

The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
BRIDGING CERTIFICATE COURSE

FCC 100 : BASIC ENGLISH

DATE: 29TH JULY 2026

DURATION: 2 HOURS

MAXIMUM MARKS:
70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

ACTIVE LISTENING

Belinda is a student at Watta University taking Bachelor of Science in Information Technology. It is her first year of study and she feels she is struggling with her studies. She approaches her course instructor and tells him, "I just don't get the material, and I'm worried I'll fail." The course instructor dismisses Belinda rudely. Belinda feels discouraged and visits the counsellor's office for further assistance. The counsellor listens attentively, makes eye contact, and avoids distractions like checking his phone.

The counsellor asks, "Can you tell me which topics are most difficult for you?" and "What study methods have you tried so far?" The counsellor then works with the student to create a study plan.

Required:

- a) Asses the aspects of active listening the counsellor demonstrated in the case study

(6 marks)

- b) Discuss five strategies the course instructor can use to improve their listening skills

(10

marks)

- c) Explain how active listening improves teacher-student relationship
(8 marks)

- d) State two importance of asking open-ended questions seen in this context

(2

marks)

- e) Describe two other situations at the university level that require active listening
(4 marks)

QUESTION TWO

- a) Explain three points to consider when taking short notes during a lecture
(6 marks)

- b) Differentiate between speech and writing
(4 marks)

QUESTION THREE

Identify **ALL** nouns from the below paragraph, indicating the type of noun.

“Siaya National Park has a big fish pond. There are many fishes in the pond. Stephen and Jane went to the pond with their father and mother. They gave bread to the fishes. The fishes came close to them to get the bread”.

(10 marks)

QUESTION FOUR

- a) Explain the function of a prepositional phrase in a sentence
(2 marks)
- b) Differentiate between a verb phrase and a noun phrase
(4 marks)
- c) Construct four sentences containing an adverbial phrase
(4 marks)

QUESTION FIVE

- a) Using examples, explain the function of a conjunction in sentence structure

(4

marks)

- b) Construct two sentences of each of the following types of sentences

- i. Simple sentence

(2 marks)

- ii. Compound Sentence

(2 marks)

- iii. Complex Sentence

(2 marks)

QUESTION SIX

- a) Describe two situations where one would use:

- i. Skimming

(2 marks)

- ii. Scanning

(2 marks)

- b) Reading can help improve writing skills. Discuss.

(6 marks)