

041306T4HRM

HUMAN RESOURCE MANAGEMENT LEVEL 6

HRM/OS/BUS/CR/05/6

Undertake Business Communication

November /December 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **TWO** sections
2. Attempt **ALL** questions in section A
3. Attempt question **ELEVEN (11)** and **ANY other TWO (2)** questions in section **B**.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the question paper.

This paper consists of THREE (3) printed pages

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

Section A (40 Marks)

Answer all question in this section

1. The complete communication cycle involves four major elements. List FOUR such elements. (4 Marks)
2. At AKYS Company, employees are discouraged from relying on the Human Resource Manual in their daily operations. Identify FOUR reasons for this advice (4 Marks)
3. At PEG Manufacturing Ltd, the HR manager notices that employees often forget verbal instructions about workplace safety. During a staff training session, she emphasizes the importance of written communication. State FOUR advantages of using written communication in this situation. (4 Marks)
4. VISCO a meat processing factory in Kenya receives various kinds of correspondence in a day. Identify FOUR types of business correspondence they may be receiving (4 Marks)
5. As the HR manager at BrightTech Ltd, a trainee requests you to explain the types of documents kept in an employee's confidential file. State FOUR records that you will explain to the trainee. (4 Marks)
6. Reports are essential documents and, s, are required by law for accountability and mitigation purposes. Identify FI onents of a report. (5 Marks)
7. A startup in the fashion and garment engaged a marketing agency to promote its services. Identify FOUR social m s the agency could utilize. (4 Marks)
8. As the manager of Zola Springs, you have been tasked with preparing a service charter for the organization. State THREE items that you will include in the table of contents of a service charter. (3 Marks)
9. You have been invited for an interview at Sunrise Insurance Ltd as an IT data specialist to evaluate the measures in place for safeguarding client information and ensuring confidentiality. Identify THREE strategies that will help you to achieve that objective. (3 Marks)
10. As the operations coordinator at Nexa Solutions, State FIVE types of meetings. you have (5 Marks)

SECTION B: (60 Marks)**Attempt Question 11 and any other TWO Questions in this section**

11. Green Thumb Garden Supplies is a small, family-owned business. They've been struggling to compete with larger chain stores. The owner, Martha, decides to implement a new customer software program. She asks her marketing manager, David, to handle the rollout. David, excited about the project, sends out a mass email to their entire customer list. Within a week, Martha receives numerous phone calls and emails from customers, many of them threatening to take their business elsewhere.

- a) Explain SIX barriers to communication that might have been experienced at Green Thumb Garden Supplies. (12 Marks)
- b) Discuss FOUR ways Green Thumb Garden Supplies would improve communication strategy to ensure a more positive customer response. (8 Marks)

12.

- a) A Human Resource Manager will communicate new formulated rules and regulations to the employees. E factors the human resource manager will to consider when choosing of communication. (10 Marks)
- b) As the Human Resource Officer, any X, you organized a communication forum for employees. Identify FIVE advantages that staff could gain from the session. (10Marks)

13.

- a) Social media has become an essential tool for organizations, offering various benefits and uses. Discuss FIVE uses of social media in an organization. (10 Marks)
- b) State FIVE characteristics of a well-prepared agenda. (10 marks)

14.

- a) As the Records Manager at Global Research Institute, you are tasked with disposing outdated survey materials stored in the workplace. List FIVE methods you will use to carry out the task. (10 Marks)
- b) At TED Solutions, management is concerned about the safety of its premises due to the presence of sensitive data and high-value equipment. As the security officer, explain FIVE physical security measures that can be implemented to strengthen protection. (10 Marks)