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OFFICE ADMINISTRATION LEVEL 6

BUS/OS/OA/CC/01/6

DEMONSTRATE SHORTHAND SKILLS

November/December 2025

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

TIME: 1 HOUR 30 MINUTES

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**NO CANDIDATE SHOULD BE GIVEN THIS ASSESSMENT TOOL BEFORE,
DURING OR EVEN AFTER THE ASSESSMENT.**

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This paper consists of SIX (6) printed pages

Can you check the question paper to ascertain that all pages are printed as

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indicated and that no questions are missing

Instructions to the Assessor

Before the assessment starts:

- (a) Ensure that all the candidates are seated and that each candidate has a machine;
- (b) Inform the candidates that:
 - (i) A warm-up passage will be read within two minutes;
 - (ii) The sentences will be dictated within 4 minutes and the passage within 4 minutes at 100 w.p.m.
 - (iii) The passage will be dictated for four minutes;
 - (iv) There will be a four-minute interval at the end;
 - (v) Candidates will be expected to go through their shorthand notes during the four-minute interval;

NO TYPING WILL BE ALLOWED DURING THIS TIME

- (vi) The transcription time will be 50 minutes. Burning of the CD and printing will not be part of the 50 minutes;
- (c) Give the reader ample time to read through the passage;
- (d) Ensure that the reader writes the subject of the passage on the chalkboard as follows:

Passage: THE FIRST DAYS IN A NEW JOB

During the dictation:

- (a) The reader should:

- (i) that the dictation is read at the correct speed i.e., 100 WPM for 4 minutes by use of a stopwatch.
- (ii) Take care to articulate the words. Punctuation marks should be indicated by the in-flexion of the voice and under no circumstances should they be dictated. The matter must be dictated according to the natural sense of the work.

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80 W.P.M.

WARM UP PASSAGE

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A person wishing to open a current account with any bank is required to
prove that he is qualified to open the account. He has to provide the bank with two ¼
letters of reference from people who operate current accounts with the same bank and
who happen to know the applicant well. ½
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In addition, he has to prove his identity which he can do by giving his
National ID card, driving license or passport. In case the account is for a ¾
partnership or a joint stock company, the bank will need to see the original 1
registration certificates issued by the registrar of companies. They also need proof as
to the authorities. If the bank is happy with the references and all the ¼
required documents, the applicant is then given account opening forms to fill. The ½
applicant must fill the forms giving details of his job, if he is employed, name and
address of the business, his own residential and postal address and phone number. ¾
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He must also sign his name on two cards that are given with the application forms. 2
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SECTION A: (40 MARKS)

1. After the meeting, they discuss the accommodation matters carefully. 1MIN
2. The subject of business men ordering items was discussed separately. 1 MIN
3. According to the quotation, a property transfer required customer approval 1 MIN
4. The house on the hill welcomed two important business visitors. 1 MIN

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5. I am confident this office project will yield better profit. 1 MIN
6. What matters most in sales is customer satisfaction and service. 1 MIN
7. Visitors waited three weeks before receiving mail transfer from office. 1 MIN
8. At certain times, fresh fruits taste better than sweet snacks. 1 MIN
9. Knowledge from lessons helped organize duties without encountering major issue. 1 MIN
10. Without bright colors, the fashion show looked dull and unattractive. 1 MIN

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(FOUR-MINUTE INTERVAL)

SECTION B: (60 MARKS)

PASSAGE (100 w.p.m.)

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THE FIRST DAYS IN A NEW JOB

(Not part of the dictation)

The first few days in a new job often do not live up to your expectations, and this is/ quite normal. The reasons are obvious. Everyone you meet is a stranger, the workplace is unfamiliar, and if// it happens to be your very first job, you must adjust to a longer working day. Unlike college life///, where lessons are broken up with regular breaks and social interaction, periods of concentration////. In addition, colleagues around you already have their own responsibilities to handle, so they may not be in a/position to help you with yours.

Another challenge is that the people you work with come from diverse backgrounds// and may hold different ideas and values from those you are used to. Some may also be/// much older, which can make you miss the company of your age-mates at college. It is important not//// to allow such differences to create barriers. Instead, learn to get along with your office mates by showing respect/, tact, and patience. You may eventually find someone you can relate to, but you should always be careful// when choosing close friends at the workplace.

During the first few days, you may feel like a very small fish/// in a very big pond. The tasks assigned to you may appear to be simple not onous, and you might//// question why you put so much effort into your training. At times, you may also wonder if you will/ tolerate what appears to be a boring routine. However, do not give up. The beginning of every job// feels like this. As you gain more experience and take on greater responsibilities, your interest will grow. Even if/// the job does not completely match your expectations, alwaysr chance before deciding to move on///.

(FOUR-MINUTE INTERVAL)

THIS IS THE LAST PRINTED PAGE.