

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

624

**COMMUNICATION SKILLS**

**Time: 3 Hour.**

**ANSWERS**

**Year: 2018**

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**Instructions**

1. This paper has Section A and Section B with a total of fourteen (14) questions.
2. Answer all questions from Section 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 are not allowed inside the examination room.
5. Write your Examination Number on every page of your answer booklet.

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## SECTION A (40 Marks)

Answer all questions from this section.

### 1. Mention four types of noises that can interfere with communication.

Physical noise refers to any external or environmental interference such as loud sounds, background conversations, or construction noise that obstructs hearing or understanding messages.

Psychological noise involves mental distractions like stress, anger, or personal biases which can prevent one from interpreting a message as intended.

Physiological noise includes physical conditions within the communicator or listener like fatigue, illness, or hearing problems that hinder effective communication.

Semantic noise occurs when there is misunderstanding due to the use of unfamiliar words, jargon, or complex language that the receiver cannot decode properly.

### 2. Differentiate a dictionary from an encyclopaedia.

A dictionary is a reference book that provides the meanings, pronunciation, grammatical categories, and sometimes example sentences of words in alphabetical order.

An encyclopaedia is a comprehensive reference work containing articles on various topics or subjects, providing detailed explanations, historical backgrounds, and descriptions beyond mere word definitions.

### 3. State four qualities of a good speaker.

A good speaker should have good posture, standing or sitting in a way that conveys confidence and engagement with the audience.

They must be confident, expressing themselves without fear or hesitation to keep the audience's attention.

Being properly dressed enhances a speaker's credibility and shows respect for the audience and occasion.

Effective voice control, including clarity, audibility, and variation in tone and pace, ensures that the message is heard and understood clearly.

### 4. Identify four types of objective questions.

Multiple-choice questions provide several possible answers from which the candidate selects the correct one.

Matching items require the candidate to pair related items from two columns correctly.

True/false questions demand a decision on whether a given statement is correct or not.

Filling-in-the-blanks involves completing sentences with appropriate words or phrases to make them meaningful.

### 5. Name four internet search engines that may be used to access information.

Google is a widely used search engine known for providing comprehensive and reliable information on various topics.

Yahoo is another platform for searching information, emails, and web services.

Ask.com is a question-and-answer-based search engine offering direct responses and related web content.

YouTube serves as a search engine for videos on educational, entertainment, and professional topics, making it a valuable learning tool.

**6. Briefly explain the importance of studying communication skills to a student-teacher using four factors.**

It enhances effective classroom interaction by enabling teachers to deliver lessons clearly and manage students' questions and feedback appropriately.

It promotes professional communication skills, allowing student-teachers to write reports, emails, and proposals accurately in their careers.

Studying communication skills sharpens public speaking and presentation abilities, essential for teaching and leading discussions.

It fosters interpersonal relationships, helping teachers to interact with peers, parents, and education administrators respectfully and professionally.

**7. Outline four purposes of giving tests to pupils.**

Tests assess the learner's academic progress, indicating how well students have grasped the taught material.

They help identify learning difficulties or weaknesses in students, guiding teachers in providing necessary support or remediation.

Tests grade and rank learners based on performance, ensuring fairness in academic evaluation.

They motivate learners to study consistently, knowing that their knowledge and skills will be assessed periodically.

**8. List down four types of reading.**

Scanning involves reading rapidly to locate specific information such as dates, names, or numbers without reading everything.

Skimming is a quick reading technique to grasp the general idea or overall meaning of a text.

Extensive reading involves reading large amounts of text, usually for pleasure, entertainment, or general knowledge.

Intensive reading means reading carefully and thoroughly for detailed understanding, typically for academic or professional purposes.

**9. State the function of the four selected punctuation marks.**

A comma (,) separates items in a list or indicates a pause within a sentence for clarity.

A full stop (.) marks the end of a complete sentence, showing that an idea has been fully expressed.

A question mark (?) is placed at the end of a sentence to indicate that it is a direct question requiring an answer.

A semi-colon (;) links closely related independent clauses or separates complex list items for better clarity.

**10. Describe four techniques which should be taken into account during note-taking.**

Use abbreviations and symbols to quickly capture important points while keeping up with the speaker or reading material.

Write key points only, avoiding unnecessary details, to focus on significant information that aids understanding and recall.

Organize notes logically, using headings, bullet points, or numbered lists to make reviewing easier and more structured.

Ensure notes are neat and clear, allowing for easy reference and reducing chances of misinterpretation later.

## **SECTION B (60 Marks)**

Answer all questions from this section.

### **11. Elaborate six types of oral presentation.**

A lecture is a type of oral presentation where one person delivers information to an audience on a particular topic. It usually takes place in formal settings like classrooms, conferences, or seminars, and it focuses on informing or educating listeners.

A meeting is a formal or informal gathering where participants discuss issues, share information, or make decisions. Each member may contribute orally, and the presentation is usually interactive, encouraging dialogue among participants.

An interview is a structured oral conversation between two or more people, often conducted to obtain specific information from the interviewee. It may be for job recruitment, academic research, or news reporting, with each party having a specific role.

A workshop is a training session combining oral presentation with practical activities. It involves a facilitator explaining concepts while participants engage in exercises, discussions, or demonstrations to practice what they learn.

A seminar is an academic or professional gathering where a speaker presents a paper or topic, followed by audience discussions. It promotes knowledge sharing and debates, allowing participants to gain deeper insights through questioning and dialogue.

A dialogue is a form of oral communication where two or more individuals exchange ideas, opinions, or views on a subject. It is often informal and can help resolve conflicts, clarify misunderstandings, or share experiences openly.

### **12. Examine the importance of note making.**

Note making helps a learner to record important information from lectures, books, or meetings for future use. It allows one to summarize lengthy material into brief, manageable points for quick reference during revision.

It improves concentration and listening skills because it requires the learner to pay close attention to identify and select key ideas while ignoring less important details. This focus enhances comprehension and engagement.

Notes help to organize thoughts and ideas logically. When key points are written down in an orderly manner, it becomes easier to connect related information and recall it when needed.

Making notes also enhances memory retention. The act of writing down information reinforces learning, making it easier to remember important points during examinations or discussions.

It saves time when studying or revising because the learner can quickly go through the summarized points instead of rereading entire books or lengthy materials.

Lastly, note making encourages active learning, where a learner processes, filters, and restructures information instead of passively reading or listening. This increases understanding and personal involvement in the learning process.

### **13. Write an application letter using the details given.**

The sender's address is written at the top right corner, followed by the date to show when the letter was composed. This part introduces the writer to the recipient.

Next, the receiver's address is included on the left side, specifying the name, title, and address of the person or organization the letter is intended for.

A polite salutation such as "Dear Sir/Madam" follows to show courtesy and set a formal tone for the letter.

The heading states the subject of the letter clearly, informing the reader about the purpose of the application.

The introduction briefly states the job being applied for and where the applicant learned of the vacancy.

The body of the letter highlights the applicant's qualifications, experience, skills, and reasons for applying. It should convincingly explain why the applicant is a suitable candidate for the position.

A polite conclusion follows, expressing appreciation for the consideration and indicating willingness for an interview.

The letter ends with a complimentary close like "Yours faithfully," followed by the applicant's signature and full name.

### **14. Describe any six features of the C.V.**

Personal information includes the applicant's full name, date of birth, gender, marital status, and nationality. This helps identify the candidate.

Contact details list the applicant's residential address, email, and phone number, allowing potential employers to reach the candidate easily.

A career objective outlines the applicant's short-term or long-term professional goals, expressing what they hope to achieve in their career or in the applied job.

Academic qualifications detail the applicant's educational background, indicating institutions attended, years of study, and certificates or degrees obtained.

Work experience summarizes previous jobs held, including job titles, responsibilities, and achievements. This demonstrates practical skills and suitability for the applied position.

Referees section lists individuals who can provide recommendations or verify the applicant's character and work history. It includes their names, positions, addresses, and contact details.

### **15. Identify six functions of a dictionary to a student-teacher.**

A dictionary helps to provide word definitions, enabling student-teachers to understand and explain the meanings of unfamiliar words accurately to learners.

It shows pronunciation, often using phonetic symbols, to guide student-teachers on the correct way to pronounce words in spoken English.

The dictionary indicates grammatical categories, such as whether a word is a noun, verb, or adjective. This information assists student-teachers in explaining grammar points effectively.

It offers correct spelling for words, ensuring student-teachers teach and write English correctly without errors.

The dictionary includes example sentences demonstrating how words are used in context. This helps student-teachers illustrate meanings and proper usage during lessons.

It also provides synonyms, antonyms, and word origins, enriching the teacher's vocabulary and providing alternative word choices for effective teaching.

**16. Identify the principles of effective communication.**

Courtesy involves using polite language and showing respect when addressing others. It ensures that communication is friendly, reducing the chances of misunderstanding or conflict.

Clarity means delivering a message in a simple, precise, and straightforward way. Avoiding ambiguous or complicated words helps the receiver grasp the message's meaning easily.

Conciseness is the ability to express ideas using as few words as necessary without leaving out important details. It saves time and makes communication efficient.

Concreteness ensures that the message is specific, factual, and supported with clear examples or evidence. It avoids vague statements and strengthens the message's credibility.

Consideration requires the sender to think about the receiver's background, feelings, and level of understanding before delivering a message. This makes communication relevant and sensitive to the audience.

Completeness involves providing all necessary information so the receiver fully understands the message without needing further clarification. It ensures effective decision-making or action based on the communication.