



**PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES SEPTEMBER
MAY - AUGUST 2025 ASSESSMENT**

FORMATIVE ASSESSMENT

Course : Diploma in Counselling Psychology

Level : 6

Unit of Competency : Communication Skills

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. This paper consists of two sections, A & B.*
- 3. You are allowed 3 Hours to Answer the questions.*
- 4. Marks for each question are indicated in brackets.*
- 5. Write your responses in the Separate Answer booklet provided.*
- 6. Do not write anything on this question paper*

SECTION A (40 MARKS)
Answer ALL questions in this section.

1. Communication plays multiple roles in a professional setting. Discuss five key ways in which communication is used within an organization. (5mark)
2. People often come together to form or join groups for various reasons. Explain five motivating factors that influence individuals to participate in group settings. (5marks)
3. Selecting the appropriate channel of communication is essential for effective information delivery. Outline five critical factors to consider when choosing a communication channel. (5marks)
4. Interviews are widely used in professional and academic environments. Describe five significant purposes or benefits of conducting interviews. (5marks)
5. For communication to be considered effective, it must adhere to certain foundational guidelines. Identify and briefly explain five key principles of effective communication. (5marks)
6. Non-verbal cues can significantly reinforce verbal communication. Identify and elaborate on five types of non-verbal communication that enhance message delivery. (5marks)
7. Communication patterns define the structure through which messages flow in an organization. Describe five common types of communication patterns used in organizations. (5marks)
8. Sign language is an essential communication method, especially for the hearing impaired. Explain five reasons that underline the importance of sign language in communication. (5marks)

SECTION B (60 MARKS)
Answer ANY THREE questions in this section.

9. When applying for employment, a well-written Curriculum Vitae (CV) is a crucial tool. Prepare a comprehensive CV that includes all relevant sections. (20marks)
10. a) Meetings are vital to the functioning and coordination of organizational activities. Discuss five key benefits of holding regular meetings in a workplace. (10marks)
b) An agenda serves as a roadmap for meetings. Examine five reasons why setting an agenda is important for effective meeting outcomes. (10marks)
11. a) The use of visual aids during presentations can significantly enhance audience understanding. Explain five advantages of incorporating visual aids in a presentation. (10marks)
b) Communication barriers can hinder message clarity. Discuss five common communication barriers and suggest appropriate strategies to overcome each. (10marks)
12. a) Communication involves sharing information, opinions, and emotions among individuals or groups. Explain this concept and discuss the function and significance of feedback in communication. (10mark)
b) Organizations rely on various internal communication tools to facilitate operations. Describe five methods used for internal communication in a workplace setting. (10marks)