



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

**MODULE: Document Production: COPS B
(Practical)**

PAPER NO: 361/22/M02B

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

1. Computer
2. Printer
3. Bond paper
4. Storage media
5. Serialised script folder

INSTRUCTIONS TO CANDIDATE

[See Page 2]

This paper consists of 7 printed pages.

INSTRUCTIONS TO CANDIDATE

1. Answer all questions.
2. The candidate number, script folder number and question paper must appear at the top of every page. **Do not write your name anywhere on the script.**
3. After completion of the examination candidates must assemble their finished work in the order in which the tasks appear in the examination.
4. Indicate your candidate number on the storage device provided using a permanent marker.
5. Printing may be done after three (3) hours of the examination time.
6. Submit both hard and the soft copy of your examination work.
7. Do not write anything on the question paper.

QUESTION 1

(10 marks)

Reproduce the passage and save it.

SECURITY AND CONFIDENTIALITY

Secretaries have a responsibility to ensure the security and confidentiality of all the information and documents that pass through their hands. Data relating to personnel, such as their ages, salaries, medical history, etc, plans for the future development of the organisation and other sensitive information must be protected from unauthorized access by staff and visitors. It is essential that those who deal with such sensitive information and records should be aware of their responsibilities and constantly alert to any attempts made to breach confidentiality and leak information. Any suspicious circumstances must be reported to higher authority.

Guidelines for maintaining confidentiality:

1. Follow and implement security and confidentiality procedures at all times.
2. Never leave confidential records lying around when you leave your office and be sure to lock them away when they are not in use.
3. Place confidential records in a folder so that they are not immediately visible to an onlooker.
4. Classify and control confidential, private or secret records by marking them accordingly.
5. Supervise visitors so that they are never left alone at any given time in your office.
6. Position your desk in such a way that visitors to your office will not be able to read confidential documents while they are being processed.
7. If confidential documents have to be reproduced on a copier, it may be desirable for the security to do this to ensure that the contents are not disclosed to any other person.
8. If confidential information is requested by an unauthorised person, use tact and diplomacy to evade the question and explain that such information cannot be released.
9. Take care and ensure that when supplying confidential information over the phone, the recipient is authorised to receive it.
10. Inform the manager immediately if there is a breach of security on confidential information.

INSTRUCTIONS

- a) Capitalise, bold, centre and increase font size of the headings to 16 points. (4 marks)
- b) Change paragraph 1 into 3 column layout. (2 marks)
- c) Change numerical to bullets. (2 marks)
- d) Insert a relevant picture after the first paragraph. (3 marks)
- e) Insert header with your candidate number. (2 marks)
- f) Insert page number. (1 mark)
- g) Produce a printout. (1 mark)

QUESTION 2

- a) Key in the following passage using Times New Roman, font size 12 and save it as Database. (10 marks)

ADVANTAGES OF DATABASE

1. Minimal Data Redundancy

Since the whole data resides in one central database, the various programs in the applications can access data in different data files. Hence data present in one file need not be duplicated in another. This reduces redundancy. However, this does not mean all redundancy can be eliminated. There could be business or technical reasons for having some amounts of redundancy. Any such redundancy should be carefully controlled and the database management system should be aware of it.

2. Data Consistency

Reduced data redundancy leads to better data consistency.

3. Data integration

Since related data is stored in one single database enforcing data. Integrity is much easier. Moreover, the functions in the Database Management System can be used to enforce the integrity rules with minimum programming in the application programs.

4. Data sharing

Related data can be shared across programs since the data is stored in a centralised manner. Even new applications can be developed to operate against the same data.

5. Enforcement of standards

Enforcing standards in the organisation and structure of data files is required and also easy in a database system, since it is one single set of programs which is always interacting with the data files.

6. Application, development Ease

The application programmer need not build functions for handling issues like concurrent access, security, data integrity, etc. the programmer only needs to implement the application business rules. This brings in application development ease. Adding additional functional modules is also easier than in file based systems.

INSTRUCTIONS

- b) Change heading to Arial black, font size 20 and centre. (3 marks)
- c) Increase paragraph headings to font size 14. (2 marks)
- d) Double underline and italicize paragraph headings. (2 marks)
- e) Insert header with your candidate number and right flush it. (2 marks)
- f) Insert page number at the bottom centre. (2 marks)
- g) Insert border. (2 marks)
- h) Produce a printout. (2 marks)

QUESTION 3

Ayanda Polytechnic is looking for an Executive Secretary. Design an advertisement which will be run on an electronic media board and on the internet.

Slide 1

Company Name

Company physical and postal address and company motto. (5 marks)

Slide 2

Vacancy – Executive Secretary

Insert a relevant picture.

(4 marks)

Slide 3

Qualifications

- 5 'O' levels including Mathematics and English.
- National Diploma in Office Management or equivalent qualification.
- Exceptional communication skills.

(6 marks)

Slide 4

Duties

- Drafting and handling correspondence.
- Organising documents.
- Managing office supplies.
- Scheduling appointments.
- Attending to visitors.
- Producing documentations.

(6 marks)

N.B. Correct use of slides.
 Font sizes and font types.

(2 marks)

(2 marks)

QUESTION 4

- a) Create the following worksheet, save it as Babies and produce a printout. (8 marks)

Town or City	Birth figures in the first half of the year						Grand Total
	Jan	Feb	Mar	April	May	June	
Harare	26	21	30	20	15	20	
Gweru	29	27	25	29	32	18	
Bulawayo	21	28	24	17	22	16	
Mutare	32	33	27	21	25	24	
Rusape	19	39	32	28	26	21	
Gwanda	16	15	18	21	15	17	
Kadoma	21	23	22	26	20	18	
Chegutu	18	17	28	25	24	20	
Kwekwe	21	20	26	23	22	19	
Plumtree	32	18	17	19	16	14	
Minimum							
Maximum							
Average							

- b) Format all the towns to Times New Romans font size 4. (5 marks)
- c) Bold the months and change to font size 14. (2 marks)
- d) Calculate the Minimum, Maximum and Average. (6 marks)
- e) Using the formula calculate the grand total. (3 marks)
- f) Produce a printout. (1 mark)

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