

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

624

COMMUNICATION SKILLS

Time: 3 Hour.

ANSWERS

Year: 2024

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. Explain briefly the components of Curriculum Vitae (CV).

A Curriculum Vitae (CV) is a document that outlines a person's academic and professional background. Its components include personal details such as name, address, phone number, and email.

It also contains educational qualifications, listing schools attended, courses taken, and certificates obtained. Work experience section highlights the jobs previously held, job titles, and responsibilities.

Skills and competencies part outlines special abilities like computer skills or language proficiency. Referees section provides names and contact details of people who can recommend the applicant.

2. Differentiate oral communication from written communication.

Oral communication is the process of exchanging information through spoken words, such as face-to-face talks, phone calls, or speeches.

It allows immediate feedback and is often informal. Written communication, on the other hand, involves sending messages through written symbols such as letters, emails, reports, or texts. It is more formal, leaves a permanent record, and feedback takes time.

3. Name four search engines which they can use to get information for learning.

Google
Yahoo
Bing
DuckDuckGo

4. Assign the type of communication barrier in each of the sentences they were given.

- (i) environmental barrier,
- (ii) psychological barrier,
- (iii) unknown language (semantic language)
- (iv) improper choice of channel.

5. List down four preparations that are required to be made before sitting for examination.

Revision of study materials in advance.
Ensuring all necessary materials like pens, pencils, and calculators are ready.
Getting enough rest the night before the exam.
Reaching the exam venue early to settle and avoid last-minute pressure.

6. Underline two words in each sentence that need apostrophes, then to correctly re-write the whole sentence:

- (i) members of **parents** association constructed a park made of old tires for **childrens** playground.

Corrected: Members of parents' association constructed a park made of old tires for children's playground.

- (ii) Jovin **couldnt** remember whether he had left his wallet in his **cars** drawer or at home.

Corrected: Jovin couldn't remember whether he had left his wallet in his car's drawer or at home.

- (iii) the **aeroplanes** tires are as big as **Emmys** car.

Corrected: The aeroplane's tires are as big as Emmy's car.

(iv) **Johns** irrigation plan destroyed **Annas** crops.

Corrected: John's irrigation plan destroyed Anna's crops.

7. Write four things that they have to consider when writing the minutes of the meetings.

Recording the date, time, and venue of the meeting.

Listing the names of people present and those absent with apology.

Accurately noting down the issues discussed and decisions made.

Clearly writing the date of the next meeting and the chairperson's closing remarks.

8. Analyse the meaning of the underlined transitional words which were provided in the sentences.

(i) **Addition** — introduces an extra point or idea related to the one already mentioned.

(ii) **Time** — indicates when something happens or happened in relation to other events.

(iii) **Illustration** — gives an example to make a point clearer.

(iv) **Conclusion** — signals the end of a discussion or summarizes the main points.

9. Briefly explain how they were going to help their pupils to avoid poor reading habits.

They would encourage pupils to create regular reading schedules and select appropriate reading materials. They would guide them to read with purpose and understanding instead of rushing through texts. Teachers would also teach note-taking and summarizing techniques. Additionally, creating a calm, well-lit, and quiet reading environment would reduce distractions.

10. Outline four characteristics to be shown by an effective note maker when he/she makes notes.

Ability to summarize information clearly and briefly.

Organizing notes in logical order for easy reference.

Using headings, subheadings, and bullet points to separate ideas.

Highlighting key points, definitions, and important dates for emphasis.

SECTION B (60 Marks)

Answer all questions from this section.

11. Support the given statement by analysing three similarities and three differences that exist between a formal letter and a friendly letter.

One similarity is that both formal and friendly letters involve a sender and a receiver where one person writes to another for a specific reason. Another similarity is that both types of letters follow a basic structure which includes a heading, body, and conclusion. A third similarity is that both serve as written records of communication which can be referred to in the future.

One difference is that a formal letter uses official language and tone, while a friendly letter uses casual and informal language. Another difference is that a formal letter is often written for official purposes like job applications or complaints, while a friendly letter is written for personal reasons like greetings or sharing personal news. A third difference is that a formal letter uses specific parts like reference numbers, subject lines, and official salutations such as *Dear Sir/Madam*, while a friendly letter may simply begin with *Dear John* or *Hello friend* without official headings.

12. Analyse five problems that learners may encounter when taking notes from an oral presentation.

Learners may have difficulty understanding unfamiliar words or technical terms used by the speaker, making it hard to write meaningful notes. They might also experience problems with the speaker's speed if the speaker talks too fast, leaving little time to record important points.

Distractions within the learning environment such as noise or interruptions may cause learners to miss some points during the presentation. Another problem is poor listening skills, where learners fail to concentrate or identify key ideas, leading to incomplete or disorganized notes.

Finally, lack of note-taking techniques may lead learners to attempt writing everything instead of summarizing, causing them to fall behind or miss important information.

13. Explain six techniques a reader should apply when reading for general information.

The reader should begin by skimming the text, which involves quickly going through headings, subheadings, and introductory sentences to get the general idea. Next, the reader should scan for specific details like dates, names, or key terms without reading every word.

Predicting what the text might contain based on the title or first paragraph helps to create a mental framework before deeper reading. The reader should also identify and underline or highlight important points for easy review later.

Taking brief notes while reading helps to capture the main ideas and improves retention. Lastly, reviewing and summarizing the main points after reading ensures the reader has understood the general information presented in the text.

14. Anna sent a text message to John requesting him to go pick Dr. Alice at the airport; unfortunately, John replied that he was not in town. Use this sentence to explain five components of the communication process.

The **sender** in this communication is Anna, who initiates the message by sending a text to John. The **message** is Anna's request for John to pick up Dr. Alice at the airport.

The **medium** or channel of communication is the text message sent through a mobile phone. The **receiver** is John, who receives and reads the message sent by Anna.

Finally, the **feedback** is John's reply, informing Anna that he is not in town, completing the communication process by providing a response to the original message.