



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

FOOD SCIENCE AND TECHNOLOGY, MEAT HYGIENE AND HORTICULTURE

**MODULE: Communication and Computer
Applications**

**PAPER NO: 335/22/M06
335/24/M03**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Section A: Answer ALL questions.
2. Section B: Answer ANY THREE (3) questions.
3. Do not write your name on the answer booklet.
4. Do not write anything on the question paper.

SECTION A

Answer ALL questions.

QUESTION 1

- (a) Define the following terms as used in computers:-
- (i) Hacking (2 marks)
 - (ii) Cyber bullying (2 marks)
 - (ii) Modem (2 marks)
- (b) Distinguish:-
- (i) intrapersonal from interpersonal communication (4 marks)
 - (ii) encoding from decoding (4 marks)
 - (iii) identify any six examples of visual aids. (6 marks)

QUESTION 2

- (a) Suggest four purposes of compiling reports in an organisation. (4 marks)
- (b) Explain any five characteristics of face to face communication (10 marks)
- (c) Outline steps followed when drawing a table using a computer. (6 marks)

SECTION B

Answer ANY THREE (3) questions.

QUESTION 3

- (a) Suggest any six main requirements of a computer laboratory. (6 marks)
- (b) Explain three ways of overcoming each of the following barriers to communication
- (i) Responding barriers (3 marks)
- (ii) Transmission barriers (3 marks)
- (c) Illustrate an organisational structure using a flow chart. (8 marks)

QUESTION 4

- (a) Write a memo to staff members in an organisation, inviting them to a meeting. (14 marks)
- (b) Explain how each of the following tasks are performed using a computer
- (i) Copying text (3 marks)
- (ii) Pasting (3 marks)

QUESTION 5

- (a) Identify six health problems associated with the use of computers. (6 marks)
- (b) Outline the roles of a secretary in a business meeting. (6 marks)
- (c) Write short notes on each of the following documents used in business organisations
- (i) Inventory records (4 marks)
- (ii) Supplier invoices (4 marks)

QUESTION 6

- (a) Suggest five ways of backing –up information in business enterprises. (5 marks)
- (b) Describe the following Cs of communication:-
- (i) Courtesy (3 marks)
- (ii) Conciseness (3 marks)
- (c) Assess the advantages and disadvantages of using written communication in an organisation. (9 marks)

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