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## LEVEL 5

### APPLY COMMUNICATION SKILLS

MARCH/ APRIL 2026

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

### WRITTEN ASSESSMENT

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**Time: 2 HOURS**

### INSTRUCTIONS TO CANDIDATE

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1. The paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in Section **A**, and **ANY THREE** questions in Section **B**.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet.
5. **DO NOT** write on this question paper.
6. Answer **ALL** questions in **English**.

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**This paper consists of THREE (3) printed pages.**

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**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.*

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1. Encoding is a crucial stage in the communication process. State FOUR reasons why it is important for a sender to encode a message. (4 Marks)
2. Written communication may be preferred for passing information in most organisations. State THREE disadvantages of written communication. (3 Marks)
3. A competent group leader is key to the overall success of a meeting. Outline FOUR roles of a group leader during a meeting. (4 Marks)
4. Your dressing code communicates strong messages without the use of words and shapes how others perceive you. State THREE messages that your dress code may communicate in a workplace. (3 Marks)
5. Technology has made communication more effective. Name FOUR social media platforms an organisation can use to hold virtual meetings. (4 Marks)
6. A curriculum Vitae (CV) is a vital document when it comes to job application. List FOUR personal details that you would include when writing a curriculum vitae (4 Marks)

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7. The communication process is comprised of various elements. List THREE elements in the communication process. (3 Marks)
8. Outline FOUR advantages of upward communication for organisational development. (4 Marks)

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9. Distraction shifts the listeners' focus and makes it harder to understand the main message of a presentation. Outline FOUR causes of distraction among the audience. (4 Marks)

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10. Work etiquette is essential for fostering a positive and productive work environment. List FOUR reasons why using courteous language is important when dealing with customers. (4 Marks)

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11. Data collection is an important stage in research and decision making. List THREE sources of information. (3 Marks)

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**SECTION B (60 MARKS)**

12. (a) United Limited intends to hold a team-building activity in three weeks' time. As the Assistant Public Relations Officer, write a notice to the staff informing them about this activity. (12 Marks)

(b) Explain FOUR types of letters that can be written to an employee in an organization. (8 Marks)

13. Conflicts are inevitable in any organization where people of different personalities and background meet.

a) Explain FIVE types of conflicts in an organization. (10 Marks)

b) Apart from Language barrier, explain FIVE types of barriers to effective communication. (10 Marks)

14. Interviews play an important role in organizational employment. They are required to be conducted effectively to fulfill the desired goals of both the interviewer and the interviewee.

a) Explain FIVE types of interviews carried out in an organization. (10 marks)

b) Discuss FIVE ways an interviewer may prepare to ensure the interview is conducted successfully. (10 marks)

15. Effective group discussions depend on active involvement from all members. However, some participants dominate the conversation while others hesitate to contribute.

a) Discuss FIVE strategies that would encourage group participation from all members. (10 Marks)

b) As a presenter, discuss FIVE non-verbal cues that would indicate your listeners are attentive. (10 Marks)