



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

**AUTOMOBILE ELECTRICS AND ELECTRONICS; MOTOR VEHICLE
MECHANICS**

SUBJECT: Communication

PAPER NO: 346/18/S10

DURATION: 3 hours

NOVEMBER/DECEMBER 2022 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATES

- 1) Section A: answer all questions (40 marks).**
- 2) Section B: Answer all questions (60 marks).**

This paper consists of 4 printed pages.

SECTION A – ANSWER ALL QUESTIONS

QUESTION 1

Read the write up and answer the following related questions.

Education is a useful political tool in achieving a nations goal's. UNESCO is at the forefront in leading the global debate by advocating for a rethinking of TVET to enhance its role in developing more equitable and sustainable societies. Basing on this background, TVET institutions are compelled to ensure that climate change awareness and related programmes are included in the curricular to address the Climate Action goal number 13 with the view of sustaining the environment for future generations as well as make this planet a better place for all inhabitants.

The 'Sustainable Development Goals (SDGs) are new universal set of goals, targets and indicators that the United Nations member states will be expected to use to frame their agendas and political policies over the next 15 years'.

Compiled by Isabel Morris 2018

- a) Give the write up a suitable title. (1 mark)
- b) Give a reason why education is important in politics. (1 mark)
- c) In the passage what role is being played by UNESCO? (1 mark)
- d) What is expected from TVET institutions? (1 mark)
- e) State the meaning of the following words as used in the passage:
 - i) Forefront (1 mark)
 - ii) Advocating (1 mark)
 - iii) Enhance (1 mark)
 - iv) Compelled (1 masrk)
 - v) Frame (1 mark)
- f) Identify the authors main worry. (1 mark)

QUESTION 2

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GERRARD MOTORS has invited artisans to apply for a vacancy within the company. The vacant post is that of Foreman Auxiliary Repairs. Apply to the Director of Works, GERRARD MOTORS, GWERU. (9 marks)

QUESTION 3

As a foreman write a memorandum advising artisans that due to increase of work volume they are required to report for work on Saturday 16 April 2014 at 08.00 hours. (8 marks)

QUESTION 4

- a) Define the term communication. (2 marks)
- b) Show the communication process. (5 marks)
- c) State four (4) barriers to communication. (4 marks)
- d) Define the term 'upward communication'. (2 marks)

SECTION B-ANSWER ALL QUESTIONS (60 MARKS)

QUESTION 5

- a) State four (4) duties of a chairman during a meeting. (4 marks)
- b) List four (4) duties of a secretary during a meeting. (4 marks)
- c) Define the term 'Agenda'. (2 marks)

QUESTION 6

- a) State five (5) advantages of written communication. (5 marks)
- b) State two (2) types of reports. (2 marks)
- c) List three (3) advantages of using e-mails in communication. (3 marks)

QUESTION 7

Fill in the correct word(s) to complete the sentence.

- a) It was the girl who was able to solve the mystery by ----- (2 marks)
- b) A flower is a symbol-----love (2 marks)
- c) The wind blew the plastic bag-----my hand (2 marks)
- d) There were cut----- from all help (2 marks)

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- e) Ask----- whatever you want and I'll give you. (2 marks)

QUESTION 8

- a) Explain three (3) main roles of NSSA. (6 marks)
- b) NSSA stands for ----- (2 marks)
- c) List four (4) safety precautions advocated by NSSA in industry. (4 marks)
- d) To protect its own investment NSSA owns a bank. State the name of the bank in full. (2 marks)

QUESTION 9

- a) Differentiate vertical and horizontal communication in an organisation. (4 marks)
- b) Define the term grapevine in communication. (2 marks)

QUESTION 10

Define the following terms as applied in business stores management:

- a) Receipt (2 marks)
- b) Invoice (2 marks)
- c) Credit note (2 marks)
- d) Delivery note (2 marks)
- e) Quotation (2 marks)

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