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LEVEL 6

APPLY COMMUNICATION SKILLS

November/ December 2025

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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)** questions 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 the 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. Rehema Company Limited wants to communicate with people outside the organization to better their business prospects. Outline FOUR means that they may use. (4 marks)
2. Written communication forms the backbone of official correspondence in an organization. State FOUR reasons why written communication is preferred. (4 marks)
3. When applying for a position in an organization, the curriculum vitae (CV) is a vital document that you should prepare. List FOUR sections of a curriculum vitae. (4 marks)
4. The hiring committee at your organization has tasked you with taking care of the logistics for the interview to be conducted next Monday. Outline FOUR characteristics of a good venue you would look for to host the interview. (4 marks)
5. State FOUR ways through which you may demonstrate etiquette while communicating with your colleagues at the workplace. (4 marks)
6. Obtaining feedback from clients is useful in understanding their needs and providing better customer services to them. State FOUR indicators that your client requires additional information during communication. (4 marks)
7. Outline FOUR barriers to effective communication that may be caused by the sender. (4 marks)
8. For effective communication to take place the communicators should understand all the essentials to effective communication. Provide FOUR roles of feedback in the communication process. (4 marks)
9. Conflicts are inevitable in the workplace. Outline FOUR reasons why conflicts may arise in an organization. (4 marks)
10. Grapevine communication is discouraged in most organizations. Outline FOUR negative effects of grapevine communication within a workplace. (4 marks)

SECTION A (60 MARKS)

*Answer only **THREE** questions in this section.*

11.

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- a. For the last few years, communication has been revolutionized courtesy of the internet and increased usage of smartphones. Discuss FIVE challenges posed by digital communication. (10 marks)

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- b. You have been tasked to give a presentation on the topic “Importance of Empowering Workers” in your workplace. Explain FIVE ways you can ensure your presentation is successful and effective. (10 marks)

12.

- a. Non-verbal communication plays a big role during an interview. Discuss FIVE non-verbal cues that would make an interviewee appear professional in an interview. (10 marks)

- b. Effective questioning is important in eliciting information from clients and colleagues. Discuss FIVE types of questions that may be used. (10 marks)

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13.

- a. Tatu Wholesalers Limited has advertised for an assistant manager position. Assume you qualify and write an application letter. (14 marks)

- b. Apart from the type of letter in (a) above, discuss the use of other THREE types of letters that may be used in the organization. (6 marks)

14.

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- a. The managers in your company have decided to start communicating via email to the workers in their firm. Discuss FIVE advantages of emails. (10 marks)

- b. Encouraging group participation allows the group to tap into potentials, ideas and constructive views from the members. Discuss FIVE strategies that should be adopted to encourage group participation. (10 marks)