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

Qualification Code :

Qualification : Agricultural Extension Level 6, Agripreneurship Level 6, Building Technician Level 6, (Power Option), Horticulture Production Level 6, HRM Level 6, ICT Technician Level 6, Marketing Level 6, Project Management Level 6, Supply Chain Management Level 6, Business Management Level 6, Construction Management Level 6, Automotive Engineering Level 6, Mechanical Production Technician Level 6, Mechatronics Level 6 and Electrical Engineering Level 6 (Power Option),

Unit Code : AGR/OS/EXT/BC/01/6, AG/OS/PN/BC/01/6/A, CON/OS/BUT/BC/01/6, HO/OS/HP/BC/01/6, HRM/OS/BUS/BC/01/6, IT/OS/ICT/BC/1/6, BUS/OS/MKT/BC/1/6, BUS/OS/PM/BC/01/6, BUS/OS/SC/BC/01/6, BUS/OS/BM/BC/01/6 CON/OS/CM/BC/01/6, ENG/OS/AUT/BC/1/6, ENG/OS/ME/BC/1/06 , ENG/OS/MC/BC/01/6, ENG/OS/PO/BC/01/6

Unit of Competency : Demonstrate Communication Skills

WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. You have **THREE (3) HOURS** to attempt all the questions.
2. Marks for each question are indicated in brackets ( ).
3. This paper consists of **THREE** sections: A, B and C
4. You are required to provide your responses in this question paper

Name of the candidate.....

Registration Code of the Candidate……...

Date: …….....

Signature……...

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SCORING GRID

Section A (20 marks)

QUESTION	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Total Score
Mark(s)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	20
Score																					

Section B (30 marks)

QUESTION	21	22	23	24	25	26	27	28	Total Score
Mark(s)	3	4	3	6	3	3	4	4	30
Score									

Section C (50 marks)

QUESTION	29	30	31	32	33	34	35	Total Score
Mark(s)	12	6	10	6	6	6	4	50
Score								

OVERALL SCORE (Section A, B and C) (40 marks)

SECTION	Section A	Section B	Section C	OVERALL SCORE
Mark(s)	20	30	50	100
Score				

SECTION A (20 MARKS)

Each question carries one (1) mark

Encircle the correct answer

1. Which one of these is a positive communication skill?
    A. Talking at the same time as someone else
    B. Listening to what people say
    C. Putting your fingers in your ears
    D. Distracting others
2. What body language shows you are listening?
    A. Turning away from the speaker
    B. Nodding and making eye contact
    C. Looking out of the window
    D. Scribbling
3. If you don't agree with someone else opinion, what would you say?
    A. You are wrong
    B. I don't agree
    C. Stop talking rubbish
    D. I beg to disagree with you
4. Which one of the following is not a good ethic?
    A. Accountability
    B. Acting with integrity
    C. Nepotism
    D. Diligence
5. Which of these is not a form of communication?
    A. Talking
    B. Washing
    C. Body language
    D. Listening

6. What is the method used to communicate a message (talking, writing etc)?
    A. Channel
    B. Colloquialism
    C. Communication
    D. Correspondence
7. Which word is used to describe the process of actively paying attention?
    A. Hearing
    B. Verbal communication
    C. Listening
    D. Non-verbal communication
8. Which of the following is a barrier to communication?
    A. Using a simple language
    B. A sender using slang/jargon
    C. A student not talking while the teacher is talking
    D. Speaking in a condusive environment
9. When a person receives a message, it is their responsibility to provide the sender with?
    A. Perception
    B. Feedback
    C. Non-verbal clues
    D. Self-concept
10. In oral communication, what matters a lot is?
    A. What you say
    B. When you say it
    C. How you say it
    D. Where you say it
11. What is oral communication is suitable for in business?
    A. Discussing quick solution for business
    B. Confusing workers
    C. Delaying the decision-making process
    D. Recording things

12. Letter, e-mail, telephone are examples of
    A. Encoding
    B. Channel
    C. Feedback
    D. Message
13. What can cause a message misinterpretation?
    A. Distortions
    B. Distractions
    C. Noise
    D. Barriers
14. Reading is a _____ process
    A. Talking
    B. Listening
    C. Decoding
    D. Encoding
15. In deciding which communication style to use when handling a conflict, it is important to consider which three things?
    A. The situation, the other person, and your goals for the resolution of the conflict
    B. The size of your opponent, your location, and the goals your opponent has in mind
    C. Your past successful attempts to resolve conflict, the other person and the amount of time to diffuse the situation
    D. How long you have known the other person, your ages, and the situation
16. Which one of the following is a probing question?
    A. Is this what you said…?
    B. Did I hear you say…?
    C. What criteria did you use to…?
    D. Did you mean what you said…?

17. Which one is odd one out?
    A. Listening
    B. Message
    C. Channel
    D. Feedback
18. For communication to be complete, what should be provided?
    A. Receiver
    B. Channel
    C. Feedback
    D. Message
19. In preparing for a presentation, how should the introduction should be?
    A. Boring
    B. Catchy
    C. Short
    D. Beautiful
20. Who does the decoding process?
    A. Recipient
    B. Channel
    C. Writer
    D. Sender

SECTION B (30 MARKS)

Answer all the questions in this section on the spaces provided.

21. Highlight THREE roles of communication in any organization? (3 marks)

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22. Outline FOUR factors should a speaker keep in mind when planning a presentation (4 marks)

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23. Explain the parts of a report (3 marks)

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24. State and explain at least THREE barriers in communication (6 marks)

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25. Etiquette is very crucial while communicating. Why is it important? (3 marks)

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26. Describe THREE characteristics of a group (3 marks)

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27. What are FOUR characteristics of an effective communication? (4 marks)

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28. What are gestures? Give THREE examples. (4 marks)

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SECTION C (50 MARKS)

Answer all the questions in this section on the spaces provided.

29. Communication is a complex process. With the aid of a clearly labelled diagram, explain the process of communication (12 marks)

30. There are different styles of group leadership. State and explain THREE styles of group leadership (6 marks)

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31. There are several stages that must be followed in formation of any group. Describe the stages of group formation (10 marks)

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32. When one needs to disseminate information in an organization, he/she must consider the appropriate strategy to use for communication to be effective. Explain THREE communication strategies one can use. (6 marks)

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33. There are different sources of information. Explain the THREE sources of information giving an example in each. (6 marks)

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34. When one needs to communicate effectively, he/she must choose an appropriate form of communication to deliver the message to the target audience. Explain THREE forms of communication (6 marks)

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35. There are different types of interviews. Explain FOUR types of interviews (4 marks)

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