



**ZIMBABWE**

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL  
(HEXCO)**

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**NATIONAL CERTIFICATE**

**IN**

**ALL CIVIL ENGINEERING COURSES**

**MODULE: Work Place Communication**

**PAPER NO: 313/22/M02**

**DURATION: 3 hours**

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| <b>MAY/JUNE 2025 EXAMINATION</b> |
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**REQUIREMENTS**

**INSTRUCTIONS TO CANDIDATE**

- 1) **Answer all questions.**
- 2) **All questions carry equal marks.**
- 3) **Begin each question on a fresh page.**

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*This paper consists of 2 printed pages.*

QUESTION 1

Describe in detail what you regard as the elements of a good set of minutes taken during a board meeting. (25 marks)

QUESTION 2

Explain, with good examples the advantages and disadvantages of using written communication. (25 marks)

QUESTION 3

Describe the following types of reports:

- |    |                      |           |
|----|----------------------|-----------|
| a) | Informational report | (5 marks) |
| b) | Progress report      | (5 marks) |
| c) | Internal report      | (5 marks) |
| d) | Formal report        | (5 marks) |
| e) | Accident report form | (5 marks) |

Or

Identify and explain fully, the effect of five (5) different non-verbal cues in the workplace. (25 marks)

QUESTION 4

- a) What are the advantages and disadvantages of using electronic mail. (15 marks)
- b) Briefly explain the following terms:
- i) Chain of command (5 marks)
  - ii) Span of control (5 marks)

Or

Explain four (4) functions of organisational communication at your workplace using concrete examples. (25 marks)

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