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LEVEL 4**Apply workplace essential skills****July/August 2025**

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

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WRITTEN ASSESSMENT

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Time: 2 HOURS

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INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections **A** and **B**.
2. Answer **ALL** the questions in each section.
3. Marks for each question are indicated in the brackets.

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4. You will be given a separate answer booklet to answer the questions.

5. Do not write on the question paper.

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This paper consists of FOUR (4) printed pages**could check the question paper to ascertain that all pages**

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are printed as indicated and that no questions are missing

SECTION A (10 MARKS)***Attempt all questions in this section***

1. Using company rules is an example of (1 mark)

A. Conflict resolution skills

B. Time management skills

C. Good Ethical Work practices

D. None of the above

2. State an example of non-verbal communication? (1 mark)

A. Telephone call

B. Shouting

C. Nodding

D. Interviews

3. State ONE function of feedback in communication (1 mark)

A. Ignoring messages

B. Not receiving responses

- C. Receiving messages on time

D. Insulting others

4. Upward flow of communication involves moving information (1 mark)

A. From employees to management

B. From management to customers

C. From management to employees

- D. .

5. A successful group discussion involves

A. Speaking over others

B. Listening actively to other group members

C. Making noise while talking

D. Disrespecting others

6. Name one personal management skill (1 mark)

B. Overspending

C. Time management

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D. Customer feedback

7. State ONE way that promotes teamwork in a work place (1 mark)

A. Competing with

B. Working alone

C. Ignoring other people's points

D. Respecting others

8. State ONE activity that is involved in budgeting (1 mark)

A. Not saving at all

B. Spending poorly

C. Spending well

D. Ignoring monthly expenses

9. Name what best describes an entrepreneur (1 mark)

A. Waits for employment

B. Avoids risks

C. Starts and manages a business

D. Works for a company

10. State ONE way that will help a person to start saving money (1 mark)

A. Buying things to their friends and family

B. Budgeting well

C. Buying things that are not important

D. Spending poorly

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SECTION B (40 MARKS)***Attempt ALL questions in this section***

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11. State any TWO to the communication process (2 marks)
12. State TWO ways that a leader can use to promote teamwork (2 marks)
13. Identify two ways in which oral communication is used at the workplace (3 marks)
14. State TWO communication barriers (2 marks)
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15. Name FOUR examples of bad workplace etiquette (4 marks)
16. List THREE ways of managing stress at work. (3 marks)
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17. Identify any TWO requirements to start a small business (2 marks)
18. List any FOUR examples of verbal communication. (3 marks)
19. Identify any FOUR group discussion techniques. (4 marks)
20. Name any TWO sources of Business Funds (2 marks)
21. State THREE importance of professionalism at the workplace. (3 marks)
22. List THREE reasons why teamwork is important in a workplace. (3 marks)
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23. List three factors for a successful entrepreneur. (4 marks)
24. State THREE benefits of group discussions in the workplace. (3 marks)