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OFFICE ASSISTANCE LEVEL 4

BUS/OS/OA/CR/01/4

Printed By Technical And Vocational College

Date: 20.11.2025 07:43 AM

Handle Office Correspondence

November/December 2025

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

W R I T T E N A S S E S S M E N T

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Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE

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1. This paper consists of **TWO** sections **A** and **B**.

2. Answer questions in each section.

3. Marks for each question are indicated in the brackets.

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4. You are provided with a separate answer booklet to answer the questions.

5. Do not write on the question paper.

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This paper consists of FOUR (4) printed pages

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Examination papers should check the question paper to ascertain that all pages

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are printed as indicated and that no questions are missing

SECTION A: (10 MARKS)

Answer all questions in this section. Each question carries one mark

1. Identify particulars and mail register.
A. Sender's name, date received, and reference number
B. Destination country, postage charges, and courier name
C. Staff attendance and visitor names
D. Outgoing letter numbers and addresses
2. Select the main reason why sorting correspondence according to urgency is important.
A. It helps reduce the cost of postage
B. It eliminates the need for record keeping
C. It avoids the use of filing cabinets
D. Urgent matters can be dealt with promptly
3. Choose the benefit of recording re-routed correspondence in the inward mail register.
A. To keep the office assistant busy for maintaining correspondence
B. To maintain accountability and tracking of mail movement
C. To reduce the volume of correspondence in the office
D. To avoid overworking the registry staff
4. Identify a way in which scanning documents improves handling correspondence.
A. By replacing the need for email communication
B. By ensuring all documents are destroyed after use
C. By enabling easy electronic storage, retrieval, and sharing
D. Protecting documents from being edited
5. Select an option that is not considered as a type of correspondence.
A. Social media messaging
B. Teleconferencing
C. Postal letters
D. Chat rooms
6. Identify the major reason why mail should be properly addressed before dispatch.
A. To save postage costs for dispatching correspondence
B. To ensure mail is delivered to the right address
C. To make it look formal

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D. To ensure secrecy for the delivered mails

7. Select the most appropriate item that can be sent by registered mail.

A. Birthday invitation

B. Official business circulars and valuable items

C. Legal documents and valuable items

D. Supermarket brochures

8. Choose the main reason why confidentiality should be considered when selecting an outgoing mail distribution channel.

A. To reduce postage costs

B. To prevent unauthorized access to sensitive information

C. To improve the appearance of the envelope information

D. To increase the speed of typing

9. Identify the impact of technology in record-keeping

A. By storing documents only in physical files systems

B. By providing electronic filing and backup systems

C. By making documents harder to retrieve

D. By limiting information to one location only

10. Select one major limitation of voicemail as a form of e- correspondence.

A. It provides instant communication to the recipient

B. Messages may be misunderstood due to tone or clarity

C. It allows clear written records reach the recipient

D. In text messages

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SECTION B (40 MARKS)

Answer ALL questions in this section.

11. List FOUR types once. (4 Marks)
12. State THREE roles of an office messenger. (3 Marks)
13. Mention FOUR ways of handling confidential e-correspondence. (4 Marks)
14. Outline FOUR disadvantages of hand delivery of mail. (4 Marks)
15. List THREE mail handling equipment used in an office. (3 Marks)
16. Give TWO effects of poor security in handling correspondence. (2 Marks)
17. List TWO methods of collecting outgoing correspondence. (2 Marks)
18. Outline FOUR steps followed when handling incoming mail. (4 Marks)
19. State THREE features of good email content. (3 Marks)
20. Give FOUR steps involved when scanning documents. (4 Marks)
21. State THREE methods of preserving email messages. (3 Marks)
22. State TWO objectives of filing correspondence. (2 Marks)
23. List TWO disadvantages of business mail compared to telephone calls. (2 Marks)

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