31.2.8.25

TEVETA
Technical Education Vocational and Entrepreneurship Training Authority

DIPLOMA IN PRODUCTION AND OPERATIONS MANAGEMENT

LEVEL 6 YEAR I EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATIONS

SITTING: JULY/AUGUST 2025

SUBJECT: BUSINESS COMMUNICATION

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 SCRIPTS SERIAL NUMBER on the examination register provided and on the entry slip.
3. There are TWO (2) sections in this paper. Section A and B.
4. Section A is Compulsory and BOTH questions MUST be attempted.
5. Attempt any three (3) questions of your choice 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

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SECTION A **40 marks**

There are two questions in this section. Answer both questions

QUESTION 1

You are posted at a rural Town Council in Western Province. A community youth centre has opened a public library to help young people and health workers access reading and research materials.

a) Describe **two (2)** sections of a public library. (4 marks)

b) Write a memorandum to your interns and the rural health centre explaining the benefits of regular library use, in terms of career development. (16 marks)

Total (20 marks)

QUESTION 2

During a mental health awareness campaign in Lusaka's Chibolya compound, you noticed some youth did not understand your message while others ignored it.

a) State **two (2)** types of communication barriers you may have encountered. (2 marks)

b) Describe **three (3)** characteristics of effective communication in a psychosocial setting. (6 marks)

c) Prepare a guide explaining communication flows within an organization. (12 marks)

Total (20 marks)

SECTION B

Answer three (3) questions from this section.

QUESTION 3

You are mentoring new volunteers at a local government facility. They are struggling to understand professional communication tools and terminologies.

a) State **two (2)** examples of jargon in your field of work. (2 marks)

b) State **three (3)** technical tools used in your profession. (3 marks)

c) Prepare a circular to the new volunteers stating the common technical tools they need to be familiar with at the facility. (15 marks)

Total (20 marks)

QUESTION 4

A local NGO has invited your centre to collaborate. As the communications assistant, you must help prepare formal documents.

a) State **two (2)** differences between a memo and a letter. (4 marks)

b) Draft a letter of adjustment to a local supplier who delivered worn-out chairs to your organization. Include request for replacement and reference to invoice. (16 marks)

Total (20 marks)

QUESTION 5

You supervise a small team of workers in your field of work. You are expected to conduct performance appraisals and encourage teamwork.

a) Explain the appraisal interview. (4 marks)

b) Explain **three (3)** internal consultation techniques in team communication. (6 marks)

c) Explain **five (5)** benefits of written communication. (10 marks)

Total (20 marks)

QUESTION 6

Your organization has been requested to submit a report to the Permanent Secretary, Ministry of Technology and Science, on the benefits of the Constituency Development Fund (CDF) bursary scheme to vulnerable members of your community.

Write the report, using schematic format. **(20 marks)**

QUESTION 7

You are preparing a monthly bulletin for your professional association and must review many documents quickly and write summaries for publication.

a) Define the term scanning in reading. (2 marks)

b) State **four (4)** rules of business writing. (4 marks)

c) Read the paragraph below and summarize it in **seven (7)** complete sentences. Your summary should capture the main ideas using your own words and should reflect the logical flow of the original text.

In recent years, Zambia has witnessed a steady rise in youth mental health challenges. Many young people face pressure due to unemployment, poverty, family breakdowns, and substance abuse. The stigma surrounding mental illness has made it difficult for youths to openly seek help from adults or health professionals. In response, several NGOs and

community groups have collaborated with schools to introduce mental health education in the curriculum. These programs include peer counselling, life skills training, and awareness campaigns on stress management. Although the government has started recruiting more mental health workers, there is still a shortage, especially in rural districts where access to services is extremely limited. (14 marks)

Total (20 marks)