



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES JANUARY– APRIL 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Qualification : Human Resource Management level 6
Code : HRM/CU/BUS/CR/05/6/A
Unit of Competency : Business Communication

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

1. List **four** correspondence handling procedures. (4Marks)
2. Explain **three** reasons why keeping human resource records is important. (3 Marks)
3. Explain any **three** ways in which you would ensure clarity in written communication. (3 Marks)
4. Identify any **two** methods used both in internal and external communication. (4 Marks)
5. Define the term confidentiality and outline **five** reasons why it is important to observe confidentiality in an organization. (5Marks)
6. Identify any **three** psychosocial/mental barriers to effective communication. (3 Marks)
7. Explain **five** reasons why meetings are an important practice in organizations. (5 Marks)
8. Explain any **five** methods of securing information. (5 Marks)
9. Outline **three** reasons why policies are important in an organization. (3 Marks)
10. Identify and explain **three** uses of social media platforms in organizations. (3 Marks)
11. Identify **two** reasons as to why communication without feedback may be deemed incomplete. (2 Marks)

SECTION B: (60 MARKS) ANSWER ANY THREE QUESTIONS

1. You have recently started a business after graduating from college.

a) Identify and explain the importance of the **three** documents used in meetings. **(6 Marks)**

b) Explain five roles of reports in an organization. **(10 Marks)**

c) Explain two ways that one can effectively participate in a meeting. **(4 Marks)**

2. a) As the head of department in your organization, write a notice to all the staff requiring them to attend a meeting to discuss the implementation of a new policy. **(10 Marks)**

b) Using your organization for illustration, explain **five** ways in which a service charter would be useful in service delivery. **(10 Marks)**

3. a) An organization can unknowingly create barriers to effective communication. Identify and explain **five** such barriers. **(10 Marks)**

b) Explain how the **five** barriers in (a) above can be overcome. **(10 Marks)**

4.a) Explain the importance of **five** human resource records. **(10 Marks)**

b) Explain **five** types of human resource records. **(10 Marks)**