



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

ELECTRICAL POWER ENGINEERING

**MODULE: Communication and Computer PAPER NO: 321/22/M04
Skills**

DURATION: 3 Hours

MAY/JUNE 2024 EXAMINATION

REQUIREMENTS

Answer booklet

INSTRUCTIONS TO CANDIDATE

- 1) Answer all ten (10) questions.**
- 2) Each question carries ten (10) equal marks.**

This paper consists of 3 printed pages.

QUESTION 1

- a) State four (4) basic elements of a computer system. (4 marks)
- b) What are the functions of the control unit? (4 marks)
- c) State two (2) types of memory (2 marks)

QUESTION 2

- a) Define firmware (2 marks)
- b) State any five (5) advantages of ROM. (5 marks)
- c) List any three (3) input devices. (3 marks)

QUESTION 3

- a) Explain the following terms:
 - i) Computer crime. (1 mark)
 - ii) Computer security (1 mark)
 - iii) Malware giving an example (2 marks)
- b)
 - i) Describe software piracy and its implications. (2 marks)
 - ii) Describe software copyright and software licenses. (4 marks)

QUESTION 4

- a) Differentiate between CLI and GUI. (4 marks)
- b) Describe the following:
 - i) Online systems (2 marks)
 - ii) Distributed systems (2 marks)
 - iii) Batch processing systems (2 marks)

QUESTION 5

- a) Explain what is meant by the term 'topology'. (2 marks)
- b) Name four (4) types of network topologies. (4 marks)
- c) Draw a labelled diagram to show an optical fibre cable. (4 marks)

QUESTION 6

- a) State five (5) guidelines for effective communication. (5 marks)
- b) State any five (5) elements that make up the process of communication. (5 marks)

QUESTION 7

Describe the following forms of communication giving two (2) advantages and one advantage for each:

- a) Horizontal (5 marks)
- b) Vertical (5 marks)

QUESTION 8

Describe the following types of enquiry letters:

- a) Trade (4 marks)
- b) Status (3 marks)
- c) General purpose (3 marks)

QUESTION 9

- a) Explain the responsibilities of the following members in a meeting:
 - i) Chairperson (3 marks)
 - ii) Secretary (2 marks)
- b) Describe the following types of reports:
 - i) Progress report (2 marks)
 - ii) Technical report (3 marks)

QUESTION 10

- a) Describe democratic leadership style (5 marks)
- b) Explain the importance of the factories Act in an organisation. (5 marks)

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