

**041306TOAD**

**OFFICE ADMINISTRATION LEVEL 6**

**BUS/OS/OA/CC/O2/6**

**DEMONSTRATE ICT SKILLS**

**Nov/Dec 2023**



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

**WRITTEN ASSESSMENT**

**Time: 3 Hours**

**INSTRUCTIONS TO CANDIDATES**

1. This paper has **TWO** sections **A** and **B**.
2. You are provided with a separate answer booklet.
3. Marks for each question are indicated in the brackets ().
4. Do not write on the question paper.

**This paper consists of THREE (3) 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)**

*Attempt ALL questions in this section.*

1. A computer is a collection of several components. List **four** primary components of a computer. (4 Marks)
2. Desktop Publishing (DTP) is used to produce different types of publications. Give **four** common types of publications created using DTP software. (4 Marks)
3. Define the concept of a software package and give an example. (2 Marks)
4. ICT usage has increased with time. Outline **five** impacts of ICT in the modern working environment. (5 Marks)
5. Explain the difference between word processors and desktop publishing (DTP) software. (4 Marks)
6. Desktop Publishing has become popular in today's world. Outline **four** ways how Desktop Publishing software has impacted modern offices. (4 Marks)
7. Passwords may be used to control access to documents and records; however, they may not be reliable sometimes. Give **five** reasons why passwords may not be reliable as security control measures. (5 Marks)
8. E-mail is the process of sending mails using electronic means. Outline **four** advantages of using emails as a method of communication as compared to normal mail. (4 Marks)
9. MS word is a tool used to prepare most of the office documents. List **four** types of font formatting that can be applied to a document in MS Word. (4 Marks)
10. Give **four** disadvantages of using e- commerce rather than the conventional method of carrying out business. (4 Marks)

**SECTION B (60 MARKS)**

*Attempt any Three questions in this section.*

*Question 11 is compulsory*

11. Company XYZ is a medium-sized business operating in the technology sector. They are looking to assess the impact of Information and Communication Technology (ICT) in their office administration practices. The office administration team currently uses various technologies to manage their daily operations. You are tasked with evaluating and improving the use of ICT in the modern working environment of Company XYZ's office administration department.
- (a) Explain **five** ways in which the implementation of ICT affected the overall efficiency and productivity of the Office Administration Department at Company XYZ. (10 Marks)
- (b) Discuss **five** office technologies you would suggest to the company to automate their office operations. (10 Marks)
12. (a) Web pages are useful for any organization which needs to remain relevant in the business world. Explain **five** benefits of using this software to create and format web pages for an office administration role. (10 Marks)
- (b) You are mandated by the organization you work for to design a website page. Explain **five** ways you will make the website effective for the organization. (10 Marks)
13. (a) In the process of creating and designing publications using Desktop Publishing (DTP) software, it ensures that the final materials are inclusive and accessible to a diverse audience, including individuals with disabilities or varying needs. Explain **five** ways how one can integrate essential accessibility principles and design (10 Marks)
- (b) Explain **five** ways on how to apply the principles of standard page layout and text properties in Desktop Publishing software. (10 Marks)
14. An operating system is a key software and plays a crucial role in the functioning of modern computers and devices in the office.
- (a) Explain the **five** functions of an operating system. (10 Marks)
- (b) Describe **five** types of operating systems. (10 Marks)

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