

AM

**041306T4OAD****OFFICE ADMINISTRATOR LEVEL 6****BUS/OS/OA/CC/02/6****Demonstrate ICT Skills****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****INSTRUCTIONS TO CANDIDATE**

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1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section A
3. Answer **Question TWELVE (12)** and any other **TWO** questions in section B
4. Marks for each question are indicated in the brackets.
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 Jiplo Luraged 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 as used in ICT.

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(4 Marks)

i) Operating System

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ii) Computer

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iii) Computerization

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iv) Data

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 typists are necessary for efficiency. State THREE correct typing techniques

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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 DTP to improve the quality of their documents. At Elimu College, staff has adopted 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.

a) Discuss SIX ways in which the use of DTP software improves the efficiency of office operations at Elimu College. (12 Marks)

b) 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.

a) Explain FOUR types of operating systems that the trainer may mention.

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(8 Marks)

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b) Discuss SIX services provided by operating system.

(12 Marks)

14.

a) Jane, an Office Administrator at Apex Enterprise, is asked to prepare a company newsletter. She is unsure whether to use Word Processor or Desktop Publishing (DTP) software for the task. Identify FIVE differences between a word processor and desktop publishing software that Jane should be aware of.

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(10 Marks)

b) 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 lecturer explains that rules must be observed. Explain FIVE

reasons why it is important to get copyright permission when using other people's work. (10 Marks)

15. Sunrising Company recently adopted a new ICT system that integrates

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modern technologies such as cloud storage, automated production machines, and a 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** 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 Company. (8 Marks)

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