

Demonstrate Communication Skills

Level 4

November/December 2025



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

WRITTEN ASSESSMENT

Time: 2 HOURS



INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; A and B
2. Answer ALL the questions as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FIVE (5) 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 (10 MARKS)

Answer all questions in this section. Each question carries one mark

1. When handling multiple information sources, which strategy ensures that no important information is missed?
 - A. Focus solely on one source
 - B. Switch between sources rapidly
 - C. Categorize and track information from each source
 - D. Ignore less important sources
2. Which tool can best help in managing communication from multiple channels at the same time?
 - A. Sticky notes
 - B. A unified communication platform
 - C. A paper calendar
 - D. A single email inbox
3. How can you best contribute to workplace issues?
 - A. Ignore others' ideas and promote your own
 - B. Criticize others without offering solutions
 - C. Offer ideas and collaborate on finding solutions
 - D. Avoid involvement in controversial issues
4. When is it appropriate to report a workplace issue to higher management?
 - A. When the issue cannot be resolved at your level
 - B. When you disagree with a colleague
 - C. Immediately after the issue occurs
 - D. Only when the deadline has passed
5. What is the most effective way to identify workplace issues?
 - A. Wait for someone to tell you there is a problem
 - B. Actively observe and seek feedback from colleagues
 - C. Ignore small problems as they arise
 - D. Blame others for workplace challenges

6. What is the first step in responding promptly to a workplace issue?
 - A. Wait for others to respond first
 - B. Acknowledge the issue immediately and plan an action
 - C. Ignore the issue until it escalates
 - D. Blame the person responsible for the problem

7. What should be avoided when trying to respond to issues quickly?
 - A. Gathering information quickly
 - B. Making quick assumptions without facts
 - C. Communicating with the relevant people
 - D. Prioritizing tasks based on urgency

8. Why is proofreading important in written communication?
 - A. It helps catch spelling and grammar errors
 - B. It allows you to add more content
 - C. It makes the document longer
 - D. It delays the communication process

9. Which type of question is most effective in gathering detailed information?
 - A. Closed-ended questions
 - B. Open-ended questions
 - C. Rhetorical questions
 - D. Yes/no questions

10. Which of the following is an example of constructive feedback?
 - A. "Your report is terrible, redo it."
 - B. "I like your report, but you should work on the conclusions for clarity."
 - C. "You never do your work properly."
 - D. "I don't care how you finish it."



SECTION B (40 MARKS)

Answer ALL questions in this section.

11. A new member of your staff who you had been assigned to orientate has a task that requires him to use five different forms of written communication. However, he can only remember Email. State FOUR other forms of written communication you would tell him.
(4 marks)
12. A chairperson plays a key role in every meeting. List THREE responsibilities handled by a chairperson during a meeting.
(3 Marks)
13. In communication, messages are sent to serve specific functions. List FOUR aims of sending a message.
(4 Marks)
14. A form is a written document that contains questions that are used to gather information about an individual. Name TWO types of forms.
(2 Marks)
15. Questioning is a technique used to collect information from other people. State FOUR techniques you can use to ask questions at the workplace.
(4 Marks)
16. The use of letters is one of the common ways of passing information in organizations. Name FOUR types of letters that can be written at the workplace.
(4 Marks)
17. In every organization, there are channels used to pass information to staff and clients. List FOUR channels that an organization can use for effective communication.
(4 Marks)
18. You are aware of the effects of communication barriers and would want to take precautions to communicate effectively. State THREE ways you will use to overcome barriers to effective communication.
(3 marks)

19. You have just been elected as the Departmental Representative in your institution and you are preparing your speech to appreciate those who voted. State THREE things you need to keep in mind to deliver a good speech. (3 Marks)
20. You have been given work to do in groups. Your group does not have a group leader and you want to start by appointing one. State THREE qualities you will look for before appointing a group leader. (3 Marks)
21. Language is one of the barriers to effective communication. Mention THREE ways in which language can be a barrier. (3 Marks)
22. Organizations usually have important information that is kept in specific places for easy retrieval. Name THREE sources of workplace data. (3 Marks)

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