



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

ALL CIVIL ENGINEERING COURSES

MODULE: Workplace Communication

PAPER NO: 313/22/M02

DURATION: 3 Hours

MAY/JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) Questions**
- 2. All Questions carry equal marks**
- 3. Begin each question on a fresh page**

This paper consists of 2 printed pages.

PAPER NO: 313/22/M02 – WORKPLACE COMMUNICATION

QUESTION 1

State and explain fully five (5) media of electronic communication that can be used in a Civil Engineering Company. (25 marks)

QUESTION 2

- a) Define barriers to communication. (5 marks)
- b) State and explain five (5) major barriers to communication. (20 marks)
(Total 25 marks)

QUESTION 3

- a) Outline ten (10) objectives of communication. (20 marks)
- b) Discuss horizontal communication giving examples where necessary. (5 marks)

QUESTION 4

Identify and explain five (5) visual aids that can be used in oral presentations citing their advantages and disadvantages. (25 marks)

QUESTION 5

Write a letter of Application for the following position:-

“Chief Technician required for an Engineering firm based in Mutare. Write to the Production Engineer”.

Give details of your education and experience. (25 marks)

QUESTION 6

- a) List the 7C's of written communication. (7 marks)
- b) Define listening. (3 marks)
- c) Identify and explain any five (5) elements of the communication process. (15 marks)

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