

DEMONSTRATE EMPLOYABILITY SKILLS LEVEL 6

July/August 2024



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

WRITTEN ASSESSMENT

TIME - 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FOUR (4) printed pages

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

SECTION A: [40 MARKS]

Answer ALL the questions in this section.

- 1) Assertiveness is a very important communication skill used in ensuring one's voice is heard. Highlight **Four** aspects of assertiveness (4 Marks).
- 2) Collecting and analyzing feedbacks on performance is important to both the employees and the organization. Highlight **Four** ways used to collect feedback. (4 Marks).
- 3) A mediator is an individual called upon when conflict negotiations have failed, it can be an individual or group of persons. List **Four** characteristics of an effective mediator. (4 Marks).
- 4) Security hazards, both minor and serious usually result from faulty of work place practice and lack of security mindedness. Highlight **Four** major causes of security hazards in work place. (4 Marks).
- 5) Contexts for learning at work refers to the various environments, situations, or conditions in which learning takes place in a work place. Give **Four** learning contexts. (4 Marks).
- 6) Gender mainstreaming is integrating a gender perspective to the content of the different policies and addressing the issue of representation of women and men in all policy area. Give **Four** examples of gender mainstreaming practices at workplace (4 Marks).
- 7) As a team leader in your department, you need to talk to your team members on managing their emotions so as to improve their productivity. State **Four** strategies for managing emotions that you will advise the team members to use. (4 Marks).
- 8) Kadja has of late had poor work relationship with his employer due to lateness in completion of assigned duties. She has approached you for advice. Give **Four** ways on how to improve time management. (4 Marks).
- 9) Majibu limited has experienced poor performance over time, the manager has decided to

introduce leisure time to the employees to assess whether the situation will change. State **Four** importance of leisure time at work place. (4 Marks).

10) Negotiation skills are important and creates success at workplace. Highlight **Four** effective negotiation skills. (4 Marks).

SECTION B: (60 MARKS)

(Answer question 11 and any other two questions from this section.)

11) John, a valued team member at TAI (K) Corporation, has been exhibiting signs of erratic behavior, including frequent absences, mood swings, and decreased productivity. Upon investigation, it is discovered that John has been struggling with substance abuse and he has recently been diagnosed with HIV/AIDS. His employer is concerned about how this diagnosis might affect John's well-being and job performance.

- a. Explain **Five** reasons that may have led John into the condition he is in. (10 Marks).
- b. Discuss **Five** ways that TAI (K) Corporation can use to support John during this challenging time, considering the implications of HIV/AIDS and drug abuse on employees in the workplace. (10 Marks).

12. Every organization must have laid down policies and guidelines that govern the behavior of its employee and external stakeholders.

- a. Explain **Five** principles of policies and guidelines in organizations (10 Marks).
- b. The principles of policies and guidelines in an organization are foundational elements that ensures consistency, fairness and efficiency in workplace. Explain **Five** examples of policies and guidelines in an organization. (10 Marks)

12) Stress is the harmful and emotional imbalance between the perceived demands, resources and abolition of individuals to cope with the demands.

a. Explain **Five** causes of work-related stress (10 Marks)

b. Employees go through stressful moments in the course of performing their duties at work place. Explain **Five** causes of work-related stress. (10 Marks)

13) a) An informal group is formed within an organization by people who associate closely together with the objective of meeting their personal needs.

a. Explain **Five** potential benefits associated with the informal groups in an organization. (10 Marks).

b. Leaders of groups, both formal and informal can encourage increased performance and maximize the benefits driven from the group. Discuss **Five** ways through which superior performance can be encouraged in a group. (10 Marks).

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