

Printed By: And Vocational College

Date: 21.11.2025 07:39 AM

041305T4OAD

OFFICE ADMINISTRATION LEVEL 5

BUS/OS/OA/CC/02/5

Printed By: Technical And Vocational College

Demonstrate ICT Skills

Date: 21.11.2025 07:39 AM

November /December 2025

And Vocational College Date: 21.11.2025 07:39 AM



Printed By: Technical And Vocational College Date: 21.11.2025 07:39 AM

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

WRITTEN ASSESSMENT

Printed By: And Vocational College Date: 21.11.2025 07:39 AM

TIME: 3 HOURS

Printed By: And Vocational College Date: 21.11.2025 07:39 AM

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section **A**.
3. Answer **any** **12** 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.

Printed By: And Vocational College

Date: 21.11.2025 07:39 AM

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 questions in this section.

1. Organizations use various technological tools to perform office tasks efficiently. Mention THREE examples of modern ICT tools commonly used in offices today. (3 Marks)
2. New trends in modern information and communication technology are shaping the way organizations operate. List FOUR ways in which trends like Artificial Intelligence (AI) impacts office operations. (4 Marks)
3. Beth often uses image presentation software like MS Publisher to create professional visual materials. Identify FOUR ways in which such software is used in office setting. (4 Marks)
4. Cloud computing allows offices to store and share data efficiently. State FOUR advantages of using cloud services. (4 Marks)
5. In Microsoft Word, menu bar helps users perform different tasks competently. List FOUR benefits of using menu bar in MS Word. (4 Marks)
6. Offices often adopt modern information and communication technology to improve workflow and productivity. State THREE ways in which computers help employees perform their daily tasks effectively. (3 Marks)
7. Mary needs to prepare a detailed financial report for management. State TWO types of computer applications that are most suitable for this task. (2 Marks)
8. Differentiate between word processing and presentation application by listing FOUR ways they differ in office use. (4 Marks)
9. Adam's company is experiencing difficulties in adopting modern information and communication technology in their office operations. The management has issued such as lack of staff skills, outdated equipment and unclear ICT procedures. State FOUR strategies that they can use to overcome these challenges. (4 Marks)
10. Social media platforms are part of communication technology. Mention FOUR ways organizations use social media in offices today. (4 Marks)
11. Your company wants to introduce a new financial management system. State FOUR ways an accounting can help improve financial management activities in the office. (4 Marks)

SECTION B (60 MARKS)

Answer question TWELVE (12) and any other TWO (2) questions in this section.

12.

Printed By: Technical And Vocational College

- (a) During a computer lesson at Mampaho High School, the teacher explained that to use the internet, which is also referred to as the Net, people need not only an electronic device but also a way to connect. The learners then gave examples of how people can connect to the internet.

Printed By: Technical And Vocational College
Describe FIVE ways of connecting to the internet. (10 Marks)

Date: 21.11.2025 07:39 AM

- (b) You work as an Office Administrator in a busy organization with many clients. The head teacher of Hamisi Primary School has requested you a talk to grade six learners on differences between softcopy documents and hardcopy documents. Explain FIVE differences you would talk about. (10 Marks)

13.

- (a) Otieno, who runs a travel agency, realized most of his time was wasted searching through piles of paper files. He then shifted to using computers in his operations and the business grew faster. Analyze FIVE benefits that Otieno gained from this shift in operations. (10 Marks)

Printed By: Technical And Vocational College

- (b) Mr. Brian demonstrated how computers can calculate complex equations much faster than humans. He compared the time it took him to solve a math problem manually versus the computer's solution. The computer not only solved it instantly but also generated graphs and predictions. Explain FIVE areas where computers complex calculations with precision. (10 Marks)

Date: 21.11.2025 07:39 AM

14.

- (a) Janet, an administrator at a busy office often works late into the night preparing the company's reports. She frequently experiences headache strain because of the glare from her computer screen. After consulting with a technician in the office, an antiglare filter was fitted onto her monitor. Explain to her FIVE reasons for fitting an antiglare filter on computer screens. (10 Marks)

Printed By: And Vocational College

Date: 21.11.2025 07:39 AM

- (b) John has secured a job as an Office Administrator in a networking company which requires computer expertise. Explain FIVE application packages that John needs to learn in order to be com new job. (10 Marks)

Printed By: Technical And Vocational College Date: 21.11.2025 07:39

AM

Printed By:

(a) Mary your friend is planning to open a cybercafé in your locality. Advise her on FIVE safety precautions she should take to protect customers while using the computers. (10 Marks)

(b) Mike is a trainee at Rift Valley National Polytechnic; he recently purchased a laptop and has approached you to advise him on the operating system of the machine. Describe to him FIVE roles performed by an operating system in managing a computer. (10 Marks)

Printed By: Technical And Vocational College Date: 21.11.2025 07:39

AM