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APPLY COMMUNICATION SKILLS LEVEL 6

March/April 2026

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

WRITTEN ASSESSMENT

Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE

1. The paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions **A** and **THREE (3)** questions in section **B.**
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet.
5. **DO NOT** write on this 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.

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SECTION A: (40 marks)

Answer ALL questions in this section.

1. Both a sender and a receiver are crucial in the process of communication. State FOUR roles of a sender in communication. (4 marks)
2. Flow of information in an organization is informed by different levels held by its members. Outline FOUR forms of upward communication. (4 marks)
3. A candidate's personal presentation contributes to his overall performance in an interview. State FOUR advantages of dressing appropriately during an interview. (4 marks)
4. In managing organizational activities, it is important to document deliberations and resolutions made during meetings. State FOUR uses of minutes of a meeting in an organization. (4 marks)
5. Information in an organization is as credible as is its source. Outline FOUR primary sources of information in an organization. (4 marks)
6. Proper questioning ensures that information obtained is both detailed and relevant. Outline FOUR types of questions that may be used when conducting research. (4 marks)
7. Most organization prefer using written communication in their formal communications. State FOUR reasons for such preferences. (4 marks)
8. To enhance efficiency and reduce travel costs, organizations are embracing online meeting technologies. List FOUR platforms that an organization may use to conduct an online meeting. (4 marks)
9. In today's business environment, collaboration among employees contributes to organizational success. State FOUR strategies that a management of an organization may use to ensure teamwork among its members. (4 marks)
10. Most organizations have increased their social media presence in the recent times. Outline FOUR advantages of using social media in communication. (4 marks)

SECTION B: (60 marks)

`Answer any THREE questions in this section.

11.

a) The government through the Ministry of Youth Affairs and Sports has advertised several internship positions. Assume that you qualify in one of the advertised positions and write an application letter. (12 marks)

b) Explain THREE limitations of using telephone calls for external communication in an organization. (8 marks)

12. World Net Analytics is planning to conduct research among different groups of people in the country. The research focuses on governance, employment, education, and healthcare.

a) Explain FIVE factors that the organization must consider when selecting channels to use in the research. (10 marks)

b) Explain FIVE principles of effective communication that must be applied by World Net Analytics in their communications during the research. (10 marks)

13.

a) A curriculum vitae (CV) is important in determining the suitability of an employee for a job. Explain FIVE sections that must be included in a CV. (10 marks)

b) Body posture communicates a lot about someone's attitude and behaviour. Explain FIVE ways that posture may be used to show respect in a meeting. (10 marks)

14. Conflict is a barrier to communication in an organization.

a) Explain FIVE causes of conflicts in an organization. (10 marks)

b) Explain FIVE advantages of face-to-face communication in solving conflicts. (10 marks)