



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT**

JANUARY-APRIL 2026 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNITY DEVELOPMENT

COURSE CODE: CDC 216

**COURSE TITLE: TRAINING OF COMMUNITY DEVELOPMENT
FACILITATORS**

EXAM DATE:

DURATION: 3 HOURS

TIME: 5:30PM-8:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- **Answer any THREE questions**
- *ALL PAC University's examination rules and regulations apply*

Question one

You are a Community Development Facilitator working with Ujumbe Kenya an NGO working with youths in Nyeri, Mombasa, Marsabit, Busia, Siaya and Nairobi Counties. Your mandate is to train the youth, on entrepreneurship, soft skills and basic digital literacy skills.

- a) As the facilitator, Explain **five** ways you would integrate technology into your training and facilitation processes to enhance learning outcomes and participation of the youth. (10 marks)
- b) Discuss any **five** challenges you are likely to encounter while using technology in facilitation. (10 marks)

Question two

You are a Community Development Facilitator working with rural women's groups in Isiolo County. Your task is to lead them through a workshop to identify and plan a community-driven micro-project on kitchen-garden for enhancing food security.

- a) As the facilitator, describe **five stages** you would follow during the facilitation process. (10 marks)
- a) Discuss **five** factors that would influence learning by the women in Isiolo County (10 marks)

Question three

Your member of parliament in your home constituency has tasked you with facilitating a community meeting to identify development priorities for the constituency. During the meeting some community members are hesitant to speak, and others dominate the discussion.

- a) Based on good facilitation practices, describe any **five** facilitation techniques that you could use to ensure inclusive participation. (10 marks)
- b) Examine **five** factors that may lead to poor facilitation of the event. (5 marks)
- c) For each of the factors discussed in (b) above explain how you would avoid the same in future. (5 marks)

Question Four

- a) As the lead trainer for the NYOTA program. Explain to the youth's five benefits of ground rules during the training. (10 marks)
- b) Explain five benefits of conducting an evaluation after facilitating a training. (10 marks)

CDC 216 Marking Scheme

Question one

As Community Development Facilitator working with Ujumbe Kenya an NGO working with youths in Nyeri, Mombasa, Marsabit, Busia, Siaya and Nairobi County. Your mandate is to train the youth, on entrepreneurship, soft skills and basic digital literacy skills.

c) As the facilitator, outline five ways you would integrate technology into your training and facilitation processes to enhance learning outcomes and participation of the youth. (10 marks)

- **Use of interactive multimedia presentations** Incorporating videos, animations, infographics, and audio clips into training materials using tools like PowerPoint enhances understanding, maintains participant interest, and simplifies complex concepts such as agricultural techniques or health interventions
- **Mobile-based learning platforms (m-Learning)** Using mobile apps or SMS platforms to deliver training content, quizzes, and reminders to learners in remote areas. Increases access and participation, especially for youth in the rural areas with mobile phones but limited internet access
- **Virtual and hybrid workshops (e.g., Zoom, Google Meet)** Facilitating live or recorded sessions that participants can attend remotely, supported with discussion forums and digital breakout rooms. Expands reach to the youths promotes inclusive participation without living there hometowns and reduces travel costs.
- **Digital collaboration tools (e.g google docs)** Using cloud-based tools to facilitate real-time brainstorming, group assignments, and resource sharing during workshops. Boosts active participation, supports teamwork, and allows continuous engagement beyond physical sessions. **Data collection and feedback through online tools** Utilizing tools like Google Forms, KoboToolbox, or SurveyMonkey to gather feedback, monitor progress, and assess community needs. Improves program relevance, tracks impact accurately, and ensures evidence-based planning and follow-up.

(Any five methods of how to use technology 2 marks each).

d) Discuss any five challenges you are likely to encounter while using technology in facilitation. (10 marks)

- **Limited access to devices and internet connectivity** Many participants in rural or underserved areas may lack access to smartphones, laptops, or stable internet. This digital divide can exclude certain groups, reduce participation, and hinder the effectiveness of virtual or tech-based training.
- **Low digital literacy among participants** Some youths may not be familiar with digital tools or platforms. This may lead to confusion, delays, and frustration during sessions, reducing the quality of learning.
- **Technical failures and downtime** Unreliable electricity, poor mobile network coverage, or software glitches may disrupt training sessions. Interruptions can reduce momentum, affect trainer credibility, and waste valuable time.
- **High cost of technology and data** Participants may be unable to afford smartphones, laptops, or data bundles to attend online sessions or access digital content. This limits participation and widens inequalities among learners.

- **Reduced human interaction and engagement** *technology-mediated facilitation (e.g., Zoom or online courses) can sometimes feel impersonal, making it harder to build trust, read body language, or manage group dynamics. This may result in lower emotional connection, reduced motivation, or superficial engagement with content.*

(Any five challenges well described 2 marks)

Question two

You are a Community Development Facilitator working with rural women's groups in Isiolo County. Your task is to lead them through a workshop to identify and plan a community-driven micro-project on kitchen-garden for enhancing food security.

- b) As the facilitator, describe **five stages** you would follow during the facilitation process.

(10 marks)

- **Preparation and Planning** *This stage involves Conduct a needs assessment or baseline survey to understand the audience, identify training/facilitation objectives and preparing materials for the training such as slides, handouts, flipcharts, etc. this stage ensures the session is relevant, inclusive, and well-organized.*
- **Introduction and Setting the training** *the facilitator sets the tone, clarifies expectations, and builds rapport with participants. Welcome and introductions Share objectives and agenda Establish ground rules and group norms creating a safe, respectful, and engaging learning environment.*
- **Delivery and Participation of the training** *This is the core stage where information is shared, ideas are discussed, and activities are conducted. Present content using interactive methods (e.g., group work, case studies, role play), Facilitate discussions and brainstorming. This stage Promotes deep learning, ownership, and meaningful dialogue.*
- **Reflection and Consolidation** *Participants reflect on what they have learned and how it applies to their real-life situations. Through group summaries or individual reflections, Q&A sessions, practical application exercises. Reinforces understanding and helps translate learning into action.*
- **Evaluation and Closure** *The facilitator assesses the effectiveness of the session and brings the process to a close. Summarize key learning points, offer next steps or follow-up actions, collect feedback using tools (e.g., forms, verbal feedback, online surveys) and formal closure of the session. Provides insights for improvement and gives participants a sense of completion.*

(Each stage well described 2 marks 2 x 5marks=10 marks)

- b) Discuss **five** factors that would influence learning by the women in Isiolo County (10 marks)

- *Need is a great motivator the desire for women to learn on how to cultivate vegetables that they can sell and make an income*
- *Meaningful associations between new material to be learnt and the more familiar, facilitates learning. For example they are knowledgeable of tomatoes and kales thus*

easier to introduce other vegetables like broccoli since, learning proceeds smoothly, if we move from the Known to the Unknown.

- *Enough time must be allowed for practising the learning during the training programme itself for assimilation, testing, acceptance and internalisation.*
- *The physical setting, venue and place where the training is happening can either support or hinder the learning process for example it should not be far from there residence since this are women with other responsibilities*
- *Training and facilitation approach used by the facilitator will determine if the women will invest in adopting the new technology*
- *Sociocultural factors such as roles and responsibilities for women, in this case land ownership will the men allow women to farm as opposed to taking care of there flock. (Any five factors well explained 2 marks)*

Question three

Your member of parliament in your home constituency has tasked you with facilitating a community meeting to identify development priorities for the constituency. During the meeting some community members are hesitant to speak, and others dominate the discussion.

- d) Based on good facilitation practices, describe any **five** facilitation techniques that you could use to ensure inclusive participation. (10 marks)
- **Brainstorming** *is an ideal tool for generating a large quantity of ideas within the group where members will share the development priorities that are crucial.*
 - *Multi-voting this will follow the Brainstorming session in order to narrow down on the priority development need thus picking the need the community perceives as urgent.*
 - **Meta-planning** *is a simple technique that encourages individuals to express their thoughts on the issue under discussion. In summary, it involves writing development key words onto Post-it notes and then collectively placing and arranging them into sub-groups on a wall space then aligning them into themes*
 - **Round Robin** *Is a group facilitation technique where every participant is given a chance to contribute an idea, answer, or opinion in turn ensuring equal participation and diverse perspectives.*
 - **Working groups in pairs or trios** *This is an ideal method of group working, particularly at the earlier stages of a meeting. It helps encourage easy participation and break down any initial barriers. As a result, it is also a good way of helping individuals define the issue the group is working on.*
- e) Examine **five** factors that may lead to poor facilitation of the event. (5 marks)
- *Poor communication and low self-esteem from the facilitator*
 - *Dominance of certain participants by allowing a few individuals to dominate discussions while others remain silent*

- *Inappropriate facilitation methods by using methods or tools that do not suit the group's needs, context, or learning styles leading to reduced participation, boredom, or inability to understand or apply content.*
- *Bias or lack of neutrality where the facilitator shows favoritism, pushes personal opinions, or ignores diverse perspectives. Thus erodes trust, causes conflict, and discourages open Lack of*
- *Lack of flexibility, being too rigid with the agenda or not adapting to participants' needs and feedback. Participants may feel unheard or frustrated, and important learning opportunities may be missed participation.*
- *Ignoring group dynamics and failure to manage tensions, power dynamics, or different personalities in the group, leading to group conflict, low cooperation, or exclusion of some participants.*

(Any five point well explained 1 marks= 5 marks)

- f) For each of the factors discussed in b above explain how you would avoid the same in future. (5 marks)
- *Prepare well in advance such as understanding your audience (age, background, needs, literacy level) and develop a clear agenda and set learning or discussion objectives.*
 - *Encourage participation from everyone—avoid over-relying on a few outspoken individuals.*
 - *Communicate clearly and effectively speak clearly and in simple language use local language where necessary, avoiding technical jargon.*
 - *Actively listen and clarify misunderstandings without judgment.*
 - *Remain neutral and respectful avoid bias or favoritism and respect all opinions, even if they differ from your own.*
 - *Manage group dynamics skillfully monitor who is speaking and who is quiet; encourage balanced contributions. Be aware of power dynamics, gender roles, or cultural sensitivities.*
 - *Handle conflicts professionally and disruptive behavior constructively.*
 - *Be flexible and responsive ie be willing to adjust your plan based on the group's needs, energy, or feedback. Allow time for questions, reflections, or discussions that arise naturally.*
- (Any point well explained 1 marks= 5 marks)

Question four

a)As the lead trainer for the NYOTA program. Explain to the youth's five benefits of the ground rules during the training. (10 marks)

- ❖ Establishes a Safe Learning Environment by creating psychological safety by setting boundaries for respect, confidentiality and constructive feedback.
- ❖ They allows participants to feel comfortable sharing ideas without fear of judgment, encouraging open and honest dialogue.
- ❖ Promotes equal participation by allowing all members to share their thoughts leading to richer, more diverse discussions and better, more inclusive decision-making.
- ❖ Enhances focus and time management reducing the risk of discussions going off-topic

- ❖ Minimizes conflict and misunderstandings by defining acceptable behavior beforehand ground rules reduce the potential for interpersonal conflicts and misunderstandings.
- ❖ They provide a framework to navigate tough conversations in a professional, respectful manner, preventing discussions from turning toxic.
- ❖ When participants are involved in co-creating the rules, they are more likely to take ownership of them, fostering a sense of shared responsibility for the success of the session.
- ❖ They empower the group to self-regulate, allowing members to remind each other of their agreed-upon norms without relying solely on the trainer

(Any five benefits well explained each 2mark =10marks)

b) Explain five benefits of conducting an evaluation after facilitating a training (10 marks)

- ❖ Evaluation helps identify areas for improvement what worked well and what did not, allowing trainers to refine content, delivery methods, and the overall structure of future sessions.
- ❖ It provides specific feedback on whether the materials were relevant, the pace was appropriate, and the trainer was effective, helping to eliminate inefficient practices.
- ❖ Evaluation determines whether participants actually acquired the intended knowledge, skills, and attitudes.
- ❖ Evaluation helps justify value of the training, such as increased productivity, better customer service, or reduced errors.
- ❖ Measures if participants are applying their new skills and knowledge on the job.
- ❖ Asking for feedback makes participants feel valued and heard, which increases their engagement and commitment to the training process.
- ❖ When participants know they will be evaluated on the material, it acts as a motivator, holding them accountable for learning and applying the new skills

(Any five benefits outlined each 2 marks =10marks)