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July/August 2025



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

WRITTEN ASSESSMENT

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Time: 3 HOURS

INSTRUCTIONS TO CANDIDATES

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1. The paper consists of two sections, **A** and **B**.
 2. Answer the questions in section **A**.
 3. Answer Question **TWELVE (12)** and any other **Two (2)** in section **B**.
 4. You are provided with a separate answer booklet.
 5. Marks for each question are indicated.
 6. Do not write on the question paper.
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This paper consists of FOUR (4) printed pages.
Can't find paper to ascertain that all pages are printed as
indicated and that no questions are missing.

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SECTION A (40 MARKS)**Answer All Questions in this Section.**

1. Office mails are usually done on their type. Identify THREE classifications of mails.
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Date: 31.07.2025 07:43 AM (3 Marks)
2. Filing incoming mails is the activity of putting either the physical or electronic mails in files.
 List FOUR types of files that can be used to file the incoming mails. (4 Marks)
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3. Organizations are embracing the use of a franking machine to affix stamps on the outgoing letters. State FOUR reasons why this method has replaced the use of loose stamps. (4 Marks)
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4. Mail equipment and stationery need to be kept safe and THREE methods that can be used to enhance security and access. (3 Marks)
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5. Mail sorting determines how and where to route mail for delivery. Name FOUR rules for sorting. (4 Marks)
6. Identifying outgoing mail recipient address is crucial in ensuring there is no mix-up and the mail get to the intended party. Identify THREE contents of an address. (3 Marks)
7. An email is a communication method that uses electronic devices to deliver messages across computer networks. List FOUR parts of a composed email. (4 Marks)
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8. Pamoja Trust Ltd need to allocate folio number to their incoming mails. As a consultant in mail management, list FOUR steps the company needs to follow when creating a physical folio. (4 Marks)
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9. The use of postal mails has declined in recent years in Kenya and in other countries. Despite this, some organizations are still using postal mails. State FOUR reasons for this resistance to change. (4 Marks)
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10. Neno Njema Church, has recruited Anna Hamisi to its mail registry. Mention THREE duties that she will be performing. (3 Marks)
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11. Outgoing mail is classified based on the method of dispatch. State FOUR methods of sending outgoing mails. (4 Marks)
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SECTION B (60 MARKS)**Answer Question TWELVE (12) and any other Two (2) in this section.**

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12. Jawabu Stationers Ltd is a company that was formed in 2016 by Joseph and Peterson. It has been selling school stationery to individual as well as supplying the same to schools in Nairobi City and neighbouring counties. The company has been communicating to customers, schools and suppliers through its sales representatives and use of postal mails. The management recently held a meeting and resolved to embrace the use of electronic mails to communicate to different stakeholders.

- a) Explain SIX advantages of using electronic mails over the postal mails. (12Marks)
- b) Eugene is a newly employed Office Administrator at Jawabu Stationers Ltd. He is expecting tens of letters this week. Outline to him FOUR steps that will be followed in distributing the incoming mails. (8 Marks)

13. One duty of an Office Messenger is to take the outgoing mail to the post office and receive the incoming mails from the same institution.

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- a) Explain FIVE skills of an effective Office Messenger. (10 Marks)
- b) Postal mails can be categorized into different classes and services, each designed to specific needs. Explain the following types of mails. (10 Marks)

i. Ordinary Mail

ii. Registered Mails

iii. Parcel Post

iv.

v. Periodicals

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14. Julius is a Registry Clerk in a government department where large volumes of incoming and outgoing mails are handled

- a) Explain FIVE steps in handling out-going mails. (16 Marks)
- b) All incoming mails must be recorded for reference, evidence and easier retrieval. Outline TWO items of information used when recording mails. (4 Marks)

15. Maintaining a register involves creating and updating a record of all incoming and outgoing mails, which ensures efficient tracking and retrieval.

- a) Explain FIVE ways of maintaining the register. (10 Marks)

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b) **Efficient and effective handling of mail helps a company to boost its business and have better image of the organization. Explain the uses of the following mailroom equipment. (10 Marks)**

- i. **Addressing**
- ii. **Franking Machine**
- iii. **Collating Machine**
- iv. **Composite Machine**
- v. **Shredding Machine**

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