DEMONSTRATE EMPLOYABILITY

SKILLS LEVEL 5

July/August 2024

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

CANDIDATE WRITTEN ASSESSMENT TOOL

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Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of THREE (3) printed pages.

Candidate should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

*Answer **all** questions in this section.*

1. Anger, Insecurity and emotions are among things that affect employees at place of work in an organization. Explain **Three** ways of managing emotions. (3 Marks)
2. Listening skills involves the ability to actively understand and act upon messages in the communication process. State **Three** levels of listening (3 Marks)
3. Outline **Four** steps used to solve team problems in workplace. (4 Marks)
4. Time management is the process of planning and exercising conscious control of the time spent on specific activities to work smarter than harder. State **Four** importance of time management at workplace (2 Marks)
5. Leisure time should be managed wisely by members of an organization. Clearly state **Four** importance of leisure time at workplace. (4 Marks)
6. Resources are keys aspects in an organization. Differentiate between resource mobilization, resource utilization and resource allocation. (3 Marks)
7. When assigning duties and responsibilities, the team leaders should consider strength and weakness of each team member for effective execution of tasks. Identify **Three** key guidelines for delegation. (3 Marks)
8. Motivation is a key aspect in keeping the employee's morale. Explain **Three** ways that can be used to motivate employees and promote learning in the workplace. (3 Marks)
9. Self-image, self-management and self-awareness are individual aspects that enable one to prosper and ensure an organization is productive. List **Four** ways to build a positive self-image. (4 Marks)
10. For a communication process to be effective, the speaker has to clearly identify and understand the audiences. Highlight **Three** types of audience. (3 Marks)
11. Collecting and analyzing performance feedback is a crucial element which leads to more production, improved customers and employees become advocates of an organization. state **Two** ways that enhances the process. (2 Marks)
12. Drug abuse is on rise in our today's society. List **Four** commonly abused drugs. (4 Marks)
13. Self-esteem is an essential aspect that each individual should have at workplace. State **Two** signs of low self- esteem. (2 Marks)

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SECTION B (60 MARKS)

(QUESTION 14 is Compulsory and Answer any other Two questions in this section.)

14. You are part of a team engineers working on a high-stake project with a tight deadline, recently a conflict has risen between two key members over the design specification of a critical component. The disagreement has caused delay in the project timeline and is impacting team morale

    a. Explain **Four** Conflict Resolutions Methods. (8 Marks)

    b. Outline **Six** importance of effective Conflict Resolution techniques at workplace. (12 Marks)

15. Decision making process involves the planning and organizing of work which are among functions of a manager and are crucial in keeping employees focused and motivated in the successful execution of organization projects while maximumly utilizing organization resources.

    a. Describe the **Three** specific rules that should be followed during brainstorming session. (6 Marks)

    b. Highlight **Seven** principle of Organizing. (14 Marks)

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16. As a team leader at a technology company working on development of a new software product. The team geographically dispersed with members in different time zone. recently we have noticed a decline in team productivity and increased in misunderstanding about project requirement and deadline. Team members often express frustration about unclear instruction and lack of timely responses to their queries

    a. Discuss **Five** forms of communication that can be used to solve that problem**.** (10 Marks)

    b. Describe **Five** communication barriers that the company could be facing. (10 Marks)

17. Culture is the work environment that an employer supplies for the employees which shapes the work enjoyment, relationship and work process. Organization culture is also in line with the Public Officer Code of Conduct. In line with the above'

    a. Outline **Five** characteristics of a Healthy work Culture. (10 Marks)

    b. Explain **Five** General Code of Conduct and Ethics. (10 Marks)

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