



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code :
Qualification : Community Health/Counselling Psychology Level 5
Unit Code : 0031 454 05A/0031 441 02A|
Unit of Competency : Apply Communication Skills

WRITTEN ASSESSMENT

Time: 3 HOURS

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.

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.

SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. A community health worker is educating mothers on the importance of immunization.
 - a. Define communication. (2 marks)
 - b. State TWO objectives of communication. (2 marks)
2. During a counseling session, a counselor sends information to a client and receives a response. Outline FOUR elements of the communication process. (4 marks)
3. Health officer wants to ensure that information given to patients is accurate and easy to understand. State FOUR principles of effective communication. (4 marks)
4. A counselor wishes to communicate with clients using different methods. Identify FOUR communication channels used in counseling and community health settings. (4 marks)
5. Written communication plays a significant role in documentation but may also present certain challenges. State FOUR disadvantages of written communication (4 marks)
6. A counselor asks clients different types of questions to obtain information during interviews. State FOUR effective questioning techniques used during interviews. (4 marks)
7. A secretary is recording proceedings during a departmental meeting. Identify FOUR components of minutes of a meeting. (4 marks)
8. During a counseling session, a client communicates emotions without speaking. Outline FOUR forms of non-verbal communication. (4 marks)
9. A well-prepared speech requires careful consideration of several aspects to ensure it is engaging and effective. List FOUR factors you would consider in order to prepare a good speech (4 marks)
10. An organization uses modern digital tools to communicate with staff and clients. List FOUR technology-based communication tools used in organizations. (4 marks)

SECTION B (60 MARKS)

Answer Question ELEVEN and any other TWO Questions in This Section

11. During a community health talk, participants could not understand the language used and noise from nearby shops distracted the audience.
- a. Describe FIVE effects of communication barriers evident in the case. (10 marks)
 - b. Explain FIVE measures for improving communication during future health talks. (10 marks)
12. A counselor arrives late for an interview, asks mostly closed-ended questions, and frequently interrupts the client.
- a. Describe FOUR interview preparation practices that should have been undertaken. (8 marks)
 - b. Explain THREE interview techniques that could improve information gathering. (6 marks)
 - c. Discuss THREE ways of establishing rapport during interviews. (6 marks)
13. During a youth group discussion, some members dominate the discussion while others remain silent. The group fails to reach an agreement.
- a. Explain FOUR conflict resolution techniques that could help the group. (8 marks)
 - b. Discuss SIX benefits of teamwork in achieving group goals. (12 marks)
14. An organization uses emails, online meetings, and social media to communicate. However, staff experience internet challenges and confidentiality concerns.
- a. Discuss FOUR advantages of technology in communication. (8 marks)
 - b. Explain FIVE challenges associated with technology-based communication. (10 marks)
 - c. Mention TWO measures for promoting ethical and effective use of communication technology. (2 marks)