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Demonstrate Communication Skills

Level 6

November/December 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

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1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

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This paper consists of FOUR (4) printed pages

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)

Answer ALL the questions in this section.

1. You are assigned to make a presentation in an organization that includes people with hearing impairment. List THREE appropriate means of communication you will use to communicate effectively. (3 Marks)

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2. As the head of an organization, you are required to analyze various suitable communication strategies to communicate effectively. Highlight FOUR steps followed in analyzing a communication strategy (4 Marks)

3. You have been assigned to pass information orally to a remote part of your county with a low literacy level. List TWO forms of oral communication you will use. (2 Marks)

4. The use of email has become one of the cheapest and most used forms of communication to pass bulk information far and wide, yet like any other form it has failed in some areas. State THREE disadvantages of email. (3 Marks)

5. Developing a rapport is crucial in an interview session to make it a success. State FOUR ways of developing rapport. (4 Marks)

6. Your manager who prefers a multimedia presentation to others, has instructed you to develop the presentation for him due to his busy schedule. List TWO advantages of multimedia presentation. (2 marks)

7. In communication, facilitating a meeting is different from chairing a meeting. State THREE roles of a facilitator. (3 Marks)

8. Disruptions have erupted during a meeting you have been assigned to chair in your company. Highlight FOUR intervention measures you will use to restore peace. (4 Marks)

9. Listening just like speaking, is a critical aspect of effective communication. List THREE skills required in listening. (3 Marks)

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10. Mode of communication is the medium used by the sender and the receiver to effectively communicate. Highlight the THREE modes of communication. (3 Marks)

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11. Different opinions are expressed by both employees and clients in an organization. It is therefore important to develop the skill of respecting other people's opinions while maintaining what is right and in line with the organizational objectives. List THREE skills one may require to show respect for differences in opinion. (3 Marks)

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12. Clients' inquiries should be responded to in a manner consistent with the standard of the organization. State FOUR ways of handling a client's response satisfactorily. (3 Marks)

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13. The communication process is made up of different components. State FOUR roles of the sender in the communication process. (4 Marks)

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SECTION B (60 MARKS)

Answer Question 14 and any other TWO

14. You have completed your training and have been volunteering for 2 years at Company X. Your friend calls to inform you of a suitable vacant position in Company Y advertised in The Standard Newspaper dated 15th November 2024. You are interested and have decided to apply.

- a) Write a detailed application letter you will send to the Company. (15 Marks)
- b) List FIVE other documents you may be required to send. (5 Marks)

15. You are the human resource officer at your Company. You have noted with great concern that productivity is gradually going down and have conducted quick research and established that there have been increased cases of employees missing duty due to stress-related issues. You have therefore decided to make a presentation to save the situation.

- a) Explain FIVE techniques you are going to use in your presentation. (10 Marks)

- b) Discuss the structure you are going to use to have a good and effective presentation.

(10 Marks)

16. A certain group in your organization has been fond of not completing any assigned task. Due to your outstanding performance, you have been mandated to facilitate a discussion with them within a stipulated time.

- a) Explain any FIVE strategies you will use to encourage the group members to participate fully. (10 Marks)

- b) As a communication professional, elaborate FIVE ways on how you will identify and address the group members' specific communication needs to improve their performance. (10 Marks)

17. Conflicts are inevitable in workplaces where people of different personalities and backgrounds meet daily.

- a) As the manager, describe FIVE ways how you will address conflicts in your Company. (10 Marks)

- b) Explain FIVE different approaches you will use to meet communication needs and assist in handling the conflicts. (10 Marks)

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