

ACADEMIC YEAR 2023 – 2024

Program	Year	Semester	Paper
PE	4	2	MAIN 1
MODULE NAME:	Business Correspondence and Communication		
MODULE CODE:	TENG-V		EXAM DATE: 22/05/2024
TEACHER'S NAME:	Dr Rommel P. Manzon	DURATION:	2 hrs.

Questions to be answered on:	Allowed requirements	Number of pages
Space provided on the question paper	Pen	(Incl. Cover Page): 9

Points of Attention:

- For each question, the maximum earned points are mentioned between brackets at the end of each question.
- Write very clearly! Answers that are not readable are not marked and don't get points!
- Make sure your answers are written to the point.
- All answers should be written **in English**.
- Write all the answers **in blue or black pen only**.
- When finished, submit the question paper together with the answer scripts and the signed cover page to the invigilator.
- Any cheating/copying may result in an instant failing of the examination.

FINAL MARKS

STUDENT NAME:			50
STUDENT ID:			10

Number of answer scripts:

Invigilator:

Student's signature:

Time of receipt:

WRITING

[50 Marks]

Question 1. How do process engineers ensure the safety of oil and gas facilities, workers, and surrounding communities? Give the measures can be taken to mitigate potential risks and hazards associated with extraction, transportation, and refining processes. (10 marks)

TA-5	OCCL-5	V-5	GAR-5	M-5	Total-25	10 Marks

Question 2. In a rapidly evolving industry landscape, how do process engineering students prepare themselves for future challenges and opportunities in the oil and gas sector? Provide the skills, knowledge, and competencies essential for success in this field, and how can they be acquired or developed. (10 marks)

TA-5	OCCL-5	V-5	GAR-5	M-5	Total-25	10 Marks

Question 3. Develop three research questions and four objectives based on the provided topic and abstract. They should be researchable, measurable, and achievable. (10 marks)

Abstract:

This study aims to evaluate and compare occupational health and safety (OHS) risks in offshore oil and gas operations, focusing on the effectiveness of preventive measures and incident management strategies across different regulatory environments. Utilizing a mixed-methods approach is used, the research combines quantitative data analysis of accident and incident reports from offshore operations in the North Sea, Gulf of Mexico, and the Arctic Circle with qualitative interviews of field experts and safety officers. The preliminary findings indicate significant variations in the implementation and success rates of safety protocols. The North Sea operations exhibit the lowest incidence rates, attributed to stringent regulatory measures and advanced safety training programs. In contrast, the Arctic Circle shows higher risks, compounded by environmental challenges and less rigorous regulatory oversight. The study also highlights innovative practices such as real-time risk monitoring and predictive analytics, which have reduced incident rates in certain areas. The study concludes that a robust regulatory framework combined with continuous training and technological advancements significantly enhance safety outcomes in offshore oil and gas operations (OpenAI, 2024).

Research Title	Assessment of Occupational Health and Safety Risks in Offshore Oil and Gas Operations: A Comparative Study of Preventive Measures and Incident Management Strategies
Research Questions: (6 marks)	1. _____ _____
	2. _____ _____
	3. _____ _____
Research Objectives: (4 marks)	1. _____ _____
	2. _____ _____
	3. _____ _____

4. _____

CRQ-5	RSQ-5	FO-5	Total 15	10 Marks

Question 4. Compose a business memorandum using the information given below. (20 marks)

Scenario: A fire breaks out on an offshore platform due to a spark from welding operations. Employees must follow established emergency response procedures, including activating fire alarms, put on firefighting gear, and evacuating to designated assembly points in an orderly manner, ensuring everyone's safety and well-being (OpenAI, 2024).

Task: Compose a memorandum addressed to all staff at Petroleum Development Oman mentioning the details and relevance of safety precautions based on the scenario given above. Use formal language and with a proper tone.

TA-5	OCCL-5	V-5	GAR-5	M-5	Total-25	20 Marks

Marking Criteria (Writing Question 3)

Criteria	0	1	2	3	4	5
Clarity of Research Question	The research question is unclear and irrelevant to the topic.	The research question is partially clear but not directly related to the topic.	The research question is clear and relevant but lacks specificity.	The research question is clear, concise, and directly related to the topic.	The research question is well-crafted, focused, and demonstrates a deep understanding of the research topic.	The research question is exceptional, insightful, and innovative, with significant implications for the research field.
Relevance of Sub-Questions	Sub-questions are irrelevant and not related to the main research question.	Sub-questions are partially relevant but lack focus and specificity.	Sub-questions are relevant and directly linked to the main research question but lack specificity.	Sub-questions are relevant, clear, and directly linked to the main research question.	Sub-questions are well-crafted, focused, and demonstrate a deep understanding of the research topic.	Sub-questions are exceptional, insightful, and innovative, contributing significantly to the existing literature on the topic.
Feasibility of Objectives	Objectives are not feasible or realistic in terms of data collection and analysis.	Objectives are partially feasible but lack clarity and specificity in terms of data collection and analysis.	Objectives are feasible and realistic but lack clarity and specificity in terms of data collection and analysis.	Objectives are feasible, realistic, and clear in terms of data collection and analysis.	Objectives are well-crafted, realistic, and demonstrate a deep understanding of the research topic in terms of data collection and analysis.	Objectives are exceptional, innovative, and demonstrate a deep understanding of the research topic in terms of data collection and analysis.

(OpenAI, 2023)

Writing Marking Criteria (Writing Questions 1, 2 and 4)

Mark	Task Achievement	Organisation, Coherence, Cohesion & Layout	Vocabulary	Grammatical Accuracy & Range	Mechanics (Capitalisation, Punctuation and Spelling)
5	<p>Addresses all parts of the task extremely well. Presents a relatively well-developed response with completely relevant supported ideas.</p> <p>More or less than 10% of the specified word limit.</p>	<p>Writing is extremely well-organised with a sense of linear progression. Uses cohesive devices quite well to demonstrate logical relationships and to link paragraphs.</p>	<p>Uses a wide range of vocabulary and a high register required for the task. Uses less common vocabulary items for the level with ease. No errors in word formation.</p>	<p>Uses basic and complex structures which are completely accurate.</p>	<p>No spelling mistakes, capitalisation, and punctuation difficulties. Paragraphing is in logical order. Handwriting is fully legible.</p>

4	Addresses all parts of the task well. Presents a clear response. Most of the supporting ideas are relevant though a few may be oversimplified or lack focus. More or less than 15% of the specified word limit.	Writing is well-organised, but a few points may not have a clear logical progression. Uses some cohesive devices well, though there may be some repetition. Most of the paragraphs are linked.	Uses a good range of vocabulary for the task, and register is appropriate. Uses less common vocabulary though with a few difficulties. A few problems with word formation.	Uses an adequate range of primary and sophisticated structures. Complex structures tend to be less accurate though basic structures are mostly accurate.	A few spellings, capitalisation and/or punctuation difficulties though they do not intrude on communication. Paragraphing is adequate. Handwriting is legible.
3	Addresses most parts of the task. Presents a clear response. Supporting ideas are generally relevant. Meaning is communicated through often ideas that are oversimplified or unfocused. More or less than 20% of the specified word limit.	Some points may not have a clear progression. Uses some cohesive devices, though there may be some repetition. Some paragraphs may not be clearly linked.	Uses an adequate range of vocabulary for the task. The register is generally appropriate. Uses some less common vocabulary though with difficulty. The register is generally appropriate. Some problems with word formation.	Uses a modest range of underlying structures. Complex structures are generally not used accurately. Most of the basic structures are used accurately.	A substantial number of spelling, capitalisation and/ or punctuation difficulties though they do not hinder communication. There may be no adequate paragraphing. Handwriting is legible.
2	Addresses some aspects of the task though some are more covered than others. Presents main ideas, but some ideas lack details or focus. Some meaning is communicated. More or less than 20% of the specified word limit.	Writing suffers from inadequate organisation though the main and supporting ideas can to some extent be identified limited range of cohesive devices which may be repetitive or inadequate.	Uses vocabulary required for the task though some words may be used repetitively. Little attempt to go beyond basic, common vocabulary, which is generally used with great difficulty. The register is generally appropriate.	Uses a limited range of primary and complex structures which is widely used inaccurately. Some meaning is communicated.	Considerable capitalisation and punctuation difficulties. Some consistent errors in spelling (i.e., same word misspelt the same way). Paragraphing may be very inadequate. Handwriting is not easily legible.
1	Addresses the task only partially or minimally. Presents some relevant main ideas though they are mostly unsupported or have irrelevant support. Meaning is communicated but is challenging to understand. More or less than 30% of the specified word limit.	Writing does not demonstrate a clear progression. Cohesive devices may be inaccurately used or missing. Meaning is communicated but is challenging to understand.	The limited or insufficient range of vocabulary may lead to confusion and oversimplification. Meaning is still communicated, though it is difficult to follow. Widespread lapses in register.	Uses a very limited range of primary and complex structures which have many regular, repeated errors. Meaning is communicated but is challenging to understand.	Gross and widespread errors in capitalisation and punctuation. Consistent and inconsistent spelling errors cause reader confusion. Paragraphing inappropriate/lacking. Handwriting is not legible.
0	Totally off-topic or No Attempt. More than 20% Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.

Benchmarked against The University of Sheffield 2011

References:

OpenAI. (2024). *ChatGPT. Research Questions Rubric and Abstract*. [online]. Available at: <https://chat.openai.com/c/862c50ee-9650-46da-b968-1c6ae7b485a0>. (Accessed 27 April 2024).

OpenAI. (2024). *ChatGPT (3.5). Safety Protocols and Incident Prevention in Oil and Gas Operations* [online]. Available at: <https://chat.openai.com> (Accessed 27 April 2024).

MLO & Bloom's Level of Complexity

Q #	MLO Addressed	Complexity Level	Mark	Remark
Writing				
Q1	MLO2	Apply / Analyse / Synthesis	50	
Q2	MLO3			
Q3	MLO5			
Q4				