novel health crisis which has grown into different variants unlike any in the 100-year history, one that is killing people, spreading human suffering, and upending people's lives. But this is much more than a health crisis. It is a human, economic and social crisis! The coronavirus disease (COVID-19), which has been characterized as a pandemic by the World Health Organization (WHO), is attacking societies at their core.

COVID-19 has touched every aspect of human lives and unfolded an unprecedented healthcare cum economic crisis across the globe. Economies all over the world, including the most robust and steadfast economies of the world such as Italy, China, Germany, Japan, and the United States have experienced socio-politico-economic meltdown after the COVID-19 outbreak. These economies have introduced lockdown restrictions which have resulted in economic challenges for their citizens and consequently their work-life balance has been significantly impacted. Particularly, social distancing and lockdown restrictions have curbed leisure, travel and social life across the world. Its effects on the global economy may last for many years and, perhaps, will also strategically reshape the future outlook.

Vaccines are a critical new tool in the battle against COVID-19 and it is hugely encouraging to see so many vaccines proving successful and going into development. Working as quickly as they can, scientists from across the world are collaborating and innovating to bring us tests, treatments and vaccines that will collectively save lives and end this pandemic. Despite availability of these vaccines, experts are still uncertain about the future of COVID-19; however, they believe that this uncertainty will either bring in further cessation of economic activity or bring in bigger and better opportunities. Considering this, it has been recommended that each economy should evaluate its own threats and opportunities of this pandemic with a special emphasis on the future outlook, global strategies and its impact on policy making when economic recovery is around the corner.

(10)

(15)

Q.3 Bachat Bank Limited (BBL) is an emerging bank of the country. BBL has an agreement with Sehat Insurance Services (SIS) to provide health insurance cover to its staff and their immediate family members. The benefits of insurance cover include comprehensive pre and post hospitalization charges for 30 days, day-care surgeries and specialized investigations in outpatient settings which are limited to dialysis, cataract surgery, MRI, CT scan, endoscopy, thallium scan and angiography. However, prior approval from SIS is mandatory before each investigation test.

The COVID-19 test, x-rays and blood tests associated with COVID-19 are currently not covered under the health insurance cover. Several staff members have raised the issue with the HR department of BBL to get such tests included in the insurance cover. They have also shown displeasure with respect to the quality of services provided by SIS.

Assume that you are the HR head of BBL and your name is Saleem Shaikh. Write a letter to Shama Faisal, Customer Relationship Manager of SIS highlighting the difficulties faced by BBL's staff in getting timely approvals and reimbursement of hospitalisation charges. Also convince her for the inclusion of COVID-19 related tests in the existing health insurance policy at no additional cost. You may assume further necessary details.

BBL's head office is situated at BBL House, 42 BBL Avenue, Lahore while SIS office is located at 113 Medical Tower, Jail Road, Lahore. (15)

(THE END)