

UNIVERSITY OF SWAZILAND
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR II
FINAL EXAMINATION – MAY 2009

TITLE OF PAPER : EDUCATIONAL COMMUNICATION
COURSE CODE : CAE 204
TIME ALLOWED : THREE (3) HOURS
INSTRUCTIONS : ANSWER ALL QUESTIONS IN SECTION A
AND THREE (3) 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. Every counsellor needs to
 - A. Show sympathy to counselled person
 - B. Show empathy to that being counselled
 - C. Demonstrate confidence on subject at hand
 - D. Tell his/her client what to do for their good
2. From the list of examples of verbal (oral/spoken) communication, indicate that which is indirect communication:
 - A. Personal letter
 - B. Advertisement
 - C. Two-day seminar
 - D. Newspaper report
3. The person who puts forward s a motion at a meeting is called
 - A. A Proxy
 - B. Secretary
 - C. Treasurer
 - D. Proposer.
4. To inform the chairperson that a rule has been transgressed (i.e. violated)
 - A. Motion
 - B. Resolution
 - C. Constitution
 - D. Point of order
5. Failure to listen is a barrier particularly to
 - A. Mass communication
 - B. Group communication
 - C. Dyadic communication
 - D. Statements (A) and (B) only
6. Group work is important in adult education settings because
 - A. The listening span of certain adults can be short
 - B. Adults bring rich experiences to the learning encounter
 - C. Both statements (A) and (B) are correct
 - D. None of the above statements is correct.

7. Communication is personal because
 - A. it makes sure there is feedback
 - B. It is from 'person' to 'person'
 - C. it involves urgent messages &
 - D. It stems from expert sources
8. Competence is an important dimension of source credibility for
 - A. Public communication
 - B. Dyadic communication
 - C. Small group communication
 - D. All of the above statements
9. Listening and learning can never happen simultaneously because
 - A. Managers have no time to listen to subordinates
 - B. Listening and learning are not the same process
 - C. Generally, hearing is easy; listening is difficult
 - D. None of the above statements is correct
10. A research interview is conducted by
 - A. UNISWA second year students
 - B. UNISWA final year students
 - C. Graduating class participants
 - D. None of these options is correct
11. Planning and rehearsing a presentation is necessary
 - A. If presenter is nervous
 - B. To rid it of irritating errors
 - C. To make sure presentation works
 - D. Statements (B) and (C) only – correct
12. Visuals play an important role in public communication as
 - A. Rural adults cannot read and write
 - B. Visuals keep them awake
 - C. Visuals use more than one sense
 - D. All of these statements are correct
13. The following are examples of electronic media but one:
 - A. Television
 - B. Cellular phones
 - C. Transistor radio
 - D. ASDL Internet

14. Counselling may be advised
- When a marriage is about to fail
 - For a student who is unable to cope
 - For someone traumatised by an accident
 - To a youth dejected by their partner and
 - All of these alternatives but (C) – correct
15. The subject-matter for team-briefing includes all but one
- People (matters around)
 - Points for action
 - Progressives
 - Policy
16. One of the following is not a possible problem with team-briefing:
- It may be impressed from above
 - There may be insufficient preparation
 - Team-briefing can become too flexible
 - Failure to answer or follow-up questions
17. Types of appeals and message structures learned in this course include all but one:
- Appeals based on humour
 - appeals based on fear of ancestors
 - Appeals based on evidence
 - appeals based on 'strong' language
18. The first step towards solving a problem in organisations is:
- to check it in an English Dictionary
 - to identify trouble-makers within it
 - to ask for resources from EU donors
 - none of these statements - is correct.
19. Much of what managers of instruction do is problems and make decisions
- anticipate
 - where possible, avoid
 - resolve
 - make worse
20. One of the following is not a problem-solving technique:
- Brain-storming;
 - trial-and-error;
 - hill-descending;
 - research [20 x 2 = 40 marks]

Section B

Answer three (3) questions from this section

Question 1

a) Explain what the chairperson needs to do before, during and after the meeting

[3 x 5 = 15 marks]

b) What role (if any) does the secretary play in the meeting?

[5 marks]

[Total marks = 20]

Question 2

It is always advisable to make a member of the community the leader of his or her group.

Would it be advisable to elect the chief of the area the leader? Explain [2 x 10 = 20 marks]

Question 3

Why do you think listening is a necessary element in communication? Give typical examples of what would go wrong if people did not listen [2 x 10 = 20 marks]

Question 4

Explain why you think this course (CAE 204) is suitable for you as change agent. As a rule, begin your essay by stating the type of job you do as 'change agent' [10 x 2 = 20 marks]

End of Question Paper