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041306T4OAD**OFFICE ADMINISTRATION LEVEL 6****BUS/OS/OA/CR/09/6**

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July/August 2025

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

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Date: 30.07.2025 11:02 AM

Time: 3 HOURS

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INSTRUCTIONS TO CANDIDATES

1. In this practical, you will be required to perform all the five tasks.
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2. You have **TEN** minutes to read through the instructions on the assessment paper before starting the assessment. This **DOES NOT** constitute part of the allocated time.
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3. Direct any technical problems(s) with the computer to the Supervisor.
4. Insert your name and **Registration Number** as header on each exercise.
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5. Burn your folder with all your work in the CD provided.
Date: 30.07.2025 11:02 AM
6. Print all your work and attach it to answer booklet provided.
7. Burning the CD and printing your work is not part of the **3 hours** allocated.

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This paper consists of TEN (10) printed pages.

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

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SPECIFIC INSTRUCTIONS TO THE CANDIDATES

1. Create a folder on the desktop named **CDACC25** where you will save all your work.
Run the to the CD provided.
2. Use Font Style Times New Roman and Font Size 12 for all tasks **UNLESS** otherwise specified.
3. Read the instructions of each task carefully

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TASK 1

Key in the following letter as for dispatch today. Use **blocked style**. Insert **HYRAX COMPUTER COLLEGE** as a **diagonal watermark**. Insert reference **HCC/2/5/2025**. Proofread the document. Use given below to create a data source and save it as **HCC 24**. Use mail merge to send original letters to NAIROBI and KIAMBU addresses only. Save the form letter as **Task 1** and the merged document as **Task 1A** in **CDACC25** folder to print out later.

Hyra Computer
P O Box 17311 - 00100
Nairobi

Use Comic Sans,
Size 16, Caps, Bold
and Centre
Email: hyraxcollege@gmail.com

Technical And Vocational College
Date: 30.07.2025 11:02 AM

Dear <<Title>> <<Last Name>>

Use Shoulder Headings

Basic Computer Packages Training

Thank you for the letter dated <<dated>> enquiring about basic computer packages we are offering. Our college has introduced short courses that are tailor made for form 4 leavers, before they join universities and colleges.

The second set of students is required to join our institution on 15 May 2025. [[Computer Packages There are eight packages on offer and the training will take 8 weeks. In your letter, you had stated that you were also interested in Quick books college has made the necessary arrangements to include it. The following Combing offered in our institution:

Display the items	C	Requirements	Duration	Charges (Ksh.)
	Microsoft Word	KCSE Result Slip	7 days	1,400
	Microsoft Excel	KCSE Result Slip	5 days	1,000
	Microsoft Powerpoint	KCSE Result Slip	5 days	1,000
	Microsoft Publisher	KCSE Result Slip	5 days	1,000
	Microsoft Access	KCSE Result Slip	5 days	1,000
	Microsoft Outlook	KCSE Result Slip	5 days	1,000
	Quickbooks	KCSE Result Slip	10 days	2,500
	and Email	KCSE Result Slip	6 days	1,200

Other Expenses

During registration the student will be required to pay an application fee of Ksh 1,000; student Identity Card at a cost of Ksh 500 and Ksh 1,000 caution money.

COURSE DURATION AND TIMING The course will take one and a half months for full-time students and 2 months for part-time students. The courses are mainly offered during the day, but there are evening classes that run from 5 pm to 8 pm classes that are taught between 8 am and 12 noon. We have a flexible time schedule that fit all of our students needs.

Trainers' Qualifications We have experienced and well qualified lecturers. Most of them are ICT and related. They have undergone a rigorous training course on customer care and quality management. This will enable them to relate well with students and also be able to market our courses through their quality training.

Insert 'A'

Our Contacts

Our college is located on Ronald Ngala Road, Apex Building, 2nd floor, opposite Post Office building. You can get in touch with us through our telephone number 0723344 5684 and 0111456345.

We will appreciate equipping you with relevant Information Communication Technology skills for your future needs.

Yours f
HYRAX COMPUTER COLLEGE, Samsom Mwenge, Training Co-ordinator

Training Infrastructures

The college has five well equipped laboratories, computers, College and printers. Each laboratory has 25 computers, to ensure that a lecturer or an instructor will have a small number of trainees and personal attention will be offered. There are 2 printers and 1 smart board per computer laboratory and one stand-by generator to be in use if the power goes off.

Title	First Name	Last Name	Company	Address	City	Date
Ms	Scolastica	Mueni		P O Box 21141 - 00100	NAIROBI	Wednesday, 9 April 2024
The Director			Quick Solutions Ltd	P O Box - 3317 - 00310	KIAMBU	Tuesday, 22 April 2025
Mrs	Mwanaisha	Hamadi	Mombasa Logistics Ltd	P O Box 8484 - 8000	NAKURU	Friday, 19 April 2024

TASK 2

Key in the following manuscript in double-line spacing. Use indented style. Save the document as **Task 2** in the **CDACC25** folder to print out later.

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COMMUNICATION*

Communication is the process of passing of information from one person or another. It is essentially a bridge of understanding between people. The efficiency and success of an organization depends mainly

on how effective its communication system is. The information given to

employees, customers and other stake holders must be provided on time.

run on/

~~Poor communication may result in financial loss to the business, loss of customers~~

Stet/

~~and it can damage the good image of the organization.~~

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Communication may be classified into different types based on:

Direction of Flow

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The organization structure and the need of the enterprise will dictate

the direction of flow of communication. The flow of communication can be

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downwards from superiors to subordinated at different levels of organization.

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This communication is used to pass management plans, decisions and directives to

lower levels for implementations. There is also movement of information upwards

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from subordinate to superiors. This type of communication is used when:

Inset

(i) Passing reports,

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(ii) Making suggestions, and

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(iii) Raising complaints by lower levels of staff to the management.

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ON THE BASIS OF RELATIONSHIPS Based on this, communication may be formal or

informal. Formal communication follows the channels of formal relationship/of authority

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Insert
'A'

and responsibility in the organizational structure 'A'

Means of Communication Adopted

On this basis, communication is categorized into verbal, written and audio-visual. Oral

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communication is the easiest and most commonly used as people communicate face to face

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and through telephone most of the time.

* Adapted from Office Organization and Practice Simplified by N A Saleemi, Pages 188 - 191.

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Use Paragraph Headings

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This is the most common form of communication in modern organization. Informal

communication occurs between persons or groups at the same or different levels of

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hierarchy on the basis of informal relationships. This communication is not officially

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recognized by management, but it is useful in making communication to be more effective.

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TASK 3

Create the table below on A4 portrait paper. Center it vertically and horizontally. Arrange the items in column one alphabetically. Use the formula to calculate the totals for table 2. Save the document as **Task 3 in CDACC25** folder to print out later.

Use Indented style

kamburoad paced caps

selected imported vehicles for sale 2022 to 2025 /caps and bold

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/uc

VEHICLES IMPORTED - 2022 - 2025				
model	YEAR			
	2022	2023	2024	2025
Toyota Vitz	1,092	1,178	1,290	234
Toyota Premio	1,023	987	1,220	180
Toyota Corolla	1,230	1,087	1,198	146
Nissan Note Car	788	678	979	98
N654 - 543	----	----	1,002	45
Mazda Demio	1,234	1,453	1,344	23
Honda Fit	345	267	432	45
Subaru legacy	244	-	334	32
SELLING PRICES FOR SELECTED VEHICLES - 2023 to 2025				
vehicle	YEAR			
	2023	2024	2025	
Toyota Vitz	Ksh.(000)	Ksh.(000)	Ksh.(000)	
Nis,100	1,400	1,500	1,750	
Mazda Demio	950	980	1,050	
Honda Fit	850	910	1,100	
Subaru Legacy	2,150	1,900	2,000	
Total				
profits from selected vehicles - 2023 to 2024 /CAPS				
Vehicle	Y E A R			
	2023	2024	2025	
Toyota Vitz	Ksh.(000)	Ksh.(000)	Ksh.(000)	
N te 530	1,450	1,521	185	
Honda Fit	450	415	112	
Subaru Legacy	230	531	78	
		317	54	

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TASK 4

Prepare and fill in the following **Training Registration Form** as per specimen below. Save the document as **Task 4** in CDACC25 folder to print out later.

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Kisii Manpower Solutions
P.O. Box 4233 – 40200
KISII
Cellphone No: 0333
Email Address: kisiims25@co.ke
Caps, Centre & Bold
Centre & Bold

TRAINING REGISTRATION FORM
Bold
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Name of the Organization:

Physical Address: Street:

Postal Address: Postal Code: City:

I need the following 5 employees in our organization to be included in April 2021 training program.

Name of Employee	Position	PF Number
.....		
.....		
.....		
.....		

In full/ Name of the Personnel Manager:..... Cellphone No.:

.....
Email Address: Employee No:
Cheque Number: Amount Paid:

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Mr James Nyandieka, the Human Resource Assistant at Mawe Bora Ltd, P O Box 4949, Postal Code 40200 KISII, sent a request for the following employees to be trained:
David Obonyo Recruiting Officer 19970923455

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Judy Kerubo	Receptionist	19990456744
Misheck Obuya	Executive Secretary	2001008342
John Musau	Office Manager	1998343323
Peterson Filisi		20000017910

Mawe Bora Ltd is located along Masimba Road, Kisii. The cellphone number for Mr Nyandieka is 0700 33322, E-mail Address is nyandiekajames@mawebora.co.ke and his PF Number is 1989198216. The payment of Ksh.350,000 was made through the cheque. The cheque number was 0078 98293045337.

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TASK 5

Prepare the following Curriculum Vitae attractively using the information below. Use A4 portrait paper. Save the document as **Task 5** in **CDACC25** folder to print out later.

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Curriculum Vitae /Size 16

Personal Details /bold

Name: Josphat Kamweru
Address: P O Box 1868 - 00200
NYERI

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uc/ Email address: josp2025@gmail.com
In full Telephone No.: 07281173310
trs Date of Birth: 7 May 1986
Nationality: Kenyan
ID Number: 28613211
Marital Status: Married

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Professional Qualifications

Year	Institution /bold	Examination	Qualifications
2006 -2008	Juhudi Secrearial College	Knec Diploma in Secretarial Studies	
2005	Topmax Institute	Computer Application Packages	Credit in all packages

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Academic Qualification

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Year	Institution	Examination	Qualifications
2001 - 2004	Mahiga Secondary School	KCSE	C Plain

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EXPERIENCE

2009 - to-date Office Administrator at KPLC

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HOBBIES Social Work, Travelling and Swimming

REFEREES

Mrs Caren Kago Principal Juhudi Secretarial College P O Box 3311 NAIROBI	Mr Kiti Msalame Director Topmax Institute P O Box 3468 VOI
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OFFICE ADMINISTRATOR LEVEL 6

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July/August 2025

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PRACTICAL ASSESSMENT COVER PAGE

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Date: 30.07.2025 11:02 AM

Candidate's Name	
Candidate's ID No.	Printed And Vocational College Date: 30.07.2025 11:02 AM
Candidate's Signature	
Printed By	ical And Vocational College
Date: 30.07.2025 11:02 AM	
Registration Code	echanical And Vocational College Date: 30.07.2025 11:02 AM
Venue of Assessment	Printed By And Vocational College te: 30.07.2025 11:02 AM
Centre Code	
Date of Assessment	And Vocational College