

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

624

COMMUNICATION SKILLS.

Time: 3 Hours.

ANSWER

Year: 2014

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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1. Mention four qualities of a good listener and explain how each improves classroom communication.

The first quality is attentiveness. A good listener pays full attention to the speaker without distractions, which allows them to capture the intended message accurately and respond appropriately.

The second quality is patience. A patient listener allows the speaker to express themselves fully without interrupting, creating a respectful communication environment that encourages participation.

The third quality is open-mindedness. Being willing to hear different opinions without judgment fosters understanding and promotes a healthy exchange of ideas in the classroom.

The fourth quality is responsiveness. A good listener provides appropriate feedback, such as nodding, asking questions, or summarizing key points, which confirms understanding and encourages the speaker to continue.

2. State four differences between skimming and intensive reading.

The first difference is in purpose. Skimming is used to get the general idea of a text, while intensive reading is for detailed understanding of the content.

The second difference is in reading speed. Skimming is fast and covers large portions of text quickly, whereas intensive reading is slow and focuses on careful examination of each word or sentence.

The third difference is in focus. Skimming focuses on headings, subheadings, and main points, while intensive reading focuses on vocabulary, grammar, and meaning.

The fourth difference is in application. Skimming is applied when previewing a newspaper article for main ideas, while intensive reading is used when studying a chapter for an examination.

3. Mention four types of noise in communication and explain how each can be avoided during a lesson.

The first type is physical noise. This includes sounds from outside or within the classroom, which can be avoided by closing doors and windows or choosing a quieter location.

The second type is psychological noise. This comes from distractions in the listener's mind, which can be minimized by creating an engaging lesson that captures students' attention.

The third type is physiological noise. This occurs when physical conditions such as illness affect communication, and can be reduced by ensuring good seating arrangements and clear speaking.

The fourth type is semantic noise. This happens when unfamiliar words are used, and can be avoided by explaining new terms in simple language before continuing with the lesson.

4. State four purposes of giving assignments to students and explain how each benefits the learning process.

The first purpose is to reinforce learning. Assignments encourage students to review and apply what was taught in class, helping them retain information.

The second purpose is to promote independent learning. By working on tasks outside the classroom, students learn to research and think critically on their own.

The third purpose is to assess understanding. Assignments help teachers determine whether students have grasped the concepts and identify areas needing further explanation.

The fourth purpose is to develop responsibility. Regular assignments teach students to manage their time and meet deadlines, skills that are useful beyond school.

5. Mention four principles of effective communication and explain their application in a parent–teacher meeting.

The first principle is clarity. Teachers should express themselves in simple, clear terms so parents fully understand their child’s performance and progress.

The second principle is courtesy. Speaking respectfully helps to build a positive relationship between teachers and parents, even when discussing sensitive issues.

The third principle is feedback. Teachers should give parents opportunities to ask questions and share their perspectives, ensuring two-way communication.

The fourth principle is completeness. Providing all relevant details about a student’s strengths, weaknesses, and improvement strategies ensures parents are well informed.

6. State four types of punctuation marks and explain the function of each.

The first type is the full stop. It marks the end of a sentence, helping separate one idea from another.

The second type is the comma. It is used to separate items in a list, clauses in a sentence, or to indicate a pause.

The third type is the question mark. It indicates that the sentence is a direct question, guiding the reader's interpretation.

The fourth type is the colon. It introduces a list, explanation, or quotation, making the sentence structure more organized.

7. Mention four uses of an encyclopaedia to a student-teacher and explain each briefly.

The first use is for gaining background knowledge. Encyclopaedias provide summaries of topics, which helps the teacher prepare well-rounded lessons.

The second use is for fact-checking. A student-teacher can verify dates, events, or factual details to ensure accuracy in teaching.

The third use is for exploring related topics. Encyclopaedias often include cross-references, helping teachers expand lesson content.

The fourth use is for research guidance. They give an overview of subjects and suggest further readings, aiding in deeper study.

8. Identify four internet search engines apart from Google and explain one unique advantage of each.

The first is Bing. It offers a visually rich image search and integrates seamlessly with Microsoft tools.

The second is Yahoo. It combines web search results with news updates, making it useful for those who want information and current affairs in one place.

The third is DuckDuckGo. It focuses on user privacy and does not track search history, appealing to users concerned about online data security.

The fourth is Ask.com. It specializes in a question-and-answer format, making it simple to find direct answers to specific questions.

9. Mention four techniques of note-taking and explain when each can be effectively applied.

The first technique is the outline method. This works best when the lecture is well-organized and follows a clear structure of main topics and subpoints.

The second technique is the mapping method. This is effective for brainstorming sessions, where ideas need to be linked visually.

The third technique is the charting method. This works well when comparing and contrasting information, such as historical events or scientific processes.

The fourth technique is the Cornell method. This is effective when preparing for exams, as it includes a section for summarizing key points for quick review.

10. State four functions of visual aids in teaching and explain how each helps to improve understanding.

The first function is to simplify complex concepts. Visuals such as diagrams make difficult topics easier to grasp.

The second function is to improve retention. Students remember content better when it is presented visually alongside verbal explanation.

The third function is to attract attention. Visual aids make lessons more engaging and can re-focus distracted learners.

The fourth function is to support different learning styles. Some students learn better through visual representation, making the lesson more inclusive.

11. Discuss six ways in which oral presentation skills can be improved by a student-teacher.

The first way is through regular practice. Rehearsing presentations helps to build confidence and reduce nervousness, making delivery smoother.

The second way is by seeking feedback. Asking peers or mentors for constructive criticism allows the student-teacher to identify strengths and areas needing improvement.

The third way is by improving voice control. Learning to vary tone, volume, and pace makes the presentation more engaging and easier to follow.

The fourth way is by enhancing body language. Using appropriate gestures, posture, and facial expressions helps to emphasize key points and connect with the audience.

The fifth way is by organizing content clearly. Structuring the presentation with a clear introduction, body, and conclusion improves audience understanding.

The sixth way is by using visual aids effectively. Incorporating charts, images, or slides can support explanations and maintain audience interest.

12. Describe six functions of a dictionary to a student-teacher and explain their importance.

The first function is providing definitions. This ensures the student-teacher understands and uses words accurately in lesson delivery.

The second function is showing pronunciation. It guides correct word pronunciation, improving communication and helping learners acquire proper speech habits.

The third function is giving spelling. Accurate spelling ensures that written materials, such as lesson notes, are professional and correct.

The fourth function is showing word origin. Understanding the history of a word can help explain its meaning and usage to students.

The fifth function is providing synonyms and antonyms. This helps expand vocabulary and improve expression in both spoken and written communication.

The sixth function is indicating grammatical information. Knowing a word's part of speech and usage examples aids in teaching correct sentence construction.

13. Complete the following sentences with suitable words so that each is grammatically correct:

- (i) The meeting will start **at** 9:00 a.m. sharp.
- (ii) Neither the teacher nor the students **are** ready for the trip.
- (iii) The book, together with the notes, **is** missing from the library.
- (iv) If I **had** more time, I would have completed the project.
- (v) She is one of the best players who **have** ever represented the school.
- (vi) The principal and the deputy **are** attending the conference tomorrow.

14. Identify six types of objective test items and explain how each is constructed.

The first type is multiple-choice questions. These present a question with several answer options, only one of which is correct, and they must be clearly worded to avoid confusion.

The second type is true/false questions. These present a statement that learners judge as correct or incorrect, and they should be unambiguous to prevent misinterpretation.

The third type is matching items. These provide two lists where learners match related items, and they should be balanced in length to avoid guessing patterns.

The fourth type is fill-in-the-blank questions. These present a sentence with missing words that learners must supply, and they should have only one correct answer.

The fifth type is short-answer questions. These require learners to write a brief response, and the question should be clear to elicit specific information.

The sixth type is completion statements. These are unfinished statements that students must complete with the correct word or phrase, ensuring clarity in expected answers.

15. Explain six importance of reading skills to a student-teacher.

The first importance is that they enhance comprehension. Good reading skills enable the teacher to understand complex materials for lesson preparation.

The second importance is that they improve vocabulary. Exposure to varied texts introduces new words that can be used in teaching.

The third importance is that they save time. Efficient reading techniques like skimming and scanning allow quick location of relevant information.

The fourth importance is that they develop critical thinking. Reading and analyzing different viewpoints help in evaluating and selecting accurate content for lessons.

The fifth importance is that they aid in professional development. Reading educational materials keeps the teacher updated with new teaching methods and trends.

The sixth importance is that they model good habits. Demonstrating strong reading skills encourages students to develop similar habits for academic success.

16. Discuss six advantages of using multiple teaching methods in a single lesson.

The first advantage is that it caters to varied learning styles, ensuring that all students benefit regardless of whether they prefer visual, auditory, or kinesthetic learning.

The second advantage is that it maintains interest by breaking monotony, keeping students engaged throughout the lesson.

The third advantage is that it reinforces learning by presenting the same content in different ways, aiding understanding and retention.

The fourth advantage is that it encourages active participation, especially through group discussions or hands-on activities.

The fifth advantage is that it develops multiple skills, such as problem-solving, teamwork, and communication, in addition to subject knowledge.

The sixth advantage is that it allows flexibility, enabling the teacher to adjust methods depending on available resources and the learners' needs.