

LEVEL 4

Demonstrate Communication Skills

July/August 2024



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

WRITTEN ASSESSMENT

TIME: 2 hours

INSTRUCTIONS TO CANDIDATE

1. This paper has two sections A and B.
2. Attempt questions in each section as per instructions given in the section.
3. You are provided with a separate answer booklet.
4. Answer all questions in the answer booklet.
5. Marks for each question are indicated in the brackets.
6. Do not write on the question paper.

This paper consists of FIVE (5) printed pages.

**Candidate should check the question paper to ascertain that
All the pages are printed as indicated and no questions are missing.**

SECTION A (10 MARKS)

Answer ALL questions, each question carries (1) mark.

1. Making eye contact is an important aspect of nonverbal communication. What does avoiding eye contact during a conversation often imply.
 - A. Interest and attentiveness.
 - B. Dishonesty or lack of confidence.
 - C. Agreement with the speaker's message.
 - D. Confidence and enthusiasm.
2. When writing a business report, it's important to use concise and clear language. Which of the following would be MOST appropriate for a business report?
 - A. A longwinded story about a related experience.
 - B. Technical jargon without explanation.
 - C. Facts, figures, and data presented clearly.
 - D. Informal language and humor.
3. Pathways are maintained and reviewed to ensure personnel are informed of relevant information. This refers to:
 - A. Effective questioning techniques.
 - B. Methods for conducting successful interviews.
 - C. Strategies for clear and consistent internal communication channels.
 - D. Mechanisms to enhance group discussions.
4. A client has made an inquiry in your organization concerning the services you offer, it's important to.
 - A. Disregard organizational communication standards in your response.
 - B. Focus solely on written communication for all inquiries.
 - C. Maintain consistency with organizational communication standards in your responses.
 - D. Ignore follow-up questions or clarifications.
5. Records of interviews are made and maintained in accordance with organizational procedures. This ensures.
 - A. The interview process is efficient and streamlined.
 - B. The interviewer remembers all details of the conversation.
 - C. The candidate feels comfortable and relaxed.
 - D. Legal and compliance requirements are met.