



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

ELECTRICAL ENGINEERING

**SUBJECT: Communication and
Computer Skills**

PAPER NO: 321/18/S07

DURATION: 3 Hours

NOVEMBER/DECEMBER 2022 EXAMINATION

REQUIREMENTS

Answer Booklet

INSTRUCTIONS TO CANDIDATES

- 1. Answer all ten (10) questions**
- 2. Each question carries ten (10) marks**

This paper consists of 4 printed pages.

QUESTION 1

Classify the following input devices as

- a) Text input devices (2 marks)
- b) Pointing input devices (2 marks)
- c) Gaming Input devices (2 marks)
- d) Image, video input devices (2 marks)
- e) Audio input devices (2 marks)

Joystick	OCR
Webcam	Digital Dictaphone
Microphone	Touch screen
Keyboard	Paddle
Scanner	Webcam
	Trackball

QUESTION 2

- a) Distinguish between internal and external data storage media (2 marks)
- b) Explain the effect of excessive heat on data storage media (2 marks)
- c) Software can be divided into two (2) major categories. Name them. (2 marks)
- d) Show the DOS command to copy a file test.doc from USB memory stick (E) to a directory named ply on C:\> (2 marks)
- e) Differentiate a row and a column in a spreadsheet (2 marks)

QUESTION 3

Differentiate

- a) Impact printer and non-impact printer (5 marks)
- b) Ram and ROM (5 marks)

QUESTION 4

- a) Define the term "Computer Virus" (1 mark)
- b) How do you know if your computer has a virus (3 marks)
- c) Show any three (3) ways in which viruses are spread (3 marks)
- d) Give any three (3) antivirus packages that you know (3 marks)

QUESTION 5

- a) Show your understanding of the term "Computer network". (1 mark)
- b) Give any two (2) advantages of networking computers (3 marks)
- c) Give any three (3) major threats to information systems (3 marks)
- d) Write in full the following abbreviations
 - i) CAD (1 mark)
 - ii) BIOS (1 mark)
 - iii) EEPROM (1 mark)

QUESTION 6

- a) Explain the following forms of communication
 - i) Intrapersonal (2 marks)
 - ii) Interpersonal (2 marks)
 - iii) Extra personal (2 marks)
- b) Describe verbal and non-verbal communication (2 marks)
- c) Explain the following terms as used in communication
 - i) Noise (1 mark)
 - ii) Feedback (1 mark)

QUESTION 7

- a) State any four (4) differences between an agenda and minutes (4 marks)
- b) Write a notice of meeting inviting members of XYZ Engineering Pvt Ltd to an annual general meeting (6 marks)

QUESTION 8

- a) Describe the following types of communication
 - i) Upward communication (3 marks)
 - ii) Download communication (3 marks)
- b) Outline any three (3) factors to be considered when writing an order letter (3 marks)
- c) What is grapevine (1 mark)

QUESTION 9

You are the Electrical Maintenance Officer for ABC Electrical Workshop. You have just embarked on a refurbishment of the workshops. Write a short typical enquiry letter for some of the items you need for this exercise.

(10 marks)

QUESTION 10

- a) Explain what a memorandum is (2 marks)
- b) Briefly state and explain the main parts of a memorandum (8 marks)

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