

LEVEL 5

Demonstrate Communication Skills

November/December 2023



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

WRITTEN ASSESSMENT

TIME: 3 Hours

INSTRUCTIONS TO CANDIDATE

1. The paper consists of THREE sections: A, B and C.
2. Marks for each question are as indicated in the brackets
3. Do not write on the question paper, all answers should be written in the answer booklet provided

This paper consists of SEVEN (7) 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 (20 MARKS)

Answer all the question in this section. Each question is 1 mark.

1. The most effective way to phrase your message when giving feedback to a report presented to you would be?
 - A. "You always make mistakes in your work."
 - B. "Your work is terrible."
 - C. "I noticed a few errors in your recent report. Let's work together to correct them."
 - D. "You're the worst at this."
2. In a conflict resolution scenario, what is "compromise"?
 - A. Giving in to the other person's demands completely.
 - B. Finding a middle ground where both parties give up something to reach an agreement.
 - C. Avoiding the conflict and hoping it will go away.
 - D. Ignoring the conflict altogether.
3. Sheila is working in a customer service desk. Give reason why it is important to be clear and concise when communicating?
 - A. To make communication more enjoyable to listener.
 - B. To demonstrate her speaking skills.
 - C. To avoid misunderstandings and save time.
 - D. To create a sense of belonging in the conversation.
4. As a team leader, what is the effective approach when delivering constructive feedback to team members?
 - A. Be vague to avoid hurting their feelings.
 - B. Use humor to lighten the mood.
 - C. Focus on specific behaviors and their impact, and offer suggestions for improvement.
 - D. Provide feedback only during formal performance reviews.
5. In a job interview, when asked about your weaknesses, which of the following responses demonstrates strong communication skills?