



**OFM - Operating office equipment**

**T184**

**Tuesday, 20/7/2021**

**08:30 – 11:30 AM**

**Names**

Index number

**TVET NATIONAL EXAMINATION, RTOF LEVEL 5, 2020-2021**

## QUESTIONS and ANSWERS BOOKLET

OPTION/TRADE: **OFFICE MANAGEMENT**

**SUBJECT: Operating office equipment.**

ACADEMIC YEAR: 2020-2021

Read carefully the instructions on page (i) & (ii).

**FOR EXAMINER'S USE ONLY**

[illegible]



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# TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

## **INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)**

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

**TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

**OPTION/TRADE: OFFICE MANAGEMENT**

**SUBJECT: Operating office equipment**

**DURATION: 3 hours**

**INSTRUCTIONS TO CANDIDATES: PART II (Question Paper)**

The paper is composed of two (2) Sections as follows:

**Section I: Attempt all the Twelve (12) questions (60 marks)**

**Section II: Attempt any Four (4) questions out of Six (6)(40 marks)**

**Allowed materials:**

- Ruler or square
- Calculator

**Note:**

***Every candidate is required to carefully comply with the provided assessment instructions.***

**Section I : Attempt all the Twelve (12) questions**

**(60 marks)**

- 01. a)** Define the term “minute”.  
**b)** Explain two (2) types of minute. **(5 marks)**
- 02.** Indicate five (5) classifications of records. **(5 marks)**
- 03. a)** Define the term “photocopying”. **(5 marks)**  
**b)** State any three (3) disadvantages of using photocopying.  
**(5 marks)**
- 04.** Mention any five (5) examples of office equipment. **(5 marks)**
- 05. a)** Outline any four (4) types of computer. **(4 marks)**  
**b)** What is an office stationary? **(1 mark)**
- 06.** Differentiate printer from scanner. **(5 marks)**
- 07.** Differentiate open plan office layout from partitioned office layout. **(5 marks)**
- 08. a)** Define a Telephone. **(2 marks)**  
**b)** List and explain two (2) types of telephone calls. **(3 marks)**

- 09. a)** Outline any four (4) main functions of an office. **(2 marks)**
- b)** Why should document be checked before it is put away or reserved? **(3 marks)**
- 10.** Describe the sorting orders of good filing system. **(5 marks)**
- 11. a)** What do you understand by the term “mail”? **(1 mark)**
- b)** What are the steps of handling outgoing mails? **(4 marks)**
- 12.** Explain any five (5) characteristics of manager/supervisor. **(5 marks)**

**Section II: Attempt any Four (4) questions out of Six (6)**

**(40 marks)**

13. a) Identify any four (4) advantages of using office forms.

**(8 marks)**

b) Define the office furniture.

**(2 marks)**

14. List and explain at least five (5) basic principles can be considered during selection of office furniture. **(10 marks)**

15. a) State any three (3) types of browsers.

b) After opening an e-mail account, what are two (2) things to keep in your mind?

c) In Gmail account, what are two (2) ways of attaching files?

d) Show the procedure to compose an email and how to send it to your manager/colleague. **(10 marks)**

16. a) What is an office Dairy? **(2 marks)**

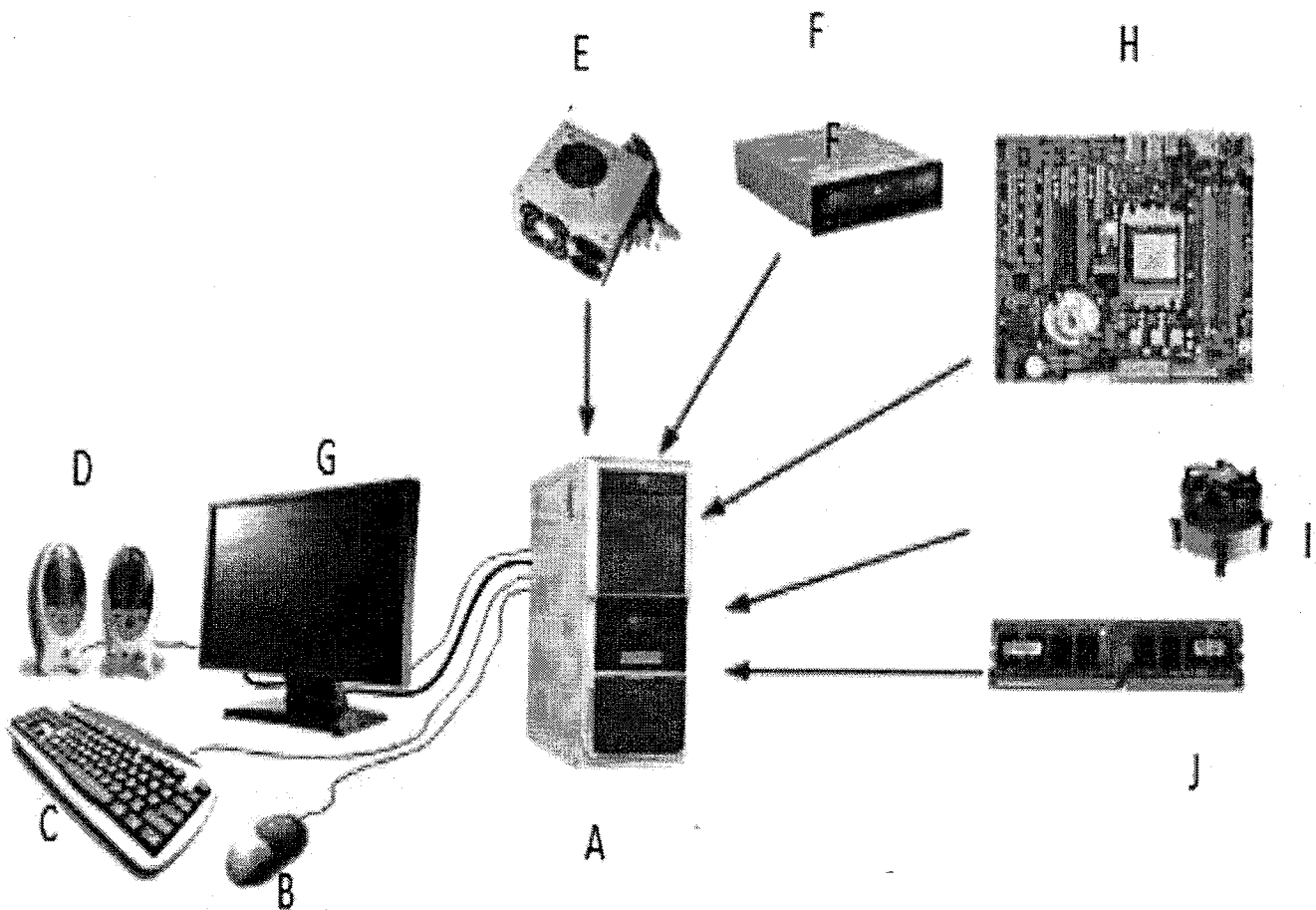
b) What are five (5) procedures can be considered in marking entries in the diary book? **(5 marks)**

c) Define the office forms. **(3 marks)**

17. What are the duties of employer must provide to the employees in order to maintain health, safety and welfare at workplace under regulations 1992? **(10 marks)**

18. a) Discuss the stages of finding the records requesting from the booklet template. **(5 marks)**

b) Provide the names of the following elements of computer:



**(5 marks)**





