



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

**AUTOMOTIVE DPF, MOTOR CYCLE MECHANICS, PRECISION MACHINING
MOTOR MECHANICS AND AUTOMOBILE ELECTRICS AND ELECTRONICS,
MVBR**

**MODULE: Automotive Communication and PAPER NO: 346/22/M02
Computer Applications**

DURATION: 3 Hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

Answer Booklet, Pen, Ruler

INSTRUCTIONS TO CANDIDATE

- 1) Answer all questions 100 marks.**
- 2) Each question carries 20 marks.**

This paper consists of 3 printed pages.

PAPER NO: 346/22/M02 – AUTOMOTIVE COMMUNICATION AND COMPUTER APPLICATIONS

SECTION A

Answer all questions

QUESTION 1

- a) Define the term communication. (2 marks)
- b) State three (3) ways in which communication can be achieved. (3 marks)
- c) In linear model, list 7Cs of communication. (7 marks)
- d) Explain the difference between horizontal and vertical communication. (4 marks)
- e) State four (4) advantages of written communication. (4 marks)

QUESTION 2

- a) Explain each of the following communication barriers and give examples:
 - i) Psychological barrier (2 marks)
 - ii) Physical barrier (2 marks)
 - iii) Physiological barrier (2 marks)
 - iv) Semantic barrier (2 marks)
 - v) Explain the term “noise” in the communication process. (2 marks)
- b)
 - i) Identify two (2) duties of a chairperson during a meeting. (2 marks)
 - ii) State any four (4) duties of a secretary during a meeting. (4 marks)
 - iii) Give any four (4) advantages of using e-mail in communication. (4 marks)

QUESTION 3

- a) Define a computer. (2 marks)
- b) Explain the difference between software and hardware. (2 marks)
- c) List four (4) basic functions performed by a computer. (4 marks)
- d) State two (2) advantages of star topology. (2 marks)
- e) Explain the following computer terms:

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- i) Computer virus (2 marks)
- ii) Data security (2 marks)
- iii) Firewall (2 marks)
- iv) Hacking (2 marks)
- v) Computer fraud (2 marks)

QUESTION 4

- a) Describe the following transmission modes:
 - i) Simplex transmission (3 marks)
 - ii) Half duplex transmission (3 marks)
 - iii) Full duplex transmission (3 marks)
- b) Elaborate on any five (5) advantages of networking computers. (5 marks)
- c) Define:
 - i) Internet (2 marks)
 - ii) Intranet (2 marks)
 - iii) Extranet (2 marks)

QUESTION 5

- a) i) List four (4) advantages of using AutoCAD in the Automotive field. (4 marks)
- ii) State any five modifying tools that are found on the AutoCAD modify menu. (5 marks)
- iv) WCS stands for? (1 mark)
- b) Identify five tools used for drawing in Paint Software. (5 marks)
- c) Identify five (5) tasks that can be performed by a vehicle computer diagnostic machine. (5 marks)

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