

041304T4OAS

OFFICE ASSISTANCE LEVEL 4

BUS/OS/OA/CR/01/4

Handle Office Correspondence

March/April 2025



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

WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FOUR (4) printed pages

**Candidates should check the question paper to ascertain that all pages
are printed as indicated and that no questions are missing**

SECTION A: (10 Marks)

Attempt ALL questions in this section. Each question carries one mark

1. Confidential documents are documents that contain sensitive information. As an Office Assistant suggest one way of handling confidential documents
 - A. Limit Access
 - B. Unlock office cabinets
 - C. Allow access
 - D. Open confidential documents
2. _____ is a book where the receipt of stamps, postal orders, money orders and cheque are usually recorded.
 - A. Inward mail
 - B. Remittance outward
 - C. Remittance Inward
 - D. Outward mail
3. Email messages are usually shared through electronic devices over internet connectivity. Identify one feature of a good email content.
 - A. Long
 - B. Inaccessible
 - C. Accurate
 - D. Descriptive
4. Which of the following rules should be observed when handling remittances?
 - A. Documentary amount should not be compared with the remittances received.
 - B. Ignore any discrepancies seen in the remittance
 - C. The cashier should not sign remittance to confirm receipt of such payments.
 - D. The cashier should sign for postage stamps and forward to the post department for use.
5. A _____ shows the order in which the correspondence should be forwarded from one department to another
 - A. Correspondence
 - B. Circulation slip
 - C. Inward mail register
 - D. Business mail

6. Office mail can be sorted into urgent, very urgent and confidential. Other than these, identify any other way of sorting office mail.
 - A. Personal
 - B. Parcels
 - C. Emails
 - D. Letters
7. Which of the following should be done before dispatching bulky correspondence
 - A. Place all letters in one envelope
 - B. Print labels after sorting
 - C. Sort the correspondence by destination
 - D. Ensure all letters are signed by the sender
8. Filing is essential in ensuring safety of office records. Select one method of filing.
 - A. Geographical
 - B. Indexing
 - C. Coding
 - D. Labelling
9. Which of the following is a common reason for returning outgoing correspondence to the sender?
 - A. Unsigned documents
 - B. Incorrect postage
 - C. Misprinted letterhead
 - D. No return address
10. Correspondence distribution means delivering correspondence to their intended destination. To which department should application letters be sent
 - A. Sales department
 - B. Human Relations Department
 - C. Marketing Department
 - D. Personnel department

SECTION B (40 Marks)***Attempt ALL questions in this section***

11. Define the term office correspondence (2 Marks)
12. Organizations handle many correspondences in the office. List TWO types of office correspondence (2 Marks)
13. As an Office Assistant at Mavuno Company, outline FOUR steps you should follow when handling incoming correspondence (4 Marks)
14. Outline THREE factors to be considered when determining the method of distributing outgoing mail (3 Marks)
15. Give the function of the following mail room equipment (4 Marks)
 - i. Franking machine
 - ii. Composite machine
16. As an Office Assistant, your responsibility is to ensure security of all incoming correspondence in your work place. List THREE ways in which you can secure office correspondence (3 Marks)
17. Mail contents include letters and enclosures. List FOUR steps to be followed when removing mail content from Many organizations keep inward mail register in order to track movement of mail. List THREE contents of an inward mail register (3 Marks)
18. For documents to be delivered, they must go through a specific process. List THREE channels of document delivery. (3 Marks)
19. Correspondence that is misdirected should be handled in a professional way. State TWO ways of handling misdirected correspondence. (2 Marks)
20. Routing can be defined as delivery according to schedule sequence. State THREE methods of routing correspondence. (3 Marks)
21. As an Office Assistant you realize that you have been sorting mail in the wrong manner, state FOUR demerits an organization would get from this. (4 Marks)
22. Easy retrieval is one of the benefits of storing information. Outline THREE benefits derived from online storage. (3 Marks)