

Demonstrate Communication Skills

Level 5

November/December 2025

Printed By: B...uth Technical And Vocational College Date: 17.11.2025 11:05 AM

Printed By Technical And Vocational College Date: 17.11.2025 11:05 AM



Printed By: And Vocational College Date: 17.11.2025 11:05 AM

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

WRITTEN ASSESSMENT

Printed By And Vocational College Date: 17.11.2025 11:05 AM

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

Technical And Vocational College Date: 17.11.2025 11:05 AM

1. Marks for each question are indicated in the brackets.
2. **The paper**
3. **Candidates are provided with a separate answer booklet**
4. **DO NOT** write on this question paper.

Printed By: And Vocational College Date: 17.11.2025 11:05 AM

Printed Technical And Vocational College Date: 17.11.2025 11:05 AM

paper consists of FIVE (5) printed pages

And Vocational College Date: 17.11.2025 11:05 AM

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

SECTION A (40 MARKS)

1. You have walked into your office and met two of your colleagues arguing about the correct definition of view. Define the term interview to settle their argument.
Printed By: Bu Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (2 Marks)
2. Communication as a process is made up of various parts that together make communicate. Name FOUR parts of the communication process.
Printed By: Bu Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (4 Marks)
3. For communication to be effective, both sender and receiver assign similar meanings to the intended message. List THREE characteristic of communication.
Printed By: Bu Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (3 Marks)
4. Pat and Mat were playing mind games. Pat asked Mat to define group discussion but he failed. Pat then decided to assist Mat with the correct definition. Assuming you were Pat, how would you define group discussion?
 (2 Marks)
5. Email has been largely embraced as a convenient means of communication. State FOUR advantages of using Email to communicate.
Printed By: Bu Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (4 Marks)
6. Before implementing a communication strategy, it is practical for the organization to carry out three basic steps leading to smooth decision-making strategy. State the THREE steps.
Printed By: Bu Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (3 Marks)
7. Non-verbal cues are believed to play a vital role and should be observed keenly during communication for a complete process. List TWO non-verbal cues and the meaning they portray.
Printed By: Bu Technical And Vocational College
Date: 17.11.2025 11:05 AM
Printed By: Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (2 Marks)
8. Apart from causing conflict in an organization, mention FOUR other possible results of poor communication.
Printed Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (4 Marks)
9. You are a group leader and some of your group members are not interested in forming groups saying that it is a waste of time. Highlight FOUR importance of group objectives you will tell them about.
Printed By: Bu Technical And Vocational College
Date: 17.11.2025 11:05 AM
 (4 Marks)
10. After an interview, it is always necessary to document and keep the interview records in line with the organizational procedures. State TWO advantages of maintaining these records.
 (2 Marks)

11. The human resource manager of your company has directed you to select an appropriate media to use in a presentation your team is preparing to have. Explain FOUR factors you will consider. (4 Marks)

Printed By Technical And Vocational College Date: 17.11.2025 11:05 AM

12. Written communication strategy is one of the widely used strategies of communication. As an expert in this field, name TWO strategies that improve the effectiveness of written communication. (2 Marks)

Printed By And Vocational College Date: 17.11.2025 11:05 AM

13. You are a member of an organization that is planning. As the secretary, highlight FOUR roles you will play. (4 Marks)

SECTION B (60 MARKS)**Answer Any THREE Questions in This Section**

14. In every organization, there comes a time when a meeting is held for one reason or another. Depending on how they have been organized and conducted, these meetings can be effective, ineffective, or a complete waste of time.

Printed By: And Vocational College Date: 17.11.2025 11:05 AM

a) Identify FIVE purposes of a meeting. (5 Marks)

b) Name THREE types of meetings. (3 Marks)

Printed By And Vocational College
Date: 17.11.2025 11:05 AM

c) Members attending the meeting are among the key participants of a meeting.

State SIX roles of members in a meeting. (6 Marks)

d) Explain THREE disadvantages of meetings. (6 Marks)

15. You are an employer at a new and fast-growing Company. You are recruiting new staff

for a new department. One of the documents you are very interested in is

the Curriculum Vitae (CV).

Printed Vocational College Date: 17.11.2025 11:05 AM

a) Briefly explain the meaning of Curriculum Vitae. (2 Marks)

b) Highlight SIX areas you are looking out for in the above document (CV). (6 Marks)

Printed By: Byteprep North Technical And Vocational College
Date: 17.11.2025 11:05 AM

c) Outline FIVE questioning tips you will use during the interview. (10 Marks)

d) Identify TWO disadvantages of an interview. (2 Marks)

Printed By: You have developed a communication strategy to implement it. And Vocational College

Date: 17.11.2025 11:05 AM

e) Explain FOUR steps you will follow to effectively implement the strategy

Printed By And Vocational College Date: 17.11.2025 11:05

(8 Marks)

AM

f) Explain FOUR factors that will support the implementation of the strategy.

(8 Marks)

Printed By: And Vocational College Date: 17.11.2025

16. In a strategy implementation may fail due to one reason or another. Outline TWO possible causes of implementation failure. (4 Marks)

Printed By And Vocational College

Date: 17.11.2025 11:05 AM

16. The communication process consists of some interrelated parts through which messages move from sender to receiver. It is the sharing of meaningful information between two or more people w receiver understanding the sender's intended

message. Date: 17.11.2025 11:05 AM

a) Illustrate with a simple diagram EIGHT parts of the communication process.

Printed By: Technical And Vocational College

Date: 17.11.2025 11:05 AM

(10 Marks)

b) Communication breakdown occurs irrespective of how an individual or group plans to communicate effectively and it can arise at any s t a c o m m u n i c a t i o n process.

Printed By: th Technical And Vocational College

Date: 17.11.2025 11:05 AM

Explain FIVE factors that may lead to communication breakdown.

(10 Marks)

THIS IS THE LAST PRINTED PAGE

Printed By: