

UNIVERSITY OF SWAZILAND
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR II

FINAL EXAMINATION – MAY 2008

TITLE OF PAPER : EDUCATIONAL COMMUNICATION
COURSE CODE : CAE 204
TIME ALLOWED : THREE (3) HOURS
INSTRUCTIONS : ANSWER ALL QUESTIONS IN SECTION A
AND FOUR (4) QUESTIONS IN SECTION B

**THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN
GRANTED BY THE INVIGILATOR**

Section A

Answer all questions in this section

Answer the questions below by writing in your answer book the letter corresponding to your response

1. What does a counsellor usually do?
 - A. Listen effectively to what the client is saying
 - B. Interrupt the client when it is useful and appropriate
 - C. Show and help client accept what cannot be changed
 - D. All the above statements are correct (that is, true)
2. Counsellors should ideally be persons
 - A. that are highly educated
 - B. that are skilled in their field
 - C. both statements are correct,
 - D. none of the above statements
3. In problem-solving, the first step to finding a solution to a perceived problem is to:
 - A. Try find resources
 - B. Avoid the problem
 - C. Prioritise strategies
 - D. Define the problem
4. In an interview, someone is
 - A. always giving information
 - B. always getting information
 - C. More knowledgeable, and
 - D. None of these statements.
5. The term used for the exact words of the speaker (word-for-word) is
 - A. Ballot
 - B. *Adhoc*
 - C. Verbatim
 - D. Casting vote
6. The subject matter of team-briefing consists of
 - A. Policy
 - B. Progress
 - C. Points for action

- D. All of the above,
 - E. (A) and (B) only.
7. In counselling, the client
- A. is empowered
 - B. is told what to do
 - C. is unable to cope with life
 - D. is given advice by some professional
8. An interview is a conversation
- A. Between a journalist and a famous person
 - B. Between a job applicant and an employer
 - C. Between a researcher and a respondent
 - D. All of the above statements are correct
9. An effective change agent is one who
- A. Knows what is good for the group
 - B. Learns simultaneously with the group
 - C. Builds upon the knowledge and experience of the group
 - D. Only statements (B) and (C) are correct
10. Stereotyping can be a barrier to communication
- A. Owing to varying cultural backgrounds
 - B. Owing to varying professional backgrounds
 - C. Owing to low self-esteem, aggressiveness/hostility
 - D. Statements (A) and (B) only – are correct
- [10 x 2 = 20 marks]

Section B

Answer four (4) questions from this section

Question 1

The venue of an interview has influence on the outcome of the meeting.

Describe four (4) requirements the venue has to satisfy to have a positive influence on the interview outcome

[4 x 5 = 20 marks]

Question 2

“Motion pictures stimulate interest in the viewer than still (i.e. motionless / unmoving) pictures”.

Bearing in mind the afore-going statement, would you as change agent use television to disseminate information among farmers in Swaziland? Explain [20 marks]

Question 3

To lead a meeting successfully, the chairperson has to be patient, firm, unbiased and flexible, among other qualities.

Explain why each of these is a necessary quality for the chair-person of a meeting

[4 x 5 = 20 marks]

Question 4

a) What do you understand by an interview? [5 marks]

b) Describe a situation where an interview went wrong [10 marks]

c) What could have been done to improve the interview? [5 marks]

[Total marks = 20]

Question 5

Describe a situation in which the communication failed because the channel used was inappropriate [20 marks]

End of Question Paper