

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

**624**

**COMMUNICATION SKILLS**

**Time: 3 Hour.**

**Year: 2020**

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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. List down four things to consider in referencing.
2. Describe four characteristics of a good summary.
3. Identify four properties of good notes.
4. State four purposes of note taking.
5. Explain four functions of non-verbal communication in speech delivery.
6. Give four reasons why it is important to read instructions before attempting an examination.
7. Mention the appropriate channel of communication used in each communicative context:
  - (a) Watching news broadcast on TV
  - (b) Seeing road signs as you drive
  - (c) Talking to a phone with David
  - (d) Reading the Mwananchi newspaper
8. Briefly analyse four qualities of a good speaker.
9. Identify two models of human communication by using illustrations.
10. Identify four similarities between note-taking and note-making.

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

Answer all questions from this section.

11. Analyse six elements involved in the communication process.
12. Elaborate five features of effective communication.
13. Elaborate five study habits one is advised to adopt.
14. Analyse five types of oral presentation.
15. Explain five importance of reading in daily life.
16. Describe five places in a library where reading materials are located.