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041304T4OAS**OFFICE ASSISTANCE ILL 4****BUS/OS/OA/CR/04/4****Handle Office Records****November/ December 2025**

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

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WRITTEN ASSESSMENT

Time: 2 HOURS

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INSTRUCTIONS TO CANDIDATE

1. This consists of TWO sections A and B**2. Answer ALL the questions in each section.****3. Marks for each question are indicated in the brackets.****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

**Candidates should check the question paper to ascertain that all pages
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. ~~Select the first step to be done when handling documents from new clients.~~

- A. ~~File them immediately as per workplace policy~~
 B. Send them for approval as per workplace policy
 C. Receive them as per workplace policy
 D. ~~Code them for future use~~

2. Choose an option that must be developed and maintained after creating client files.

- A. A movement reports
 B. A budget reports
 C. A destruction logs
 D. A list of created files

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3. Once a file has been acted upon and cleared, it should be _____

- A. Archived immediately
 B. Restored for reuse

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- C. ~~Throw n away~~
 D. Sent to head office

4. Select what should happen to a file once its information is updated.

- A. It should be refiled or archived
 B. It should be discarded or archived
 C. It should be locked in storage

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- D. ~~It erased and destroyed~~

5. Identify the main purpose of maintaining a file rele

- A. To track payroll
 B. To record file access
 C. To monitor movement
 D. To create marketing plans

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6. After files become inactive, they should be _____

- A. R

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- B. ~~Sold~~

- C. Archived

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D. Burned

7. Identify an option that is NOT a type of a document that is handled in records management.

A. Memos

B. Letters

C. Videos

D. Cheques

8. Select a skill that is essential for handling and organizing client files.

A. Programming skills

B. Map reading skills

C. Organizational skills

D. Driving skills

9. Choose among the following an action that should be taken to promote file security.

A. Keeping all files unlocked

B. Allowing only managers access the files

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C. Locking files permanent

D. Monitoring file release and movement

10. Identify the benefit of updating office records regularly.

A. More vacation days

B. Promotion guarantees and reliability

C. Ensuring accuracy and reliability

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D. Many automatically

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SECTION B (40 MARKS)***Answer ALL questions in this section.***

11. Mention THREE ccs of a good filing system when handling office records.

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(3 Marks)

12. Centralized filing system involves handling filing in single section. State THREE disadvantages of centralized filing system.

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13. List THREE reasons of updating files records regularly.

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(3 Marks)

14. Mention THREE characteristics of a well-maintained file release register.

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15. In the registry the in-charge officers ensure that released, they are

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recorded. Give FOUR reasons why a file release register is essential.

(4 Marks)

16. State FOUR procedures for retrieving a client file.

(4 Marks)

17. Mention THREE situations where a file movement register is used.

(3 Marks)

18. Filing is a very essential activity in every office. Give THREE characteristics of a good workplace filing system.

(3 Marks)

19. As an Office Assistant handling office files, you realize that documents in the file have

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be e-n-t-a-m-p-e-r-d with. List THREE indicators that a file has been mishandled.

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(3 Marks)

20. Records contained in the paper files should be managed according to organization requirements. State TWO benefits of keeping client file records updated.

(2 Marks)

21. Every organization deals with sensitive information. Mention FOUR

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outcomes of not monitoring file movement

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(4 Marks)

22. Files should be kept for as long as they are needed to meet the needs of the organization.

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Sta returning and restoring files after use.

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(2 Marks)

23. State THREE roles of an Office Assistant in managing:

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