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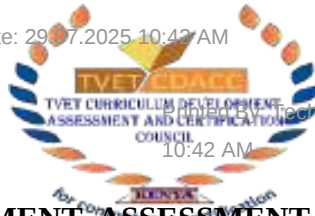
041305T4OAD**OFFICE ADMINISTRATION LEVEL 5****BUS/OS/OA/CR/03/P5**

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File Office Documents**July/August 2025**

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

WRITTEN ASSESSMENT

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AM

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATES

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

Candidates should check the question paper to ascertain that all pages are printed

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as indicated and that no questions are missing

SECTION A (40 MARKS)***Answer ALL the questions in this section.***

1. An organization that deals with written correspondences requires indexing as a means of managing its files. State THREE advantages of indexing. (3 Marks)
2. Define the term 'folio' as used in filing. (2 Marks)
3. Sorting of incoming organization is very critical. Identify TWO ways of carrying out this activity. (2 Marks)
4. Verification of office documents ensures that only authentic documents are in use. List THREE items that ensures authenticity of office documents. (3 Marks)
5. As an Office Administrator, one of your duties is to record office documents in a register. Mention THREE items of information that should be included in an office document register. (3 Marks)
6. The Office Administrator at Nanji enterprise records all office documents. List TWO ways in which the organization may effectively manage recorded documents. (2 Marks)
7. Give THREE of assigning folios to office documents. (3 Marks)
8. When records become inactive, they should be destroyed or transferred to create room for storage. List THREE ways an Office Administrator can use to destroy office records. (3 Marks)
9. Mary, the Office Administrator at Semtei Ltd, has approu to assist her to store some information in a flash disk. Mention TWO advantages of storing information in a flash disk. (2 Marks)
10. List THREE benefits of safeguarding office documents from loss. (3 Marks)
11. Labelling refers to the process of attaching descriptive tags, in ents or physical file folders to identify and categorize them so as to facilitate quick and accurate access to information when needed. State FOUR consequences that an organization may encounter if physical files are not labelled appropriately. (4 Marks)
12. Mr Mutuse, the Office Administrator at Wamuyoro Holdings recently received a number of filing equipment from the organization`s supplier. State THREE functions of filing equipment. (3 Marks)
13. Wataamu Holdings are setting up an efficient filing system to ensure effective document management. State THREE factors that they should consider. (3 Marks)

14. Mabea Holdings is a company located near a factory which deals with cooking gas. They are at risk of fire breakouts. As the Office Administrator of the company, one of your duties is to safeguard the office documents from 10 ways in which you can safeguard the physical office documents from fire.

(4 Marks)

SECTION B (60 MARKS)

Answer question FIFTEEN (15) and any other TWO (2) questions in this section.

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15. Mary, the Office Administrator in one of the leading busy organizations has been invited by a TVET college to give a talk on filing to Office Administrator trainees. She decided to handle two areas on the topic; best practice file labelling and the benefits of labelling office files.

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- (a) Explain FIVE best practices that Mary is likely to talk about. (10 Marks)
- (b) Discuss FIVE benefits of labelling office files. (10 Marks)

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16. Janet is an Office Assistant at Mazeras Company Ltd which regularly receives various business correspondence. The director of the organization asked Janet to acknowledge each correspondence received.

- (a) Analyze FIVE recommended guidelines for acknowledging receipt of correspondence in an organization. (10 Marks)

- (b) Documents are sensitive records that contain restricted information requiring special handling and protection. Discuss FIVE categories of these documents. (10 Marks)

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17. Malinyingi is a company with ten branches located in ten different counties in the republic of Kenya. The directors of the company employed geographical filing method in all its branches. (10 Marks)

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- (a) Illustrate FIVE benefits of geographical filing method. (10 Marks)

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- (b) The directors of Malinyingi asked all the Office Administrators in all the ten branches to assignments. Describe FIVE guidelines that they will employ. (10 Marks)

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18. Daisy, the proprietor of Alman Ltd is in the process of drafting manuals for safeguarding office files. She has asked you to assist her in the activity.

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- (a) Explain FIVE elements that you would include in the policies. (10 Marks)

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- (b) Alman Ltd assigned its employees specific duties on safeguarding the office files. Discuss FIVE key responsibilities that were assigned. (10 Marks)

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