



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

LABORATORY TECHNOLOGY

MODULE: Laboratory Communication and Computer Applications **PAPER NO: 360/24/M08**
360/25/M08

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer all questions in Section A, forty (40) marks.
2. Answer any three (3) questions from Section B sixty (60) marks.

SECTION A

Answer all questions, forty (40) marks

QUESTION 1

- a) i) State any five (5) ethical practices when using a computer in a laboratory. (5 marks)
- ii) Explain any two (2) factors that influence the choice of a software in a laboratory. (5 marks)
- b) Discuss the notion that “Microsoft excel is the best for capturing data that has tables and graphs than using Microsoft word” (10 marks)

QUESTION 2

- a) You are meeting with a potential laboratory equipment supplier to discuss supply of some reagents. During the meeting, you notice the supplier’s body language and facial expressions change when discussing about invoices and date of delivery.
- Describe the characteristics of face-to-face communication highlighting its advantages as demonstrated in the scenario above. (10 marks)
- b) You receive verbal instructions from your supervisor to complete a report by the end of the day. Later you also receive an email with the same instructions but with additional details.
- Evaluate the advantages and disadvantages of both verbal and written communication in this scenario. (10 marks)

SECTION B

Answer any three (3) questions, sixty (60) marks.

QUESTION 3

Describe the communication process in detail explaining the function of each communication elements. (20 marks)

QUESTION 4

Describe the major hardware components of a computer system and explain their functions. (20 marks)

PAPER NO: 360/24/M08 – LABORATORY COMMUNICATION AND
COMPUTER APPLICATIONS

QUESTION 5

With the aid of relevant examples, describe types of visual communication and provide examples of their practical applications. (20 marks)

QUESTION 6

Discuss the applications of the following Microsoft office packages

- a) Microsoft Word (5 marks)
- b) Microsoft Excel (5 marks)
- c) Microsoft PowerPoint (5 marks)
- d) Microsoft Access (5 marks)

.../fem