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Level 6

Demonstrate Communication Skills

July/August 2025

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

WRITTEN ASSESSMENT

Time: 3 HOURS

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INSTRUCTIONS TO CANDIDATES

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1. This paper consists of Two sections **A** and **B**
2. Answer all questions as per the instructions given in each section
3. Answer All Questions in section A, Question 1, 2 and any other two (2) Questions in Section B

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4. Marks for each question is indicated in the bracket.

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5. Candidates are provided with separate answer booklet

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6. Do not write on this question paper.

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This paper consists of THREE (3) printed pages

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

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SECTION A (40 MARKS)*Answer all questions in this section.*

1. Due to the communication breakdown experienced between your company and its clients, your manager has assigned you to come up with the communication needs. List FOUR ways you will use to identify the needs. (4 Marks)
2. Conflict is inevitable in any Organization. State FIVE forms of conflicts that are likely to occur at the workplace as a result of poor communication. (5 Marks)
3. Organizations use various means of communication to convey information to different clients. Identify THREE means of communication that are suitable for conveying information to people with visual impairments. (3 Marks)
4. Graphical representation is one of the various visual aids used in communication. Mention THREE forms of graphical representation that can be used to communicate effectively. (3 Marks)
5. Communication is usually faced by different challenges that threaten its effectiveness. List any FIVE of these challenges. (5 Marks)
6. Audience analysis is one of the key communication strategies one should consider achieving set communication goals. Highlight THREE ways you can use to analyze your audience. (3 Marks)
7. Mention FOUR steps involved in analyzing communication strategy. (4 Marks)
8. Mode of communication is the medium used by the sender and the receiver to communicate. Name THREE modes of communication. (3 Marks)
9. During interviews, clear and accurate questions and answers are key to ensure its success. Identify FOUR types of questions one can use during an interview. (4 Marks)
10. You are chairing an important meeting and suddenly there are disruptions. Mention FOUR intervention measures you are going to take to save the situation. (4 Marks)
11. Name TWO types of communication pathways that create a comfortable communication climate in an organization. (2 Marks)

SECTION B (60 MARKS)

Answer Question 12 and any other two (2) Questions in this Section

12. Triple T, a milling company is recruiting new staff to fill vacant positions after opening a new branch. The panelists were advised to keep good records from their interview process.

a. Describe FIVE benefits of maintaining interview records by the organization.

(10 Marks)

b. Explain FIVE ways the interviewee can maximize the use of non-verbal communication during the interview.

(10 Marks)

13. Zenta Company has lost a lot of clients due to a problem highly suspected of being caused by poor communication strategy. After various meetings the management decided that there is a need to change their communication strategy.

a. Explain FIVE considerations they need when adapting the new communication strategy.

(10 Marks)

b. Discuss FIVE possible causes of failure in the communication strategy implementation.

(10 Marks)

14. Presentation is a form of communication commonly used by organizations to pass intended information to their respective audiences.

a. Describe FIVE techniques you would use to make a presentation outstanding.

(10 Marks)

b. Discuss FIVE possible challenges that can come up during presentation.

(10 Marks)

15. Meeting communication needs of clients is one way to ensure customer satisfaction in any organization.

a. Explain FIVE approaches used to meet communication needs of a client. (10 Marks)

b. Describe FIVE benefits of meeting the communication needs of clients. (10 Marks)

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