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LEVEL 5

Demonstrate Communication Skills

March/April 2024

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

WRITTEN ASSESSMENT

TIME: 3 Hours

INSTRUCTIONS TO CANDIDATE

1. This paper has three sections A, B and C
2. Attempt questions in each section as per instructions given in the section.
3. You are provided with a separate answer booklet.
4. Answer all questions in the answer booklet.
5. Marks for each question are indicated in the brackets.
6. Do not write on the question paper.

This paper consists of SEVEN (7) printed pages

Candidate should check the question paper to ascertain that

All the pages are printed as indicated and no questions are missing.

SECTION A (20 MARKS)

Answer all the questions in this section. Each question carries 1 mark.

1. Which one of the following is a form of verbal communication_____?
    A. Screaming
    B. Talking professionally
    C. Nodding of the head
    D. Tapping fingers
2. In an office, lateral communication takes place when an employee communicates with_____
    A. Superiors
    B. Subordinates
    C. Colleagues
    D. Assistant
3. Justify the technique of active listening in effective communication_____
    A. Interrupting the speaker
    B. Focusing on your response
    C. Avoiding eye contact
    D. Paying attention and understanding the speaker
4. Propose a skill that can be interpreted as an interpersonal skill_____
    A. Skills used in written communication
    B. Skills used in nonverbal communication
    C. Skills used in one-on-one interactions
    D. Skills used in public speaking
5. Feedback in effective communication, serves the following purpose_____
    A. To criticize and belittle others
    B. To evaluate and improve communication
    C. To express personal opinions
    D. To dominate the conversation
6. The communication skill that involves delivering information to a large audience is_____
    A. Negotiation
    B. Public speaking
    C. Emotional intelligence

D. Empathy

7. Which one of the following is a principle of effective communication_____?
   A. Conciseness
   B. Consciousness
   C. Carelessness
   D. Courage
8. Define communication between members of an organization within itself_____
   A. External
   B. Formal
   C. Informal
   D. Internal
9. The primary goal of communication is_____
   A. To create noises
   B. To create barriers
   C. To effect a change
   D. To create the wrong impression
10. Posters fall under which form of communication_____
   A. Oral
   B. Visual
   C. Written
   D. Spoken
11. An effort to influence the attitude and feelings of others is called_____
   A. Persuasion
   B. Suggestion
   C. Advice
   D. Appreciation
12. The minimum number of members required for a meeting to begin is known as_____
   A. Resolution
   B. Proxy
   C. Prospectus
   D. Quorum
13. An appropriate closing for a formal business letter is_____
   A. Best regards

B. Cheers

C. Yours Sincerely

D. Thanks in advance

14. A report that is prepared and presented at regular and prescribed intervals is known as_____

A. Periodic reports

B. Special reports

C. Informal reports

D. Non-periodical reports

15. How does ICT contribute to the accessibility of information in communication _____

A. By limiting information to specific geographical areas

B. By enabling real-time information sharing globally

C. By reducing the need for digital devices

D. By slowing down data transfer speeds

16. Effective verbal communication should be demonstrated by being_____

A. Crisp, clear, and confident

B. Messy, sloppy, and nervous

C. Shaky, terrified, and unable to speak

D. Overconfident, cocky, and unaware

17. At each stage of communication, there is a potential for interference, which may hinder the process. Such interference is referred to as_____

A. Sender

B. Receiver

C. Barrier

D. Channel

18. Define the process of agreeing to consultation_____

A. Consensus

B. Compromise

C. Consult

D. Submission

19. The first step in the conflict resolution process is_____

A. Collaboration

B. Identification

C. Escalation

D. Avoidance

20. The purpose of a cover letter in a job application is_____

A. To provide a summary of qualifications

B. To express gratitude for the opportunity

C. To showcase creative writing skills

D. To request an interview

SECTION B (40 MARKS).

Answer all the questions in this section. Marks are indicated in bracket

21. The following are steps involved in the process of communication. Arrange them in their correct order. (5 marks)
    i. Message decoding
    ii. Supply of feedback
    iii. Message conceptualization
    iv. Message encoding
    v. Selection of the medium
22. Explain FOUR reasons that make e-mail a popular means of business communication. (4 marks)
23. Justify FOUR uses of an agenda for a meaningful meeting. (4 marks)
24. Underline FOUR qualities of a good questionnaire. (4 marks)
25. Distinguish between probing and prompting as applied during an interview. (4 marks)
26. State FOUR guidelines that should be followed to prepare effective PowerPoint slides. (4 marks)
27. Highlight FOUR aspects to be considered when choosing a medium for communication. (4 marks)
28. Explain each of the following terms as used in workplace etiquette. (4 marks)
    a) Grooming
    b) Punctuality
29. List FOUR factors of audience demographics that a sender should consider to communicate effectively. (4 marks)
30. Discuss THREE positive effects of grapevine communication on an organization. (3 marks)

SECTION C (40 MARKS).

Answer only two questions in this section. Each question is worth 20 marks.

31. Presentation is a form of communication, to capture the attention of the audience, a speaker requires effective presentation skills.
    a) Discuss FIVE types of presentations in communication. (10 marks)
    b) Explain FIVE challenges the speaker can encounter during a presentation. (10 marks)
32. Interviews play an important role in organizations. They are required to be conducted competently and effectively to fulfill the desired goals of both the interviewer and the interviewee.
    a) Explain FOUR types of interviews carried out in the organizations today. (8 marks)
    b) Identify FOUR preparations an interviewer should make to enhance a successful interview. (4 marks)
    c) Elaborate on FOUR challenges faced by the interviewer when conducting interviews. (8 marks)
33. You are instructed to form a group to champion the interests of your students in the coming school meeting.
    a) State FIVE characteristics of an ideal group. (5 marks)
    b) Discuss the steps you will take to form the group. (15 marks)

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