STRAND 2: COMMUNICATION
STRAND 2.1: FUNDAMENTALS OF COMMUNICATION
SECTION A: MULTIPLE CHOICE QUESTIONS (30 Marks)

	Question	Answer	Explanation
1	During a school project, a group of learners is confused about their roles because their teacher's instructions were unclear. This highlights the importance of what aspect of communication?	B) Effective communication	Unclear instructions are a barrier to effective communication. For a project to succeed, all members must understand their roles, which requires clear and unambiguous communication from the teacher.
2	A learner needs to send a formal request to the principal about organizing a school event. Which ICT tool would be most appropriate for this official communication?	B) Email	Email is the standard for formal, official, and professional communication. It provides a written record and is more appropriate than informal options like SMS or social media.
3	Sarah's team is working on a group assignment. They decide to use a shared online document where everyone can type and see each other's changes in real-time. This is an example of using ICT for:	B) Online collaboration	A shared online document is a tool designed specifically to allow multiple people to work together simultaneously on the same project, which is the definition of online collaboration.
4	A company holds weekly meetings with its employees who are	B) Video	A "live video link" to connect people in different locations for a meeting is the