

041305T4OAD

OFFICE ADMINISTRATION LEVEL 5

BUS/OS/OA/CR/03/5/A

File Office Documents

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. Attempt **ALL** questions in section A.
3. Attempt question **TWELVE** (12) and any other **TWO** (2) questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the question paper.

This paper consists of THREE (3) 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 (40 MARKS)

Attempt ALL the questions in this section.

1. Define the following terms as used in file office documents
 - i. E- Filing (2 Marks)
 - ii. Folio (2 Marks)
2. Safeguarding office files is essential to protect sensitive information, maintain business operations, and comply with legal and regulatory requirements. List FOUR ways how one can protect files from unauthorized access (4 Marks)
3. Verifying documents is a crucial task in an office. State TWO reasons for verifying office documents. (2 Marks)
4. Incomplete office documents are the documents missing some information for example one without, date, signature or an enclosure. Identify FOUR merits of recording incomplete office documents. (4 Marks)
5. Office files are safeguarded for various reasons. State THREE benefits of safeguarding them. (3 Marks)
6. delivered and enhances accountability. Highlight FIVE details that should be included in a document acknowledgment receipt. (5 Marks)
7. Sorting of office documents improves efficiency and facilitates easy retrieval. Give FOUR consequences of failing to sort documents properly. (4 Marks)
8. Indexing is a crucial process that helps you efficiently locate and retrieve information. List THREE details that should be included in a file index. (3 Marks)
9. As an aid to filing, indexing serves as a guide to locating files. Outline FOUR methods of indexing office documents. (4 Marks)
10. The equipment used in the filing process enables the process to be effective. Identify THREE filing equipment used in offices. (3 Marks)
11. Filing is a systematic way of arranging office documents. State FOUR essentials of a good filing system. (4 Marks)

SECTION B (60 MARKS)***Attempt Question 12 and any other TWO Questions in This Section***

12. Filing is the act of keeping and classifying records so that they can be produced quickly when they are needed. It is an essential part of office work and a larger part of an office depends on the suitability of the filing system in the organization. It requires efficiency, productivity and accuracy in information management.
- a) Describe FOUR methods of classification (8 Marks)
 - b) Suggest THREE key principles of effective filing systems. (6 Marks)
 - c) Explain THREE reasons for securing digital files. (6 Marks)
13. An office document register is a record of all official documents created, received or sent within an organization.
- a) Elaborate FOUR key components of an effective document register. (8 Marks)
 - b) Explain THREE advantages of creating an office document register. (6 Marks)
 - c) Determine THREE aims of assigning folio numbers to office documents. (6 Marks)
14. Sorting office documents is the process of organizing and categorizing documents based on specific criteria to ensure efficient retrieval and management. This involves ~~arranging documents in a~~ digital tools.
- a) Analyze THREE steps of effective document sorting in an office environment. (6 Marks)
 - b) Describe FOUR factors that should be considered when choosing a sorting system. (8 Marks)
 - c) Explain THREE benefits of using a digital filing system for storing office documents. (6 Marks)
15. Indexing is the process of creating a reference system for documents that allows for easy retrieval and organization.
- a) Elaborate THREE reasons for office document management. (6 Marks)
 - b) Explain THREE factors that should be considered when choosing an indexing system. (6 Marks)
 - c) Describe FOUR advantages of digital indexing. (8 Marks)