

041304T4OAS

OFFICE ASSISTANCE LEVEL 4

BUS/OS/OA/CR/05/4 Printed By: Technical And Vocational College **Coordinate**

Date: 19.11.2025 10:57 AM **Office Facilities Maintenance November/December 2025**

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for competence certification

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

WRITTEN ASSESSMENT

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Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE

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1. This paper consists of **TWO** sections **A** and **B**. Date: 19.11.2025 10:57 AM

2. Answer **ALL** the questions in each section.

3. Marks question are indicated in the brackets

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

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5. Do not write on the question paper.

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This paper consists of FOUR (4) printed pages

old 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 the first step in maintaining facilities that need repair or maintenance in the office.

A. Reporting the issue immediately

B. Conducting routine inspections

C. Focusing on major problems

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2. Waiting for equipment to fail

Choose the best practice for maintaining office equipment lifespan.

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- A. Overload sockets with multiple devices
- B. Use water to clean the internal parts directly
- C. Clean regularly using appropriate materials
- D. Allow dust to accumulate on vents

3. Identify one component of a Key Holder Agreement

A. Replacement fees

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B. Purchasing fees

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C. Vacation fees

D. Termination fees

4. Identify the resources that should be allocated when office facilities require repair and maintenance.

A. Budget, tools, and qualified personnel

B. Space advertisements

C. Wall, floor and sealing decoration materials

D. Staff entertainment programs

5. Select the main feature of an ideal office environment.

A. Crowded office environment is a priority

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B. Adequate lighting, ventilation and cleanliness

C. Uncomfortable seating arrangements

D. and distractions

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6. Choose an efficient place to keep records of office keys.

- A. In a secure and accessible key register or digital database
- B. On random pie or any computer in the office
- C. In an unsecured public noticeboard
- D. Only in memory without any written record

7. Select the most appropriate cleaning product for disinfecting office surfaces.

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A. Mild detergent only

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B. Sanitizer

C. Cooking oil

D. Air freshener only

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8. Identify one key benefit of installing an office access control system in the organization.

A. Increased risk of theft of office tools and equipment

B. It leads to development of the organization and thus improving its image

C. Unlimited entry for all visitors

D. Better protection of employees, information, and property

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9. Select one security feature of a well-maintained key control register.

A. Limited access to authorized personnel only

B. Leaving it in public areas for personal use only

C. Allowing anyone to edit entries

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D. No record-keeping at all

10. Identify the most secure type of office access control.

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A. Keors unlocked during office hours

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B. Biometric systems such as fingerprint

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C. Allowing visitors to roam freely

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D. Writing names on paper without verification

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SECTION B (40 MARKS)

Answer ALL questions in this section.

11. List FOUR factors to consider when preparing a facility repair schedule. (4 Marks)
12. State TWO reasons why repair reports should be documented. (2 Marks)
13. Give THREE examples of items in an office that may require maintenance. (3 Marks)
14. Outline THREE roles of a supervisor during repair works. (3 Marks)
15. State THREE occupational safety measures to be observed during maintenance activities. (3 Marks)
16. Mention THREE key aspects to check when assessing repair work. (3 Marks)
17. List THREE surfaces in an office that require specific cleaning tools. (3 Marks)
18. Outline THREE benefits of maintaining a cleaning schedule. (3 Marks)
19. State FOUR reasons for proper storage of cleaning materials and detergents. (4 Marks)
20. List THREE ways of restoring workstations after cleaning. (3 Marks)
21. State TWO reasons for labeling office keys. (2 Marks)
22. List TWO steps for recording and distributing keys. (2 Marks)
23. State TWO actions to take when a key is lost. (2 Marks)
24. Outline THREE consequences of poor office facilities and hygiene management in an office. (3 Marks)

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