TEVETA

Technical Education, Vocational and Entrepreneurship Training Authority

DIPLOMA IN BIOMEDICAL ENGINEERING

LEVEL 6 YEAR 1 EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATION

SITTING: JULY/AUGUST 2025

SUBJECT: COMMUNICATION SKILLS

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

PASS MARK: 50

INSTRUCTIONS TO CANDIDATE:

1. Write your examination number and your National Registration Card Number on your answer booklet provided. Ensure you 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 provided.
3. There are TWO (2) Sections in this paper, sections A and B.
4. Answer ALL questions in Section A.
5. Answer THREE (3) questions in 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 THE QUESTIONS IN THIS SECTION

QUESTION 1

Read the following letter carefully and then answer the question that follows.

Kalulushi Municipal Council

P.O Box 99554

Kalulushi

3rd March, 2025.

The Branch Manager

Kalulushi Metals Ltd.

P/Bag 7

Kalulushi

Dear Sir,

RE: INTERNATIONAL WOMEN`S DAY CELEBRATIONS CONTRIBUTIONS.

As you are aware, the International Women's Day celebrations will be held on 8th March, 2025.

In this regard, we are requesting that you assist us by sending your company bus and fifty chairs.

We have no doubt that we shall receive your usual co-operation in this matter.

Yours faithfully,

JOSEPDRS

Josephat Haabwiino

Town Clerk

Cc. District Commissioner

Task: Imagine that you are the Branch Manager at Kalulushi Metals Ltd. Prepare a memorandum to the Human Resource Officer directing him to facilitate this request. Invent all other necessary details. **(Total: 20 Marks)**

QUESTION 2

You work for Chavuma Gold Mine as Senior Safety Officer. Your company has experienced three serious accidents in the past four months. In the last incident, one fatality was recorded.

Management is concerned and has asked you to investigate the possible causes of these accidents as well as to recommend solutions to prevent similar accidents in future.

Task: Prepare this report in schematic format. Invent all necessary details.

(Total: 20 Marks)

SECTION B **TOTAL 60 MARKS**

ANSWER THREE (3) QUESTIONS IN THIS SECTION.

QUESTION 3

Read the following letter carefully and then answer the question that follows.

GMK Bulk Carriers Ltd.
P O Box 32774
Lusaka

The Managing Director
JS Hardware Suppliers Ltd.
PO Box 71009
Ndola

11th June 2025

Letter of complaint

Dear Sir,

We wish to let you know that we are very upset with you in the manner in which you have treated us. We ordered an assortment of materials from you last month for our project, and even made payment in full. It has now taken a full month from the time payment was made, but up to now these items have not been delivered. Clearly, this is not acceptable.

Over the past two weeks, we have been talking to your marketing officer, and he has just been making false promises. We are even surprised that you have still kept him in your organization. This is not the first time this has happened. It is clear that you have no capacity. No wonder most of your customers are now leaving you.
We are now giving you one week to correct this situation. If you are unable to deliver this order, just inform us and we shall look elsewhere.

Yours sincerely,
Jobson Lungowe
Project Manager
Task: Rewrite this letter with appropriate corrections.

(Total: 20 Marks)

QUESTION 4

Meetings are recognised as an essential management tool within the workplace.

Task:

(a) Describe four (4) key functions that meetings serve in the workplace. [8 Marks]

(b) Explain the meaning of the following terms commonly used in meeting procedures:

(i) In attendance [2 Marks]
(ii) Point of order [2 Marks]
(iii) Quorum [2 Marks]
(iv) Resolution [2 Marks]
(v) Ex-officio [2 Marks]
(vi) Proxy [2 Marks]

(Total: 20 Marks)

QUESTION 5

Imagine that you work for Karaine Pharmaceuticals as Branch Manager for their Solwezi Branch, the position you have held for the past five years. The position of Regional Manager for Northern Region has fallen vacant, and the company has circulated an internal advertisement inviting all eligible employees to apply. Applicants are requested to only send their Curriculum Vitae to:

The Human Resources Manager

PMK Pharmaceuticals

PO Box 30996

Lusaka.

Task: Prepare a Curriculum Vitae you intend to send. Include all necessary details.

(Total: 20 Marks)

QUESTION 6

Communication can be defined as the process of sharing information, ideas, feelings, and attitudes. For communication to be considered effective, the message must be understood by the receiver exactly as intended by the sender. However, communication can sometimes be disrupted or distorted by various barriers or obstacles

Task

In the context of a typical workplace scenario, identify two (2) potential barriers that could impede effective communication at each of the following stages of the communication process:

a) Encoder. [4 marks]

b) Medium. [4 marks]

c) Message. [4 marks]

d) Decoder. [4 marks]

e) Feedback [4 marks]

(Total: 20 Marks)

QUESTION 7

a) State four (4) methods used to locate books in a library. [4 marks]

b) Explain the following common types of libraries:

(i) Academic library [4 marks]

(ii) Public library [4 marks]

(iii) National library. [4 marks]

(iv) Research library. [4 marks]

(Total: 20 Marks)