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**88092306T4SWC****SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6****COD/OS/SW/CR/07/6****Coordinate Conflict Resolution and Management****November/December 2025**Printed By: Technical And Vocational College Date: 20.11.2025  
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**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL (TVET CDACC)**

**WRITTEN ASSESSMENT**

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**TIME: 3 HOURS****INSTRUCTIONS TO CANDIDATE**

1. This paper consists of **TWO** sections: **A** and **B**.

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2. Attempt **ALL** questions in section A.

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3. Attempt **question ELEVEN** and any other **TWO (2)** questions in section B.

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4. Marks for each question are indicated in the brackets.

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5. Candidates are provided with a separate answer booklet

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6. Do not write on the question paper.

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

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

**SECTION A (40 MARKS)***Attempt ALL the questions in this section.*

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1. Conflict is a common occurrence in social interactions, but the type of conflict varies depending on the circumstances. State FOUR types of conflict that may arise in a community. (4 Marks)

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2. Effective conflict resolution begins with recognising the parties involved. Outline the FOUR importance of identifying the target group in conflict resolution. (4 Marks)

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3. Communities often face disputes that disrupt peace and development. Give FOUR causes of community conflicts. (4 Marks)

4. Conflicts usually have unique features that distinguish them from ordinary disagreements. State FOUR characteristics of community conflicts. (4 Marks)

5. Different methods can be applied to address disputes and foster harmony. Outline FOUR conflict resolution techniques. (4 Marks)

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6. Tracking the progress of conflict resolution is an essential step in ensuring success. Give FOUR importance of monitoring conflict resolution measures. (4 Marks)

7. Peacebuilding activities promote harmony and peace. State FOUR peacebuilding activities that can be used in managing community conflicts. (4 Marks)

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8. Documenting conflict resolution activities helps preserve information for learning and accountability. Outline FOUR tools that can be used in documenting conflict resolution and management activities. (4 Marks)

9. After addressing conflicts, it is needed that you share the findings with stakeholders. State FOUR importance of disseminating conflict resolution findings to stakeholders. (4 Marks)

10. Participants for conflict resolution ensures inclusivity and fairness. Give

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FOUR factors to consider when selecting members of a conflict resolution target group.

(4 Marks)

**SECTION B (60 MARKS)**

*Attempt question 11 and any TWO (2) other questions in this section.*

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**Read the following case study and answer the questions that follow.**

11. A local community has been experiencing recurrent conflicts over land boundaries and access to water resources. The disputes have escalated, leading to tensions among

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community members, destruction of property, and reduced cooperation in development

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activities. In response, community leaders, elders, and relevant stakeholders have come together to initiate a conflict resolution program. The process involves identifying the key parties in the conflict, conducting meetings to analyse the root causes, and documenting findings. A resolution plan is then developed, which includes mediation sessions, formulation of peace committees, and continuous monitoring to ensure that agreements are respected.

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a) Explain FIVE steps to follow when establishing conflict causes. (10 Marks)

b) Discuss FIVE roles of stakeholders in the conflict resolution process. (10 Marks)

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12. Conflict resolution programmes require careful planning to address disputes effectively.

a) Explain the FIVE steps involved in formulating a conflict resolution programme.

(10 Marks)

b) FIVE benefits of formulating a peacebuilding programme.

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(10 Marks)

13. Involving Conflict resolution initiatives needs to be well coordinated to ensure fairness and

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AM

a) Explain FOUR challenges that may be encountered when analysing causes of community conflict.

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(8 Marks)

b) Discuss the SIX importance of documenting conflict resolution activities. (12 Marks)

14. Conflict resolution programmes barriers during implementation that may affect

success.

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a) Explain FOUR challenges likely to be encountered in implementing a conflict resolution programme. (8 Marks)

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b) Methods of disseminating conflict resolution findings to stakeholders.

(12 Marks)