

AM

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OFFICE ADMINISTRATOR LEVEL 6

BUS/OS/OA/CC/02/6 Printed By Technical And Vocational College

Demonstrate ICT Skills Printed By Technical And Vocational College Date: 21.11.2025 07:22 AM

November/December 2025

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

WRITTEN ASSESSMENT

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TIME: 3 HOURS

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INSTRUCTIONS TO CANDIDATE

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1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section **A**
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3. ~~Answer Question A~~ **Answer Question TWELVE (12)** and any other **TWO** questions in section **B**
4. Marks for each question are indicated in the **breaks**.
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5. Candidates are provided with a separate answer booklet
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 as indicated and that no questions are missing.

SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. The Manager of Jipol urged all staff to use computers in their daily tasks.

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State FIVE reasons why computers are commonly used in many offices today.

(5 Marks)

2. Define the following terms used in ICT.

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- i) Operating System
- ii) Computer
- iii) Computerization
- iv) Data

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3. Most of the office documents are prepared using Microsoft Word. Identify THREE steps of opening a new document in MS Word.

(3 Marks)

4. Computers operate through different elements working together. List FOUR components of a computer system.

(4 Marks)

5. Good typing is necessary for efficiency. State THREE correct typing techniques

that help improve speed and accuracy.

(3 Marks)

6. MS Word contains features that enhance productivity and efficiency. Mention FOUR ways on how the main features of MS Word (such as formatting tools, spell check, and page layout) support effective keyboarding.

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(4 Marks)

7. In an office environment, workers often use application programs to perform different tasks. Give examples of software packages used

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(3 Marks)

8. Typing faster and more accurately requires correct habits. State THREE keyboarding techniques that improve typing efficiency in MS Word.

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(3 Marks)

9. A technician emphasizes the importance of ROM in ensuring that the computer starts up and functions properly. State THREE advantages of ROM in a computer system.

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(3 Marks)

10. Jolly Institute plans to acquire computer hardware to support its ongoing operations. List FOUR factors that should be considered when choosing the hardware.

(4 Marks)

11. Jane Assistant prepares many documents daily using office software. Identify

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FOUR document management techniques she can apply to keep her work organized.

(4 Marks)

SECTION B (60 MARKS)

Answer Question 12 (Compulsory) and Any Other TWO Questions in This Section

12. Modern offices use ~~print~~ to improve the quality of their documents. At Elimu College^D, ~~sta~~
~~ff h~~ ~~has~~ ~~ad~~opted desktop publishing (DTP) software to prepare professional materials
such as brochures, flyers, and newsletters. The management now
wants to evaluate how DTP software contributes to efficiency and professionalism in the
workplace.

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- Discuss SIX ways in which the use of DTP software improves the efficiency of office operations at Elimu College. Printed By: Technical And Vocational College Date: 21.11.2025 07:22 AM (12 Marks)
- Outline FOUR challenges staff might face when using DTP software. (8 Marks)

13. Tech World Institute is training its new students on computer basics. During the lesson, the trainer explains that different operating systems are used to manage computer hardware and software resources.

- Explain FOUR types of operating systems that the trainer may mention. (8 Marks)

14.

- Jane, an Office Administrator at Apex Enterprise^D, ~~task~~ to prepare a ~~co~~mpany newsletter. She is unsure whether to use Word Processor or Desktop Publishing (DTP) software for the task. Identify FIVE differences between a ~~w~~ord processor and ~~d~~esktop publishing software that Jane should be aware of.

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Printed By: Technical And Vocational College (10 Marks)

- During a project presentation, ICT students at Bright Future College are reminded not to use images, music, or text from the internet without permission. Their ~~lectu~~re ~~explains~~ ~~th~~at rules must be observed. Explain FIVE reasons why it is important to get copyright permission when using other people's work. (10 Marks)

centralized communication platform. The system connects different computer components, allowing staff to share files instantly, monitor production digitally, and collaborate from different locations. As a result, the company has experienced reduced delays, improved decision-making, and higher productivity.

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- a) Discuss THREE benefits Sunrise Manufacturing Company gains from integrating ICT with modern technologies. (6 Marks)
- b) Explain THREE which computer components (hardware and software) contribute to the efficiency of the new system. (6 Marks)
- c) Elaborate FOUR ways how the integration of ICT, computer components, and modern technologies has improved productivity in Sunrise Manufacturing

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