

041306T4HRM

HUMAN RESOURCE MANAGER LEVEL 6

HRM/OS/BUS/CR/05/6

UNDERTAKE BUSINESS COMMUNICATION

March/April 2026



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

WRITTEN ASSESSMENT

Time: 2 hours

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **TWO** sections: **A** and **B**.
2. Attempt **ALL** questions in section **A**
3. Attempt question **ELEVEN (11)** and **ANY 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 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)

Attempt ALL the questions in this section.

1. List FOUR types of business communication. (4 Marks)
2. Identify FIVE barriers of communication. (5 Marks)
3. State FOUR characteristics of effective communication. (4 Marks)
4. Identify THREE ways of improving listening skills. (3 Marks)
5. List FOUR types of social media platforms (4 Marks)
6. Identify FIVE communication channels used in organizations. (5 Marks)
7. State FOUR benefits of sorting mails in an organization. (4 Marks)
8. List THREE principles of report writing. (3 Marks)
9. Identify FOUR benefits to an organization of having a confidentiality policy. (4 Marks)
10. List FOUR contents of an organizational service charter. (4 Marks)

SECTION B: (60 Marks)

Attempt question ELEVEN (11) Compulsory and any other TWO (2) questions in this section.

11. Omega Ltd has been facing frequent communication misunderstandings between departments, causing delays in operations.
- a) Explain THREE possible communication challenges at Omega Ltd. (6 Marks)
 - b) Describe FOUR strategies that management can implement to improve communication at Omega Ltd. (8 Marks)
 - c) Explain THREE benefits Omega Ltd will gain after improving communication. (6 Marks)
- 12.
- a) During a sales meeting, the manager uses non-verbal communication. Explain FIVE benefits of non-verbal communication. (10 Marks)
 - b) Employees are attending an international conference. Describe FIVE effects of cultural diversity on communication. (10 Marks)
- 13.
- a) A company plans to replace traditional communication with modern communication methods. Describe FIVE modern communication methods that can be used. (10 Marks)
 - b) A new Human Resource director intends to pass information to his managers. Describe FIVE factors he will consider when selecting a communication channel. (10 Marks)
- 14.
- a) Explain FIVE challenges that can be encountered when creating a back-up for organizational records. (10 Marks)
 - b) Digital communication has transformed modern workplaces. Describe FIVE ways on how digital communication has transformed modern workplaces. (10 Marks)