

**Level 5**

**Demonstrate Employability Skills**

**November /December 2023**



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

**WRITTEN ASSESSMENT**

**Time: 3 Hours**

**INSTRUCTIONS TO CANDIDATE**

1. This paper has three sections A, B and C.
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 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 questions in this section.*

*Each question in this section carries one mark*

1. Which of the following statements describes the best approach of assisting colleagues struggling with alcohol?
  - A. Report them to the supervisor for appropriate action.
  - B. Assist them to accomplish their tasks in time.
  - C. Provide information on how to avoid alcohol.
  - D. Refer them to a medical health center.
2. What is a career plateau?
  - A. Employee stagnation in career.
  - B. Employees salary decreasing.
  - C. Failure to meet career goals.
  - D. Failure to get promotions.
3. A task refers to \_\_\_\_\_
  - A. A unit of work.
  - B. A unit of career.
  - C. A unit of position.
  - D. A unit of Profession.
4. The following are negotiation stages except?
  - A. Preparation.
  - B. Middle.
  - C. Closing.
  - D. Bargaining.
5. The conflict resolution mechanism where a neutral fact finder is involved is known as?
  - A. Mediation.
  - B. Litigation.
  - C. Avoidance.
  - D. Arbitration.
6. The following are strategies used in scanning as a reading strategy except?
  - A. Preview.
  - B. Active reading.
  - C. Paraphrase.

- D. Annotate.
7. What is self-image?
- A. A photograph of a person clearly showing the appearance.
  - B. One's strengths, weaknesses and self-worth as expressed by others.
  - C. The act of believing in oneself and having high self-esteem.
  - D. The idea one has of one's abilities, appearance and personality.
8. Which of the following is a formal communication?
- A. Tweets on twitter account.
  - B. Message posted on department WhatsApp group.
  - C. Grapevine on Facebook account of a senior employee.
  - D. Status on WhatsApp of an employee.
9. Which of the following behaviour is ethical in an organization?
- A. Refusing a client's requisition if it does not meet standards.
  - B. Selling products that are outlawed at fair prices.
  - C. Using an employer's brand to solicit for personal gains.
  - D. Selling substandard goods to unsuspecting customers.
10. The third stage in the formation of a team is known as?
- A. Forming.
  - B. Storming.
  - C. Performing.
  - D. Norming.
11. Which of the following is not a career development strategy?
- A. Advancing studies.
  - B. Job sharing.
  - C. Job rotation.
  - D. Job enlargement.
12. Which of the following may be a basis for formation of informal groups?
- A. Department.
  - B. Managerial level.
  - C. Ethnicity.
  - D. Work Station.
13. Which of the following personal factor may negatively hinder learning?
- A. Lack of interest.
  - B. Lack of a trainer.

- C. Lack of learning materials.
  - D. Poor learning environment.
14. Which of the following is an example of verbal communication?
- A. Facial expression.
  - B. Voice call.
  - C. Sign language.
  - D. WhatsApp chat.
15. Employees fighting at the work place can easily be triggered by\_\_\_\_\_.
- A. Anger.
  - B. Indiscipline.
  - C. Emotions.
  - D. Disagreements.
16. Proper grooming may result to the following outcomes in an organization except?
- A. High self-esteem.
  - B. Customers' confidence.
  - C. Salary Increment.
  - D. Improved customer service.
17. Which of the following is a not a problem-solving skill?
- A. Critical thinking skill.
  - B. Empathy skills.
  - C. Sympathy skills.
  - D. Negotiation skill.
18. Which of the following is a mechanism of regulating posts on an institutions Facebook page?
- A. Posts approval by an administrator.
  - B. Charging people making posts.
  - C. Allowing all people to post.
  - D. Limiting access to the site.
19. Which of the following may be an indication that a colleague is living with HIV?
- A. Taking Post exposure prophylaxis medication
  - B. Taking Antiretroviral medication
  - C. Taking Antidepressants medication
  - D. Taking Pre exposure prophylaxis medication.
20. Guidelines on behaviour for an organization are known as?

- A. By laws
- B. Policies
- C. Organizational rules
- D. Code of conduct

**SECTION B (40 Marks)**

*Answer **all** the questions in this section.*

21. State FOUR fundamental principles of ethics followed by employees at the work place. (4 Marks)
22. List FOUR benefits of upholding ethics at the workplace. (4 Marks)
23. Identify FOUR steps in problem-solving. (4 Marks)
24. A supervisor should ensure a work plan is available before work commences. Outline FOUR benefits of a work plan. (4 Marks)
25. Highlight FOUR benefits of reading. (4 Marks)
26. List FOUR ways of maintaining self-esteem at work. (4 Marks)
27. Outline FOUR guidelines on time management. (4 Marks)
28. Highlight FOUR importance of emotions management at the work place. (4 Marks)
29. Outline FOUR factors affecting the application of learning at the work place. (4 Marks)
30. Highlight FOUR significances of organizational culture. (4 Marks)

**SECTION C (40 Marks)**

*Answer any TWO questions in this section.*

31.

a) You have noticed that your work mate is complaining for not being recognized at the work place. Advise the workmate on FIVE ethical ways of seeking recognition. (10 Marks)

b) Your colleague has been multitasking by starting many tasks at the same time without completing any which makes the supervisor dissatisfied. Describe FIVE steps followed to prioritize work. (10 Marks)

32.

a) Describe SIX Levels of listening. (12 Marks)

b) Teams in an organization may experience conflicts. Explain FOUR ways of finding a balance point in the team. (8 Marks)

33.

a) Explain FIVE ways an employee can use to enhance job security at the work place. (10 Marks)

b) Explain FIVE Strategies of managing stress in an organization. (10 Marks)

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