

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**

**DEPARTMENT OF LANGUAGES AND COMMUNICATION SKILLS**

**PC 002: BASIC COMMUNICATION SKILLS**

**DURATION: THREE HOURS**

**INSTRUCTIONS TO CANDIDATES:**

- Section A is compulsory.
- Answer any TWO (2) questions from Section B.
- Marks for each question are indicated in brackets.
- Write legibly in the English Language.
- Errors in grammar, punctuation and spelling will be penalised.
- Credit will be given for clear, well organised and coherent responses.

*Nov 2023*

**SECTION A (COMPULSORY)**

1. a). Explain the meaning of the following:

- i. Digital literacy [3 marks]
- ii. Computer literacy [3 marks]
- iii. Information literacy [3 marks]
- iv. E-sources [3 marks]
- v. Search engines (3 marks)

b). Discuss any 5 (five) criteria that can be used to evaluate information sources.

[10marks]

[25 Marks]

**SECTION B: (ANSWER ANY TWO QUESTIONS FROM THIS SECTION)**

2. Examine the characteristics of a good presenter with at least five relevant examples from your area of specialisation.

[25 Marks]

3. Discuss the importance of referencing in academic writing.

[25 Marks]

4. Non-verbal communication complements verbal communication in a face to face interaction. Argue with at least five relevant examples.

[25 Marks]

5. Describe five dimensions/levels of communication and discuss factors that influence each one of them.

[25 Marks]

**END OF EXAMINATION PAPER**