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LEVEL 6

Demonstrate Communication Skills

March/April 2026

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

WRITTEN ASSESSMENT

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This paper has TWO sections A and B
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 FOUR (4) printed pages.

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

SECTION A (40 MARKS)

*Answer **ALL** questions in this section.*

1. During a video call with a client, you notice they keep checking their watch and looking away. Identify FOUR non-verbal techniques to make the client feel engaged. (4 Marks)
2. You are coordinating with suppliers from different time zones. Mention FOUR ways to maintain strong professional relationships despite distance and communication challenges. (4 Marks)
3. A client requests multiple last-minute changes to a product design. State FOUR approaches to make sure your team communicates these changes accurately. (4 Marks)
4. Identify four methods to measure the effectiveness of communication within a Marketing team. (4 Marks)
5. State four ways to ensure smooth collaboration between two departments working on a joint project. (4 Marks)
6. Before launching a team newsletter, objectives are set. Identify four benefits of defining clear communication goals before sharing information. (4 Marks)
7. During interviews for a new position, some questions confuse candidates and provide irrelevant answers. Highlight FOUR ways to ask questions effectively to get meaningful responses. (4 Marks)
8. Your organization is working with clients in healthcare, education, and retail. Identify four ways to adapt your communication style to suit each client type. (4 Marks)
9. Outline four key points that should be included when recording minutes of a company-wide training meeting. (4 Marks)
10. Highlight four strategies to increase employee engagement in company-wide training programs. (4 Marks)

SECTION B (60 MARKS)

*Answer question **ELEVEN** and any **TWO** questions in this section*

11. Marcellar was selected to represent her organization at a stakeholders' meeting. She delivered a well-prepared presentation using slides, followed the correct order, and finished within the given time.
    a. Explain FOUR ways how Marcellar demonstrated professionalism during her presentation. (8 Marks)
    b. Describe THREE techniques Marcellar can use to make his presentation visually appealing and easy to follow without relying solely on slides. (6 Marks)
    c. Explain THREE reasons why it is important for Marcellar to follow organizational communication standards when responding to inquiries and writing reports. (6 Marks)
12. Effective supervision in a technical training institute involves leading team meetings with clear objectives and agendas, sharing relevant information, and encouraging full participation. It also requires considering individual communication needs and reviewing meetings to improve effectiveness.
    a. Explain THREE ways in which technical training institute ensures effective group interaction but adhering to the meeting agenda. (6 Marks)
    b. Describe TWO ways in which technical training institute encourages all members to participate. (4 Marks)
    c. Explain TWO ways why sharing relevant information is important. (4 Marks)
    d. Explain THREE ways technical training institute endo addresses the individual communication needs of members. (6 Marks)
13. Professional communication in a financial services company involves using appropriate strategies to share information with staff and clients, training staff with communication difficulties, and maintaining professional relationships. It also includes resolving conflicts promptly and ensuring communication aligns with organizational objectives and individual needs.
    a. Explain FOUR strategies that the company uses to ensure that communication channels are effective. (8 Marks)
    b. Describe THREE ways in which the company maintains work-related relationships. (6 Marks)

c. Describe THREE ways in which the company applies conflict resolution strategies to clients and colleagues. (6 Marks)

14. Performance management in a customer service department involves conducting structured performance review interviews to address inconsistent performance, provide constructive feedback, identify challenges, and agree on an improvement plan.
    a. Explain THREE communication strategies the customer service department would use to ensure the interview is effective. (6 Marks)
    b. Describe FOUR questioning techniques the customer service department would use to gather information. (4 Marks)
    c. Explain TWO methods the customer service would record the key points of the interview according to organizational procedures. (4 Marks)
    d. Explain THREE ways the customer service can adapt communication strategies to prevent misunderstandings between staff and clients. (6 Marks)

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