

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

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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

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uld 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. Identify the first step in identifying facilities that need repair or maintenance in the office.

- A. Reporting the issue immediately
- B. Conducting routine inspections
- C. Focusing on major problems

2. Choose the best practice for maintaining office equipment lifespan.

- 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
- B. Purchasing fees

- C. Vacation fees
- D. Termination fees

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

- A. Budget, tools, and qualified personnel

- B. Social advertisements

- C. Wall, floor and ceiling decoration materials

- D. Staff entertainment programs

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

- A. Crowded office environment

- B. Adequate lighting, ventilation and cleanliness

- C. Uncomfortable seating arrangements

D. 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 pc 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.
- A. Mild detergent only
 - B. Sanitizer
 - C. Cooking oil
 - D. Air freshener only
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
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
 - D. No record-keeping at all
10. Identify the most secure type of office access control.
- A. Keys unlocked during office hours
 - B. Biometric systems such as fingerprint
 - C. Allowing visitors to roam freely
 - 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 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)