

Printed B Technical And Vocational College

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Level 5

Apply Communication Skills

November/December 202

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

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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)** in section **B**.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet.
5. **DO NOT** write on this question paper

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This paper consists of THREE (3) printed pages

Candidates should 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. To understand communication, knowledge of its elements is necessary. state FOUR elements in the communication process. (4 Marks)
2. The choice of medium determines how well a message is conveyed. State FOUR factors that one should consider when selecting a channel of communication. (4 Marks)
3. Outline FOUR ways through which language can be a barrier to effective communication. (4 Marks)
4. An organization relies on different sources to gather information about its internal and external publics. State FOUR sources of information in an organization. (4 Marks)
5. Written communication is the most reliable mode for communicating formally. State FOUR types of written communication that can be used in an organization. (4 Marks)
6. Non-verbal communication is vital in complementing speech. State FOUR messages communicated by upright posture during a formal conversation. (4 Marks)
7. Active listening is an important skill that should be employed during face to face communication. State FOUR active listening techniques that can be employed during interactions. (4 Marks)
8. Expression of etiquette by employees improves the image of an organization to its clients. State FOUR ways that a person can use to demonstrate etiquette in clients. (4 Marks)
9. Teamwork is a requirement for any organization to thrive. State FOUR advantages of teamwork in an organization. (4 Marks)
10. Firms introduce policies to enhance coordination and communication. State four organizational policies. (4 Marks)

SECTION B (60 MARKS)

Answer *THREE* questions in this section.

11. Communication is a process because it takes place in stages where the sender and the receiver play different roles.
- a. Discuss the stages involved in the communication process. (12 Marks)
- b. Explain FOUR flows of communication. (8 Marks)
12. There has been a recurring problem of failure to meet deadlines by the staff in your organization, something that is affecting the general performance of the members and the organization in general.
- a. Assume that you are the general manager, write an internal memorandum reminding members the importance of working with deadlines and the repercussions for failing to meet deadlines henceforth. (10 Marks)
- b. Discuss FIVE disadvantages of written communication (10 Marks)
13. For an interviewer to gather maximum information from an interviewee, they must employ some practices for effective questioning.
- a. Describe FIVE effective questioning techniques that the interviewer should adopt. (10 Marks)
- b. Explain FIVE advantages of appropriate dress code in the workplace. (10 Marks)
14. Conflicts are bound to occur in every group as a result of frustration.
- a. Explain FIVE types of conflicts that may arise at the workplace. (10 Marks)
- b. Describe FIVE conflict resolution techniques that can be employed to handle conflicts in an organization. (10 Marks)

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