



ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

CIVIL ENGINEERING DISCIPLINE COURSES

SUBJECT: Technical Communication

PAPER NO: 312/S08

OCTOBER/NOVEMBER 2012 EXAMINATION

REQUIREMENTS

Answer booklet.

INSTRUCTIONS TO CANDIDATE

- 1. Answer ALL questions in Section A and B and ANY TWO (2) questions in Section C.**
- 2. Begin each question on a fresh page.**

This paper consists of 5 printed pages.

SECTION A

QUESTION 1

Read the passage below and answer the questions which follow.

The recruitment process can be a chastening experience. You as the candidate has to succeed in persuading employers of your worth. Selectors are expected to perform a miracle and choose the right person for the job. At one time my sympathy would have lain on the side of the job applicant. After all, you spend hours on your application, completing an ill-disciplined curriculum vitae form, only to be rewarded with a cursory note declining your services.

Some candidates, however, are their own worst enemies. Instead of drawing attention to their skills they hide light under a bushel, then wonder why they have been overlooked.

If you wish to impress an organisation, it is pointless to use cheap, lined note paper or a page torn from exercise book. This is the quickest way to oblivion. The type of writing paper you use is very important. Why? Because organisations find a standard size for both your letter and curriculum vitae, much easier to handle.

Your CV should be on A4, preferably typed. Sensible content is too often married to appalling handwriting. If illegibility is one of your weak points, the best policy is to try to cover this up by resorting to the computer. If you aim to make a good initial impact, the appearance of your application letter is important. A scruffy application is the first to reach the wastepaper basket.

A CV is easy enough to prepare. It is a personal history, a straightforward list of your qualifications, your vacation jobs, your interests and other relevant factors. The accompanying letter is important for it complements the CV. Its content must advocate your case. A cursory letter represents a missed opportunity to present you in the best possible light. A more detailed one is called for. This does not mean it has to be lengthy. Within three or four paragraphs you need to express some enthusiasm for the post in question. You just show that you have read the advertisement thoroughly and understand what the position entails.

There is no need to feel bashful about highlighting your strengths. In fact, your selectors will probably be grateful that you have done so through your CV to decide whether or not your background is relevant to your application. If you have done the work for them, the only problem will be that possibly you have overstated your case. A sensible selector however will always check your CV to see if he can match its details to your claims.

And remember, your letter of application is your first contact with your possible employer, and if you bungle it, there will be no second chance, no matter how exceptional you are.

Adapted from “The Times”.

- a) What expression shows that the writer no longer feels pity for the job seeker? (1 mark)
- b) Identify the argument put forward for this feeling. (1 mark)
- c) Name the major role of the applicant, as suggested by the writer. (1 mark)
- d) To what does “light” refer? (1 mark)
- e) The writer suggest writing paper to be used to impress an organisation. Give two descriptions used to identify it. (1 mark)
- f) Where are badly written applications placed? (1 mark)
- g) Suggest “relevant factor” that can be included in a CV. (1 mark)
- h) Of what use is the accompanying letter? (2 marks)
- i) In your own words, what is the writer encouraging you to do in the 6th paragraph? (1 mark)
- j) Explain the meanings of the following:
 - i) It complements the CV. (1 mark)
 - ii) If you bungle it. (1 mark)
 - iii) A chastening experience. (1 mark)
 - iv) To feel bashful. (1 mark)
 - v) A curriculum vitae (1 mark)
- k) Write a summary in not more than 50 words of what the author suggests to be done when preparing a CV. (5 marks)

SECTION B

Answer ALL questions from this section.

QUESTION 2

- a) Distinguish between oral and non-verbal communication. (6 marks)
- b) Describe the importance of communication in a learning/teaching environment. (4 marks)
- c) Outline the advantages of using each of the following media and channels of communication.
- | | | |
|------|--|-----------|
| i) | Personal (face to face) communication. | (2 marks) |
| ii) | Books | (2 marks) |
| iii) | Newspapers | (2 marks) |
| iv) | Exhibitions | (2 marks) |
| v) | Photographs | (2 marks) |

QUESTION 3

- a) Outline five (5) hindrances that are likely to affect good communication flow between a foreman and the workers at a construction site situated in the city centre and briefly explain how you can overcome these hindrances. (10 marks)
- b) Define and briefly describe how the following communication networks can be a benefit to your organisation:
- | | | |
|-----|-----------------------------------|-----------|
| i) | Vertical communication networks | (5 marks) |
| ii) | Horizontal communication networks | (5 marks) |
- Handwritten notes:*
- Improper channel
- Jargon
- Attitude
- Ambiguity
- centralized decision making
- better decision making

SECTION C

Answer ANY TWO (2) questions from this section.

QUESTION 4

You are a foreman in a prominent construction company. You have received a letter of complaint from a Mr. Ruvara about his house in the Brooks. He says, among other issues:

- Completion which was supposed to be in two (2) months' time is now long overdue.
- The types of door and window frames used were not as agreed.
- On his last visit to the site he was not allowed to look inside the building.

He needs some explanation. Write a letter of adjustment. (20 marks)

QUESTION 5

Write the letter of complaint which Mr. Ruvara wrote. (20 marks)

QUESTION 6

The Annual General Meeting for ABC Surveys will be held at the end of next month. Prepare a notice and agenda for the meeting. (20 marks)

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