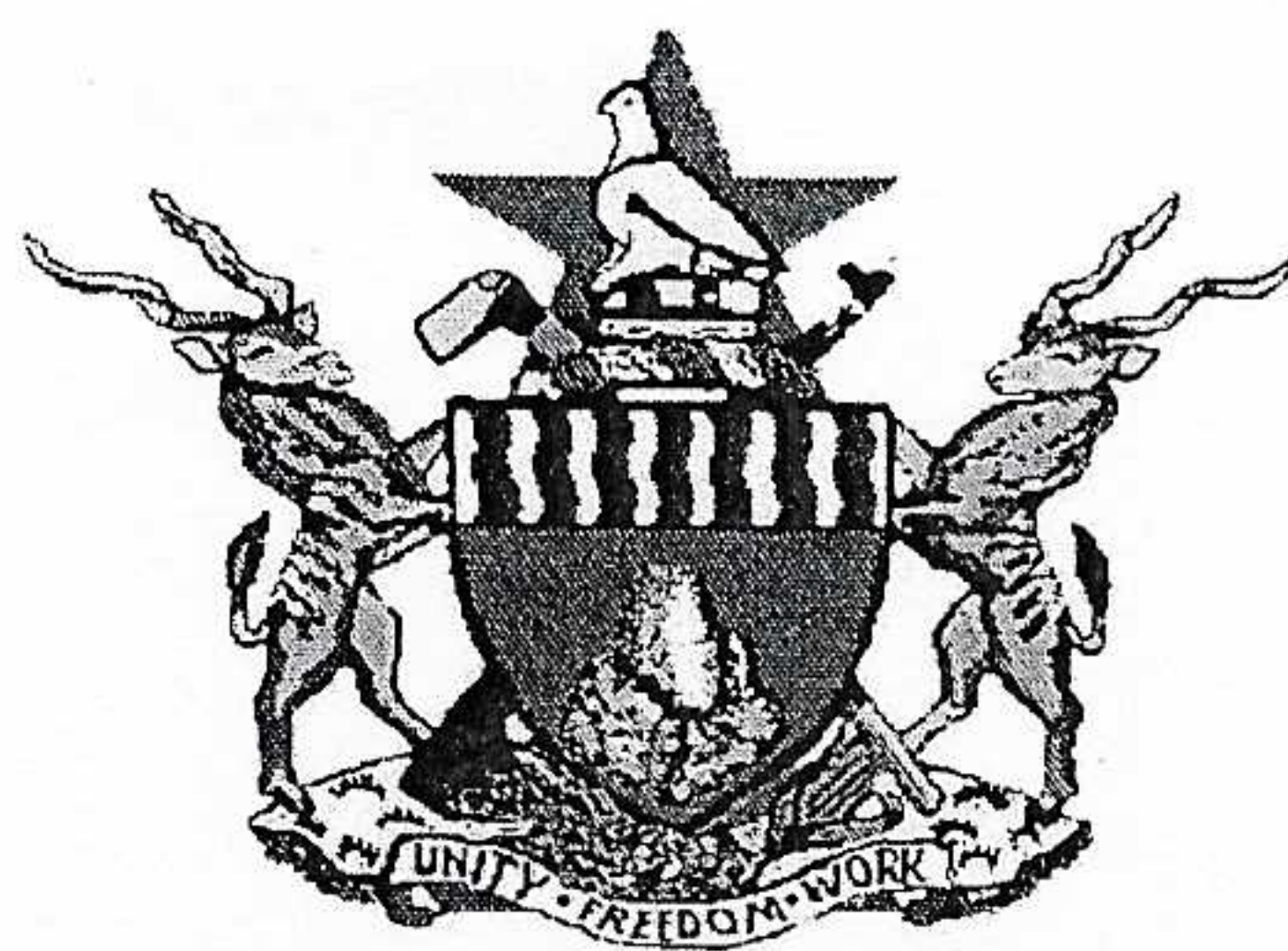




ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

HORTICULTURE, FOOD SCIENCE TECHNOLOGY

**SUBJECT: Communication and Computer
Applications**

**PAPER NO: 335/24/M03
335/22/M06**

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions
- 2) Each question carries 20 marks
- 3) Do not write your name on the answer script.
- 4) Do not write anything on this question paper.

This paper consists of 3 printed pages.

QUESTION 1

- a) Define the following terms:
- i) Communication (2 marks)
 - ii) Encoding (2 marks)
 - iii) Decoding (2 marks)
 - iv) Feedback (2 marks)
 - v) Barrier (2 marks)
- b) Explain 'organogram' and illustrate it using a named relevant organisation of your choice. (10 marks)

QUESTION 2

- a) Outline and explain benefits of face-to-face communication. (16 marks)
- b) Give four (4) examples of visual presentations. (4 marks)

QUESTION 3

- a) Outline advantages of:
- i) Verbal communication. (5 marks)
 - ii) Written communication. (5 marks)
- b) Discuss factors to consider when choosing a channel of communication. (10 marks)

QUESTION 4

- a) Suggest a suitable application package for carrying out the following tasks; provide reasons for your choice.
- i) Creating a budget. (3 marks)
 - ii) Creating a memorandum (3 marks)
 - iii) Keeping an inventory record. (3 marks)
 - iv) Making a seminar presentation. (3 marks)
- b) State how the following tasks are accomplished in any application package you are familiar with.

- i) Boldening text. (2 marks)
- ii) Underlining text. (2 marks)
- iii) Creating new line/paragraph. (2 marks)
- iv) Inserting a picture. (2 marks)

QUESTION 5

Discuss barriers to effective communication. (20 marks)

QUESTION 6

- a) List essential details which should be clearly displayed on an invoice to ensure accuracy and prompt payment from buyers. (5 marks)
- b) Discuss how standard operating procedures (SOPs) can be used in your field (15 marks)

...../fk