

041304T4OAS

OFFICE ASSISTANCE LEVEL 4

BUS/OS/OA/CR/04/4

Maintain Office Paper Records

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. Identify the primary objective of filing client's files.
 - A. To destroy unnecessary documents
 - B. To collect and preserve documents
 - C. To simplify document writing
 - D. To discard old records
2. Why is economy an important characteristic of a good filing system?
 - A. It ensures the system can adapt to changes in business.
 - B. It minimizes the cost incurred
 - C. It protects documents from hazards.
 - D. It ensures the system occupies minimal space.
3. Identify how filing helps provide evidence in the future?
 - A. By discarding unnecessary documents
 - B. By organizing and preserving documents
 - C. By organizing and allowing easy disposal of documents
 - D. By hiding
4. Which type of file is used to store large documents that do not fit in a filing cabinet.
 - A. Lever arch file
 - B. Ring binder
 - C. Box file
 - D. Concertina file
5. What is the main characteristic of a ring binder.
 - A. It has hard covers and rings that open for inserting or removing documents.
 - B. It has a metal device operated by a lever for inserting or removing documents.
 - C. It is made up of successive pockets for temporary documents.
 - D. It is designed for large documents stored on shelves for removing document.

6. An index helps in locating the files while needed. How does indexing contribute to record management.
- A. By reducing the number of employees needed
 - B. By improving filing methods and efficiency
 - C. By storing all documents electronically
 - D. By backing up duplicate records for efficiency
7. _____ is the type of index which is similar to the one at the end of a book where subject matter is alphabetically classified.
- A. Page index
 - B. Strip Index
 - C. Wheel Index
 - D. Bound Book Index
8. Which of the following is a recommended method to ensure the safety of client's files.
- A. Sharing files freely with all employees
 - B. Regularly backing up your files
 - C. Keeping files only on one computer
 - D. Avoiding the use
9. The process in which inactive information in any format is securely stored for long period of time is known as.
- A. Records
 - B. Achieving
 - C. Disposal
 - D. Archiving
10. Inactive records that are kept in basement areas are especially prone to damage from the following except.
- A. Lack of ventilation
 - B. Fire and flooding
 - C. Sunlight
 - D. Pest infestation

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

11. As an Office Assistant in the registry department, Identify THREE methods used to dispose office records. (3 Marks)
12. As an office assistant, outline FOUR mechanisms used to monitor physical files. (4 Marks)
13. In any given organization, it is important to develop and maintain clear records of files created. Enumerate THREE advantages of maintaining clear records. (3 Marks)
14. State the difference between centralized and decentralized filing system. (4 Marks)
15. Wanja is an Office Assistant at Mawego Limited, she is responsible for safeguarding physical documents and records within the organization. Name FOUR basic security measures that she will use. (4 Marks)
16. All personnel in an organization must ensure records are managed and kept safe. Outline THREE guidelines to be followed in order to ensure information is secure. (3 Marks)
17. A file register is a book used to record the movement of a file. Mention FOUR items of information entailed in a file register. (4 Marks)
18. ~~Updating a file movement~~ Updating a file movement THREE reasons of updating the register. (3 Marks)
19. File routing refers to sending files from one person to another. Outline FOUR benefits of file routing. (4 Marks)
20. A file is a folder for holding loose documents. List THREE benefits of updating file records. (3 Marks)
21. A manager is required to prepare records report depending on the organization records management policy. Name THREE types of records reports. (3 Marks)
22. List TWO methods of file classification (2 Marks)