

**THE UNITED REPUBLIC OF TANZANIA  
NATIONAL EXAMINATION COUNCIL OF TANZANIA  
GRADE A TEACHERS' CERTIFICATE EXAMINATION**

**624**

**COMMUNICATION SKILLS.**

**Time: 3 Hours.**

**Year: 2009**

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**Instructions**

1. This paper consists of sections **A**, and **B** with a total of **fourteen (14)** questions.
2. Answer **all** questions in sections A and **four (4)** questions from section B.
3. Section A carries **forty (40)** marks and section B carries **sixty (60)** marks.
4. Mobile phones and unauthorized materials are **not allowed** in the examination room.
5. Write your **Examination Number** on every page of your answer **booklet(s)**.

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## SECTION A (40 Marks)

Answer **all** questions in this section

1. Mention four advantages of face-to-face communication in a teaching environment and explain how each benefits both teacher and learner.
2. State four barriers to effective listening and explain how they can be minimized in a classroom situation.
3. Identify four characteristics of an effective public speaker and explain how they contribute to audience engagement.
4. Mention four types of non-verbal communication and explain their importance in teaching.
5. State four reasons why communication skills are essential for a student-teacher.
6. Mention four disadvantages of relying only on digital communication in education and explain each.
7. State four differences between formal and informal communication in a school setting.
8. Mention four reasons for using group work in teaching and explain how each reason supports student learning.
9. Identify four importance of using audiovisual aids in teaching and explain how each improves lesson effectiveness.
10. Mention four strategies to ensure clarity in written communication and explain their relevance in academic writing.

## SECTION B (60 Marks)

Answer any **four** questions from this section. Each question carries 15 marks.

11. Discuss six ways of improving interpersonal communication skills for a student-teacher.
12. Explain six roles of questioning techniques in effective classroom management.
13. Read the following short passage and answer the questions that follow:

Teachers play a critical role in shaping the future of learners. Beyond delivering academic content, they also serve as mentors, guiding students in developing moral values and life skills. A teacher's attitude, communication style, and dedication greatly influence how learners perceive education. Therefore, continuous self-improvement is essential for teachers to meet the evolving needs of society.

Questions:

- (i) State the main idea of the passage.
- (ii) Mention two roles of a teacher mentioned in the passage.
- (iii) Why is self-improvement important for teachers?
- (iv) Write one moral value that a teacher can help students develop.
- (v) Suggest one way a teacher can improve their communication style.
- (vi) Identify one word from the passage that means "changing with time."

- 14. Describe six importance of feedback in the teaching-learning process.
- 15. Explain six challenges of using technology in classroom communication and suggest solutions for each.
- 16. Discuss six qualities that make a lesson presentation effective for students' understanding.