



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES SEPTEMBER – DECEMBER 2024 ASSESSMENT

FORMATIVE ASSESSMENT

Qualification Code :
Qualification : **LEVEL 5 (CERTIFICATE)**
Code : **SEC/CU/CS/BC/01/5/A**
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.

Answer all the questions in this section. Marks are indicated in brackets

1. The business letter plays a crucial role in any organization. State the importance of any FOUR parts of a business letter. **(4 Marks)**
2. Knowing your audience is important when preparing a presentation. Highlight FOUR aspects of the audience that one can focus on. **(4 Marks)**
3. List THREE common methods or tools you can use for internal communication in an organization. **(3 Marks)**
4. When choosing a communication channel, it's crucial to consider several factors. Highlight FIVE such factors. **(5 Marks)**
5. Effective communication obeys some basic principles. Identify and explain FOUR principles of effective communication. **(4 Marks)**
6. Non – verbal communication reinforces written and oral communication. Outline FOUR elements of non – verbal communication that one can utilize for effective communication. **(4 Marks)**
7. Written communication is the most preferred form of communication in organizations. State FOUR reasons why it is important to for any organization to communicate through writing. **(4 Marks)**
8. Communication patterns refer to channels for the flow of information within an organization. Describe FOUR communication patterns in an organization **(4 Marks)**
9. Identify and explain any FOUR barriers to effective communication. **(4 Marks)**
10. Highlight FOUR importance of interviews. **(4 Marks)**

SECTION B: (60 MARKS)

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

11. Use of audio-visual aids is important for effective communication, especially during presentations.
- a) Explain FIVE advantages of using visual aids during presentation. **(10 Marks)**
 - b) As the human resource manager of Bidii Investments, write a notice to the staff informing them about an upcoming training on use of visual aids during presentation. **(10 Marks)**
12. Meetings are an important aspect of organizational operations.
- a) Explain FIVE importance of meetings in an organization. **(10 Marks)**
 - b) Outline FIVE importance of agenda of a meeting. **(10 Marks)**
13. Your institution has announced graduation dates and you have realized that your name is missing in the graduation list. You sat all your exams and cleared your fees arrears. Write a letter to the college registrar enquiring on your graduation status. **(20 Marks)**
14. It is not uncommon for group meetings to become chaotic and the facilitator has to rise to the occasion to restore order.
- a) Outline FIVE factors that can lead to disorder in meetings. **(10 Marks)**
 - b) Explain FIVE ways in which a facilitator can restore order in a meeting. **(10 Marks)**
15. Effective teamwork in the organization relies heavily on the communication skills of the team members.
- a) Explain FIVE communication skills necessary for effective teams. **(10 Marks)**
 - b) Explain FIVE ways in which you can resolve conflict among the team members. **(10 Marks)**