

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

LEVEL 5

Apply Communication Skills

July/August 2025

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

Printed By: Pac Institute Of Technology ,

Date: 22.07.2025 07:39 AM



TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

WRITTEN ASSESSMENT

Time: 3 HOURS

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

INSTRUCTIONS TO CANDIDATE

1. The paper consists of two sections: **A and B**
2. Answer **ALL** the question in section A and **THREE** in section B
3. You are provided with a separate booklet
4. Marks for each question are as indicated
5. **Do Not write on the question paper**

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

Printed By: Pac Institute Of Technology And Social Studies
This paper consists of THREE (3) printed pages

Date: 22.07.2025 07:39 AM

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

SECTION A: (40 marks)***Answer ALL the questions in this section.***

1. Writing is regarded as the main channel of official communication. State FOUR disadvantages of written communication. (4 marks)
2. State FOUR ways through which telephone etiquette projects a positive image of an organization. (4 Marks)
3. Outline FOUR strategies that you may use to find a common ground between disputing parties. (4 marks)
4. You are reporting to your new workstation in two days' time. Outline FOUR ways you would create rapport with your colleagues on your first day. (4 marks)
5. Effective questioning is a helpful skill for generating meaningful conversations. Differentiate between the following questioning techniques. (4 marks)
 - a) Probing and funnel questions
 - b) Recall and clarifying questions
6. Outline FOUR barriers to communication that are related to the receiver of the message. (4 marks)
7. Communication plays an important role in human interactions. State FOUR purposes of communication. (4 marks)
8. The manager of Kotieno Enterprises prefers to call for meetings when dealing with complaints from employees. State FOUR reasons for her preference. (4 marks)
9. State FOUR uses of downward communication in an organization. (4 marks)
10. Differentiate between routine and special reports. (4 Marks)

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

SECTION B (60 MARKS)*Answer THREE questions in this section.*

11.

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

- a. You have been invited for an interview in a company where you had submitted your application letter. Explain FIVE non-verbal cues of communication that you will use effectively during the interview. (10 marks)

Printed By: Pac Institute Of Technology And Social Studies

- b. ~~Salote Company~~ relies mostly on the internet in communicating with its customers

Discuss FIVE challenges that Salote company may encounter when using the internet.

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

(10 marks)

12.

- a. A well-developed group enhances collaboration and teamwork amongst other benefits. Explain FIVE stages of group development. (10 marks)

- b. Explain FIVE types of oral communication pathways that may be used in an organization. (10 marks)

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

- a. Effective communication plays a very crucial role in organization. Explain FIVE principles of effective communication. (10 marks)

Printed By: Pac Institute Of Technology And Social Studies

- b. MVBSS Communications Limited will hold its annual performance meeting for all the employees in the next five days. As the assistant Office Manager, write a memorandum notifying the employees about the exercise. (10 marks)

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

14.

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM

- a. Turn taking techniques ensures everyone gets a chance to contribute so as to foster more engaging and inclusive interactions. Explain FIVE turn taking techniques that you would apply when chairing a formal meeting in your organization. (10 marks)

Printed By: Pac Institute Of Technology And Social Studies

- b. You have done an investigation on a given matter and your next task is to write a report. Explain FIVE characteristics of a good report that you will consider. (10 marks)

Printed By: Pac Institute Of Technology And Social Studies

Date: 22.07.2025 07:39 AM