



ZIMBABWE EZEKIEL GUTI UNIVERSITY

**FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL
ADVANCEMENT**

DEPARTMENT OF DEVELOPMENT, PROGRAMMING AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : UWC 140
COURSE TITLE : Communication Skills
SPECIAL REQUIREMENTS : None
DURATION : 3 Hours
LEVEL : 1.1
DATE : ___/___/12 JUN 2025

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer ONE (1) question from Section A and any two (2) questions from Section B.
3. The number of marks for each question or part question is shown in brackets [].
4. Begin each answer on a fresh page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU TO DO SO.**

SECTION A (COMPULSORY).

1. a) i. Define the term an introduction. (2)
ii. Cite and explain the components of an introduction. (5)
- b) i. Define the term paragraph. (2)
ii. Cite and explain the components of a paragraph. (5)
- c) i. What is an academic essay? (2)
ii. Cite and explain the components of a take-home essay. (4)
- d) Define academic writing and explain how it differs from other writing types. (5) [25]

SECTION B (Answer any TWO questions from this section).

2. a) Distinguish between note-taking and note-making. Show and justify your preference. (5)
b) Explain how and why students should improve their note-making/taking skills. (10)
c) Discuss forms of notes studied for this course, demonstrating and justifying how particular forms are best suited for situations you shall indicate. (10) [25]
3. Interpersonal communication comprises a number of stages that culminate into a dynamic and continuous process. Recount the communication process as it occurs in natural set-ups. In your writing, clearly outline how understanding this process enables a tertiary level learner to become an effective communicator in various learning contexts. [25]
4. "There is only one rule for being a good talker – learn to listen." (Christopher Morley). Assess the significance of listening in various communication contexts. In your assessment, demonstrate how various types of listening can be applied in the stated contexts. [25]
5. Examine the promises and perils of AI in higher education. In your examination, suggest ways that generative AI be harnessed for productive use by higher education learners. [25]