

LEVEL 6**APPLY COMMUNICATION SKILLS****November/ December 20**

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

Date: 17.11.2025 02:57 PM

WRITTEN ASSESSMENT**Time: 3 HOURS**

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INSTRUCTIONS TO CANDIDATE

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

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PM**This paper consists of THREE (3) printed pages.**

Candidate 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. **Rehem Company Lim. to communicate with people outside the organization to better their business prospects? Outline FOUR means that they may use. (4 marks)**
2. **Written communication forms the backbone of official correspondence in an organization. State FOUR reasons why written communication is preferred. (4 marks)**
3. **When applying for a position in an organization, the curriculum vitae (CV) is a vital document that you should prepare. List FOUR sections of a curriculum vitae. (4 marks)**
4. **The hiring committee at your organization has tasked you with taking care of the logistics for the interview to be conducted next Monday. Outline FOUR characteristics of a good venue you would look for to host the interview. (4 marks)**
5. **State FOUR ways through which you may demonstrate etiquette while communicating with your colleagues at the workplace. (4 marks)**
6. **Obtaining feedback from clients is useful in understanding their needs and providing better customer services to them. State FOUR indicators that your client requires additional information during communication (4 marks)**
7. **Outline FOUR barriers to effective communication that may be caused by the sender. (4 marks)**
8. **For effective communication to take place the communicator should understand all the essentials to effective communication. Provide FOUR roles of feedback in the communication process. (4 marks)**
9. **Conflict is inevitable in the workplace. Outline FOUR reasons why conflicts may arise in an organization. (4 marks)**
10. **Grapevine communication is discouraged in most organizations. Outline FOUR negative effects of grapevine communication within a workplace. (4 marks)**

SECTION A (60 MARKS)

Answer only **THREE** questions in this section.

11. Printed By: th Technical And Vocational College
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- a. For the last few years, communication has been revolutionized courtesy of the internet and increased usage of smartphones. Discuss FIVE challenges posed by digital communication. (10 marks)
- b. You have been tasked to give a presentation on the topic “Importance of Empowering Workers” in your workplace. Explain how you can ensure your presentation is successful and effective. (10 marks)
12. Printed By: Technical And Vocational College
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- a. Non-verbal communication plays a big role during an interview. Discuss FIVE non-verbal cues that would make an interviewee appear professional in an interview. (10 marks)
- b. Effective questioning is important in eliciting information from clients and employees. Discuss FIVE types of questions that may be used. (10 marks)
13. Printed By: Technical And Vocational College
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- a. Tatu Wholesalers Limited has advertised for an assistant manager position. Assume you qualify and write an application letter. (14 marks)
- b. Apart from the type of letter in (a) above, discuss the use of other THREE types of letters that may be used in the organization. (6 marks)
14. Printed By: Technical And Vocational College
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- a. The managers in your company have decided to start communicating via email to the workers in their firm. Discuss FIVE advantages of emails. (10 marks)
- b. Encouraging group participation allows the group to tap into potentials, ideas and constructive views from the members. Discuss FIVE strategies that should be adopted to encourage group participation. (10 marks)

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HIS IS THE LAST PRINTED PAGE