



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

Qualification: Level 4

Unit of Competency: Demonstrate Communication Skills

WRITTEN ASSESSMENT ASSESSOR'S GUIDE

SECTION A (10 MARKS)

Award 1 mark for each correct answer.

1. Which one is an example of non-verbal communication? (1 mark)
 - A. Talking on the phone
 - B. Email
 - C. **Waving**
 - D. Texting on the phone.
2. Hearing, thinking about and responding to another person's message is? (1 mark)
 - A. **Active listening**
 - B. Body language
 - C. Mixed message
 - D. Feedback
3. Which one of the following is NOT element of a curriculum vitae? (1 mark)
 - A. Reference
 - B. **Recommendation**
 - C. Work experience
 - D. Executive summary
4. The following are factors to consider in selecting a channel of communication except one? (1 mark)
 - A. Confidentiality
 - B. **Noise**
 - C. Distance
 - D. Geographical distance
5. All of the following are examples of verbal communication **EXCEPT**? (1 mark)
 - A. **Email**
 - B. Telephone calls
 - C. Radio calls
 - D. Meetings
6. Which of the following is **NOT** a way to show that you're listening to someone. (1 mark)