

041304T4OAS

OFFICE ASSISTANT LEVEL 4

BUS/OS/OA/CR/05/4

COORDINATE OFFICE REPAIRS AND MAINTENANCE

July/August 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

ASSESSOR'S GUIDE

Instructions

1. This paper consist of two sections; **A** and **B** respectively.
2. These are suggested responses/answers to the written assessment items/questions. The other responses relevant but not provided herein can be applied.
3. The marks should be awarded objectively and as guided in the assessor guide for the different sections.
4. The total marks in each page should be recorded at the bottom right of the script
5. All the marks should be summed and recorded as a percentage in the spaces provided in the candidate answer booklet.
6. Where marks may be less, the assessor is required to convert the marks available as a percentage.

SECTION A: (20 MARKS)

In this section, each correct answer is 1 mark.

1. There are several reasons for ensuring safety and hygiene in the workplace. Which one is not.
A. Reduce production
B. To maintain a positive image
C. For employee health and safety
D. Saving money
2. One of following is a maintenance practice for office printers, choose the correct response.
A. Not removing paper Jammed completely
B. Filling the paper tray
C. Using any type of printing paper available
D. Wiping all removable parts with a dry clean cloth
3. Regular cleaning in the office includes all of the following, which one is not.
A. Emptying paper trays
B. Cleaning toilets daily
C. Cleaning toilets after every use
D. Hiring external cleaners if possible
4. Which of the following process is involved in planning as a management function.
A. Examine plan
B. Set goals
C. Keep time
D. Reminder
5. Maintenance is an important aspect in any organization. Which of the following is not a type of maintenance in the workplace.
A. Preventive maintenance
B. Corrective maintenance
C. Condition based maintenance
D. Urgent maintenance

6. Identify one practice that is not recommended for maintaining personal hygiene in the work place.
 - A. Regularly wipe down your workstation.
 - B. Remove your shoes while entering the office.**
 - C. Use sanitizer provided for you.
 - D. Adhere to the company's hygiene policy.
7. Maintain front office desk is very important. How often should office desks be wiped to maintain cleanliness.
 - A. Once a week
 - B. Daily**
 - C. Once a month
 - D. At the end of the week
8. Which one of the following is a cleaning agent that is suitable for sanitizing office surfaces.
 - A. Bleach**
 - B. Ammonia
 - C. Vinegar
 - D. Lemon juice
9. Office keys should only be handled by authorized person and they have to sign when they pick and return them. What should you do if you lose your office keys.
 - A. Panic and immediately report to your manager
 - B. Wait until someone else notices and reports it
 - C. Report that the key is missing**
 - D. Ignore it and hope they turn up eventually.
10. What should you do if you notice someone using the office keys and is not authorized to access the office.
 - A. Politely confront the person and ask for explanation.
 - B. Report it to your manager or security personnel immediately.**
 - C. Change the locks without informing anyone.
 - D. Ignore it, as it's not your responsibility.

SECTION B: (40 MARKS)

Note Assessors: These are suggested answers to act as guidelines

11. List **three** examples of preventive maintenance tasks commonly performed in an office setting.

- i. **Preventive maintenance involves scheduling routine checks.**
- ii. **regular maintenance activities like lubrication, adjustments.**
- iii. **Replacements to keep assets in optimal working condition.**

(Award 3x1 =3 Marks)

12. The office environment can pose risks to employees' safety. Name **three** risks that can affect employee's safety.

- i. **Infected working surfaces**
- ii. **Dirty Washrooms**
- iii. **Slippery floor**
- iv. **Germs in the air**
- v. **Lack of ventilation**

(Award any 3 x 1 =3 Marks)

13. John is responsible for facilities repair and maintenance in the ICT Department in the company he works for. Mention **four** items of information to be included in an equipment repair report.

- i. **Date**
- ii. **The section or department where the equipment is used**
- iii. **Nature of the defects**
- iv. **Record of previous repair and maintenance**
- v. **The name of the officer**
- vi. **Recommendations**

(Award any 4 x 1 =4 Marks)

14. Photocopying machine is used to reproduce documents in an office. Identify **three** supplies that are required to perform this task effectively.

- i. **Paper**
- ii. **Ink**

iii. Toner**(Award 3 x 1 =3 Marks)**

15. Preservation and protection of office equipment should be done in order to enhance their life span. Identify four ways in which this can be done.

- i. Regular changing of supplies**
- ii. Proper storage**
- iii. Ensuring proper ventilation**
- iv. Wiping surface regularly**
- v. Not pulling or pushing equipment**
- vi. Not overstretching machine cords**
- vii. Regular maintenance services**

(Award any 4 x 1 =4 Marks)

16. Organizations should have clear procedures for handling office keys for security reasons. State **two** benefits of key control policy in the work place.

- i. To Keep property and people private**
- ii. Keep property and people safe**

(Award 2 x 1 =2 Marks)

17. Mercy is a newly recruited cleaner in a small firm. She has been asked to write a list of necessary cleaning detergents and disinfectants used in the office. List **three** such items.

- i. Sanitizers**
- ii. Clean wipes**
- iii. Soap**
- iv. Dettol**
- v. Jik**

(Award any 3 x 1 =3 Marks)

18. Cleaning is the process of removing unwanted substances, such as dirt, infectious agents, and other impurities, from an object or environment. Name **four** cleaning equipment used in the office.

- i. **Brooms**
- ii. **Vacuum cleaners**
- iii. **Hard brushes**
- iv. **Soft brushes**
- v. **Mops**
- i. **Buckets**
- ii. **Dusters**
- iii. **Hoovers etc.**

(Award any 3 x 1 =3 Marks)

19. Computers are very popular in all offices today. Highlight **three** rules to be observed when caring for computers.

- i. **Keep computers in a dry environment**
- ii. **Avoid excessive heat or moisture**
- iii. **Avoid drinks in the computer room**
- iv. **Wipe screen and keyboards regularly**
- v. **Remove debris between the keyboard keys**

(Award any 3 x 1 =3 Marks)

20. It is important that staff are trained on equipment maintenance. State **two** advantages of this training to the organization.

- i. **It prevents the possibility of mis-use of the equipment**
- ii. **unnecessary injuries from the equipment and mishandling of the equipment.**
- iii. **Improves the life span of the equipment**
- iv. **Cost reduction on repair and maintenance**

(Award any 2 x 1 =2 Marks)

21. Define the term equipment maintenance as used in the office.

- i. **It is any process used to keep the workplace in a reliable working order by ensuring the good working condition of the machines and equipment.**

(Award 2 x 1 =2 Marks)

22. Organizations that emphasis on regular maintenance of equipment always enjoy smooth flow of work. List **three** advantages of this exercise.

- i. **Ensures the Continuity of work**
- ii. **Prevents the occurrence of unwanted physical harm and injuries**
- iii. **Prevents the cost of carrying out major repairs**
- iv. **Quality work production**

(Award any 3 x 1 =3 Marks)

23. Sterilization describes a process of destroying or eliminating all forms of microbial life and is carried out in health care facilities by physical or chemical methods. It is also referred to as sanitization. State **four** steps followed when sanitizing an office surface.

- i. **Clean the surface with an appropriate cleaner.**
- ii. **After cleaning, thoroughly rinse the surface with clean water.**
- iii. **Apply a sanitizing solution to the surface. You can use a quat-based or chlorine-based sanitizer.**
- iv. **Allow the sanitizer to air dry on the surface**

(Award 4 x 1 =4 Marks)

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