TEVETA

Technical Education, Vocational and Entrepreneurship Training Authority

# DIPLOMA IN SCIENCE LABORATORY TECHNOLOGY

## LEVEL 6 YEAR 1 EXAMINATIONS

## FINAL INTEGRATED SUMMATIVE EXAMINATION

## SITTING: APRIL/MAY 2026

## SUBJECT: COMMUNICATION SKILLS

**TIME: THREE (3) HOURS** **TOTAL MARKS: 100**

**PASS MARK: 50**

### INSTRUCTIONS TO CANDIDATE

1. Write your examination number and National Registration Card Number on the answer booklet provided. Ensure to append your signature in the space provided on the answer booklet.
2. Write your answer SCRIPT SERIAL NUMBER on the entry slip and examination register.
3. There are two (2) sections in this paper, Section A and B.
4. Answer ALL questions in section A.
5. Answer three (3) questions from section B.
6. Cell phones and programmable calculators are NOT allowed in the examination room.

**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

**SECTION A** **TOTAL 40 MARKS**

**ANSWER ALL QUESTIONS IN THIS SECTION.**

**QUESTION 1**

A library is a treasure trove of knowledge, offering a vast collection of books, journals, and digital resources. It's a place where one can explore various subjects, expand their understanding, and ignite their imagination.

a) Explain the purpose of a library catalogue. [2 marks]
b) Differentiate between a reference book and a circulating book. [2 marks]
c) State two (2) advantages of using a standardized classification system like DDC or LCC. [2 marks]
d) List four (4) sections of a library. [4 marks]

**(TOTAL 10 MARKS)**

**QUESTION 2**

Written communication bridge distances, connects cultures, and transcends time, fostering global understanding and collaboration.

a) Define the following terms.
   i. Written communication [2 marks]
   ii. Grapevine Communication [2 marks]
b) Explain four (4) disadvantages of oral communication [4 marks]
c) List four (4) types of written communication. [4 marks]
d) Explain four (4) advantages and four (4) disadvantages of written communication. [8 marks]

**(TOTAL 20 MARKS)**

**QUESTION 3**

The listening process involves sensing, seeing, and interpreting what is being communicated.

a) Explain the difference between listening and hearing. [2 marks]
b) Identify four (4) barriers to effective listening. [4 marks]
c) Describe how you can overcome the barriers identified in (b) above. [4 marks]

**(TOTAL 10 MARKS)**

**SECTION B:** **TOTAL MARKS 60**

**ANSWER THREE (3) QUESTIONS FROM THIS SECTION.**

**QUESTION 4**

Technical writing delivers targeted information through definitions, descriptions, and instructions to achieve a specific goal.

a) State four (4) steps you would use to describe any tool. [4 marks]
b) Show the role played by visual aids, such as diagrams or illustrations, in technical writing when describing tools and equipment. [6 marks]
c) Illustrate how you would adapt your description of a tool for a technical audience versus a general audience. [10 marks]

**(TOTAL 20 MARKS)**

**QUESTION 5**

Meetings are essential for organisational communication, collaboration and decision –making, but require effective management to maximize productivity and engagement.

a) Explain the primary purpose of an agenda in a meeting. [2 marks]
b) State four (4) challenges of conducting meetings. [4 marks]
c) State four (4) types of meetings that are conducted in an organisation. [4 marks]
d) Explain four (4) purposes of having meetings. [4 marks]
e) With the aid of examples, show how a chairperson can ensure effective time management during a meeting. [6 marks]

**(TOTAL 20 MARKS)**

**QUESTION 6**

You are a supplier of building materials based in Lusaka, Zambia. You had a contract with a prominent construction company to deliver a shipment of cement and roofing materials to their site within a specified timeframe. However, due to unforeseen circumstances, including transportation delays and stock shortages, you failed to deliver the goods on time.

**TASK:**

Write a letter to the client, explaining the reasons for the delay, and assuring them that measures will be taken to prevent similar situations in the future.

**(TOTAL 20 MARKS)**

**QUESTION 7**

As the Human Resource Manager at MTN Zambia, a leading telecommunications company, you are tasked with communicating a change in the lunch break schedule to all employees. Due to the implementation of a new shift system, you need to adjust the lunch break timings to ensure seamless operations and optimal productivity.

**Task:** Prepare a memo to clarify this shift.

**(TOTAL 20 MARKS)**

**QUESTION 8**

Suppose you work as a Maintenance Foreman at Chambeshi Water and Sewerage Company. Your manager just discovered that a significant number of tools and other materials have gone missing at the company. You have failed to account for the lost items because you are not aware how those things went missing. This has understandably angered your manager and he has asked you to investigate the matter.

**TASK:**

Generate a **schematic report** detailing your investigation and give recommendations.

**(TOTAL 20 MARKS)**