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LEVEL 6

Demonstrate Employability Skills

November /December 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. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **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 questions are missing.

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SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. Personal goals provide a long-term direction and short-term motivation for individuals in what they want to achieve. State FOUR areas where a learner can formulate personal goals. (4 Marks)
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2. Anger at workplace can cause tension and destructions if it's expressed in an unhealthy way. List FOUR ways of managing anger at workplace. (4 Marks)
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3. Assertiveness ensures that one's voice is heard and their feelings are understood. Outline FOUR principles that helps one to be more assertive. (4 Marks)
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4. Listening is an important aspect in interpersonal communication. List FOUR levels of listening. (4 Marks)
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5. A good public speaker should be able to understand the audience in order to determine the strategy to use. State FOUR types of audience at work place. (4 Marks)
6. Skimming involves running eyes quickly over text to pick the main ideas without paying attention to details. Give FOUR ways through which skimming is done. (4 Marks)
7. Organizations should understand both internal and external customer needs. List FOUR ways of identifying customer needs. (4 Marks)
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8. A communication network is a pattern through which information flows in an organization. State two elements of effective communication. (2 Marks)
9. Team leaders in workplace are required to assign duties to all team members according to their abilities. Give TWO reasons why assigning duties is essential at work place. (2 Marks)
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10. Time management is the process of planning and control of the time spent on specific activities to work smarter than harder. State FOUR ways of better time management. (4 Marks)
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11. Monitoring is the routine collection and analysis of information to track progress against set plans and check compliance to established standards. Outline FOUR ways an organization can conduct monitoring. (4 Marks)
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SECTION B (60 MARKS)

Answer Any THREE Questions in This Section

12. The managing director of Almond company is keen on employee development to ensure smooth flow of the company.

a. Discuss FIVE factors that influence employee's productivity at work place.

(10 Marks)

b. Explain FIVE measures that can be taken to motivate employees at work place.

(10 Marks)

13. Charles is the Chief Executive Officer in a telecommunication company. He was recently faced by employee demonstrations due to delayed salaries.

a. Discuss FIVE ways in which the problem can be resolved.

(10 Marks)

b. Apart from delayed salaries that can make employees resort to demonstrations, explain FIVE other reasons that can lead to demonstration at workplace.

(10 Marks)

14. A recent study in a coffee farm has shown increased number of HIV/AIDS infections and drug abuse among farm workers.

a. Explain FIVE ways through which HIV/AIDS can be prevented.

(10 Marks)

b. Explain FIVE effects of drug and substance abuse at workplace.

(10 Marks)

15. Mercy is the marketing director in her institution. She has been tasked by the school principal to negotiate a funding deal with a local NGO.

a. Identify SIX strategies that Mercy can use to make negotiation more effective.

(12 Marks)

b. Describe FOUR factors that Mercy should consider when negotiating with NGO.

(8 Marks)