



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

CIVIL ENGINEERING

SUBJECT: Technical Communication

**PAPER NO: 312/13/S08
312/18/S08**

DURATION: 3 Hours

MARCH/APRIL 2021 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer four (4) questions only.
2. Write neatly and legibly.
3. Start each question on a new page.

This paper consists of 2 printed pages.

QUESTION 1

- a) Using practical examples define and describe communication. (5 marks)
- b) Justify the importance of communication in your industry. (10 marks)
- c) State and explain five (5) barriers to effective communication that can be encountered in your field of work. (10 marks)

QUESTION 2

You are the Supervisor for ABC Holdings. An accident happened two weeks ago along Harare – Mutare road where workers of your organisation were engaged in road construction. The accident resulted in the death of 5 workers. The Directors of the Company has asked you to write a report stating the causes of the accident and providing recommendations. Write a schematic report for the Directors. (25 marks)

QUESTION 3

- a) Write a job application to a construction company of your choice. (15 marks)
- b) Write a 1 page speech where your company has constructed a borehole for the community bringing out how the community would benefit from your initiative. (10 marks)

QUESTION 4

- a) Define a meeting. (3 marks)
- b) State and explain the roles of a chairman before, during and after the meeting. (7 marks)
- c) Explain ways that you can use to improve communication in a meeting. (5 marks)
- d) Explain how an interviewee can prepare for an interview. (10 marks)

QUESTION 5

Write an essay debating on whether education is important or not in this 21st century. (25 marks)

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