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**041305T4OAD****OFFICE ADMINISTRATION LEVEL 5****BUS/OS/OA/CC/02/P5** Printed By And Vocational College

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**Demonstrate ICT Skills****July /August 2025**

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

**WRITTEN ASSESSMENT**

Technical And Vocational College

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**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

1. The paper consists of two sections; **A** and **B**
2. Answer **ALL** the questions in section **A**.
3. Answer **q(15) and any other TWO (2) questions in section B**
4. You are provided with a **separate answer booklet**
5. Marks for each question are as indicated
6. Do NOT write on the question paper

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**This paper consists of FOUR (4) printed pages**

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**as indicated and that no questions are missing**

## SECTION A (40 MARKS)

**Answer ALL the questions in this section.**

1. Cybersecurity is essential for a company to protect its data, maintain customer trust, and ensure compliance with regulations. State FOUR common cybersecurity tools that a company may decide to put into use. (4 Marks)
2. Cloud computing enables businesses to store data and run applications on remote servers, accessible through the internet. Identify FOUR benefits of cloud computing. (4 Marks)
3. Random Access Memory (RAM) and hard drives are essential components in a computer. Give TWO functional differences of these components. (2 Marks)
4. Document formatting is the process of organizing and styling text, images, and other elements in a document to improve readability and presentation. List THREE features that a computer user may apply while formatting a document. (3 Marks)
5. A page size refers to the dimensions of a physical or digital page used for displaying or printing content. List TWO procedures of setting up various sizes in desktop publishing. (2 Marks)
6. The Office Administrator at Msanii Holdings is in the process of designing a web page. She has approached you to assist her in using the balance page principle to evenly distribute the text and graphics on the page. State TWO types of balance page you are likely to use. (2 Marks)
7. An operating system is a software that manages hardware and software resources on a computer. Mention THREE primary functions of this system. (3 Marks)
8. A software collection of related programs, utilities and data put together to perform specific tasks or functions, an example is the Microsoft Office Suite. Give THREE other programs under the MS Office Suite. (3 Marks)
9. Daedu Company Ltd, is in the process of purchasing a modern operating system for its computers. List THREE features they are likely to consider. (3 Marks)
10. Mr. Adita and Ms. Bella are currently working on a report jointly through the internet. They are using MS Word in this collaboration. Identify THREE tools in MS Word that allows such collaborations. (3 Marks)

11. Mr. Hamisi is one of the directors of Nateso Ltd, the company is planning to incorporate ICT in all its operations. State THREE ways in which ICT contributes to workplace innovation and competitiveness. (3 Marks)

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12. E-mail (electronic mail) is a digital communication method that allows users to send and receive messages over the internet. Mention TWO essential components of an e-mail. (2 Marks)

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13. Communication is the process of sending and receiving information. Identify THREE ways by which people interact through technology. (3 Marks)

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14. Define the following terms: (3 Marks)

- i. Webpage
- ii. Website
- iii. Web browser

## SECTION B (60 MARKS)

**Answer question FIFTEEN (15) (compulsory) and any other TWO questions in this section.**

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15. Malimoja Housing Society is a fast-growing company in information communication sector in a competitive market, managing numerous client contracts, and administrative documents. Currently, the society is using a printer which keeps breaking down hence slowing down document production leading to loss of business. The company wants to purchase more printers so as to increase their document production due to the increased number of clients.

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- (a) Discuss FIVE types of printers that Malimoja Housing Society is likely to purchase. (10 Marks)
- (b) Explain FIVE factors the company is likely to consider before purchasing the printers. (10 Marks)

16. Nanenu Enterprise is a new business that requires office furniture and equipment. Mr. Naseru the proprietor of the business, has approached you to assist him to buy various computer devices for his enterprise.

- (a) Suggest that the company should purchase indicating their appropriate functions. (10 Marks)

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- (b) Outline FIVE benefits of the output devices you have mentioned in 16 (a). (10 Marks)

17. The Managing Director of Shem Ltd where you work as an administrator recently bought a new desktop computer for your daily use in the office.

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- (a) Explain FIVE types of Microsoft Word window features that you will interact with while carrying out your day-to-day activities in the organization. (10 Marks)

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- (b) As the Office Administrator of Faulu Ltd types a high speed while working on the office desktop computer. Discuss FIVE advantages of accurate speed typing. (10 Marks)

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18. Kamau and Advocates are preparing their end year report which will be presented at the head office in Milimani on Wednesday morning. The lead presenter will use Microsoft tables during the presentation.

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- (a) Discuss FIVE key functionalities of Microsoft tables that the team is likely to use during the preparation of reports. (10 Marks)

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- (b) Explain FIVE other areas where Microsoft tables can effectively be useful. (10 Marks)