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## LEVEL 5

### Demonstrate Employability Skills

July /August 2025

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

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## WRITTEN ASSESSMENT

**TIME: 3 HOURS**

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### INSTRUCTIONS TO CANDIDATE

1. The paper consists of **TWO** sections: **A** and **B**.
2. Attempt **ALL** Questions in section A.
3. Attempt Question **FOURTEEN** (14) and any other **TWO** (2) questions in section B
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet.
6. **DO NOT** write on this question paper.

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**This paper consists of FIVE (5) printed pages**

**Candidates should check the question paper to ascertain that all pages are printed as**

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**indicated and that no questions are missing.**

**SECTION A (40 MARKS)*****Attempt ALL the Questions in This Section.***

1. Personal goals influence productivity at work place. State FOUR areas where individuals can formulate personal goals. (4 Marks)  
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2. You have been invited by Paradiso Rehabilitation Center as a motivational speaker to give a talk on handling of frustrations and feeling low. Identify THREE signs of feeling low at work place. (3 Marks)  
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3. You are working at Uza National Bank Limited as an officer in charge of negotiations and marketing loans products. List THREE skills you will use to make your negotiation more effective. (3 Marks)  
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4. The Chief Executive Officer at Shujaa Financial Consultancy Firm has organized for a conference on stress management. As an external consultant, you have received an invitation to give a presentation on techniques for handling stress at place of work. State THREE important points which you will include in your presentation. (3 Marks)
5. Your work mate at Ungatamu Group of Hotels recently pointed out that reduction in customer complaints was as a result of team work among employees. Identify THREE measures which had been taken to ensure teamwork at Ungatamu Group of Hotels. (3 Marks)  
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6. Mr. Pumamoja who is the Managing Director at Tundandimu Copper Mining Company has approached you for advice on preparation of a work plan. List THREE factors which should be considered when preparing a work plan. (3 Marks)  
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7. The Chief Operations Officer at Juujuu Suppliers Company Limited is of opinion that employees must prioritize tasks. List THREE benefits of prioritizing tasks at work place. (3 Marks)  
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8. You recently received an award as the best marketer of the year at Kalili Insurance Company. Outline THREE attributes which made you to be recognized as the best employee of the year. (3 Marks)  
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9. The management of Haraka Petroleum Limited has ordered for a compulsory training for its employees. State THREE situations which may have necessitated training at the company. (3 Marks)  
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10. Zawadibora works at Fadhili Law Courts as a complaint's analyst officer. Recently, she has received complaints from employees at Maji Mazuri Limited Company resulting from implementation of salary reduction policy. As an expert, state THREE ways of solving salary issues at work place. (3 Marks)

11. You have been employed as a supervisor at Rembeka House of Goodies which deals in fashion and design. Recently, you have noticed gaps in skills among employees. List THREE measures which you will take to support such employees. (3 Marks)

12. You have been selected as chairperson of Recognition and Awards Committee at House of Happiness Parlor which deals in body fitness. As a consultant, you are required to draft a report on ways of recognizing employees at work place. State THREE key points which you will include in your report. (3 Marks)

13. During the Annual General Meeting organized by Saslahai Enterprises Limited, Mr Zimama who was the guest speaker at the event emphasized on reading. List THREE reasons why employees should read widely. (3 Marks)

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**SECTION B (60 MARKS)**

***Attempt Question Fourteen (14) and Any Other TWO Questions in This Section.***

14. You are working at Majisali Consulting Limited which has been approached by the management of Malaika Hair Braid processing Company for expert advice. The company commenced its operations in January 2008 with the aim of producing quality braids, create employment opportunities and nature skills and talents. Initially, the company grew rapidly in the first two years. Thereafter, it began experiencing losses caused by unethical behavior among employees and unclear communication policies.

a) As an employability skills expert, advise the management on FIVE measures which can be taken to solve the problems at Malaika Hair Braid processing Company. (5 Marks)

b) State FIVE unethical practices observed at Malaika hair braid Processing Company. (5 Marks)

c) List FIVE effects of employing unskilled workers at Malaika hair braid Processing Company. (5 Marks)

d) State FIVE benefits of developing a clear communication policy at Malaika hair braid Processing Company. (5 Marks)

15. Mr Tawala who is an employee at Ngwiji Enterprises is of opinion that Leisure time should be utilized effectively. He has organized for a sensitization forum to create awareness on benefits of progressive learning and training.

a) Discus FIVE benefits of proper utilization of leisure time at Ngwiji Enterprises. (10 Marks)

b) Explain FIVE factors which may prevent employees from engaging in progressive learning and training at Ngwiji Enterprises. (10 Marks)

16. A recent study at Vitimbi Bakery Limited found that cases of HIV/AIDS and consumption of illicit brews among employees has risen over the years.

a) Explain FIVE ways through which HIV/AIDS may have been transmitted at Vitimbi Bakery Limited. (10 Marks)

b) Explain FIVE effects of unregulated consumption of illicit brew on employees at Vitimbi Bakery Limited. (10 Marks)

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17. Jumuia Honey Refining Limited is an organization that has grown rapidly over the years and opened various branches in Zeze Republic. Mr. Wazi who is a research officer attributed the success of the company to formation of a healthy relationship between the management and employees.

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a) Explain FIVE results of having healthy relationships at Jumuia Honey Refining Limited. (10 Marks)

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b) Describe FIVE strategies of managing employer-employee conflicts at Jumuia Honey Refining Limited. (10 Marks)

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