

GENERAL CERTIFICATE OF EDUCATION BOARD
Technical and Vocational Education Examinations

JUNE 2025

INTERMEDIATE LEVEL

Specialty Name and Acronym	SECRETARIAL ADMINISTRATION AND COMMUNICATION – SAC
Subject Title	Information Processing
Subject Code No.	5100
Paper No.	2

Duration: Two Hours

INSTRUCTIONS TO CANDIDATES

This Paper Comprises FIVE (5) Questions

- **Answer ALL Questions**
- **ALL questions carry equal marks**

You are reminded of the necessity for good English and orderly presentation in your answers

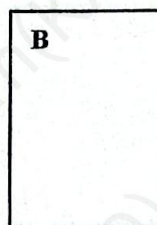
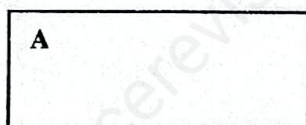
QUESTION 1

Documents play an important role in all domains of our daily lives and word processing is at the centre stage of the realization of these documents.

- In the form of a sketch, show the primary functions of word processing from the typing of a document to obtaining hard copies. State the role of each function. (4 marks)
- State four advantages of word processing (1 mark)
- In your answer booklet, draw the table below and indicate the number of the following sizes of papers that can be obtained from an A1 paper size. (2 marks)

Paper size	Number of papers
A4	
A3	
A5	
A2	

- In which size of envelope can an A4 paper folded equally once fit? (1 mark)
- Examine sketches A & B below and name two ways each paper orientation is called: (1 mark)



- State two good habits when we use a computer daily to work. (1 mark)

QUESTION 2

The realisation of a document requires the operations of formatting and editing.

- State the difference between formatting and editing. (1 mark)
- In word processing, formatting has two meanings. State them (1 mark)
- Why is it important to edit a document when typing? (1 mark)
- The table below comprises operations of formatting and editing. Copy it in your answer booklet and Mark an X to indicate the right answer. (2 marks)

S/N	Operations	Formatting	Editing
1.	Presenting paragraphs in blocked style		
2.	Checking grammar and spelling errors		
3.	Deleting part of a text		
4.	Typing of the title of a text in bold characters		
5.	Copying and pasting a sentence		
6.	Displaying a text in Arial size 14		
7.	Replacing the word 'data' with 'information' in a text		
8.	Using double line spaces to type a text		

- e) State the difference between ClipArt and Smart Art (2 marks)
- f) In Word, how is Text wrapping different from Word wrapping? (2 marks)
- g) What is the role of "Cropping" in MS Word? (1 mark)

QUESTION 3

You have been given a letter to display in the indented style. Name two other styles you can use (1 mark)

- a) Draw a sketch in your answer booklet and show the positions of the following parts of a business letter (numbered 1-10) displayed in the indented style: (5 marks)

1. Date
2. Inside address
3. Subject matter
4. Sender's address
5. Salutation
6. Attention line
7. Reference
8. Enclosure
9. Complimentary close
10. Signatory & designation

- b) Sketch an envelope and display the following address using open punctuation:

\The General Manager, Safeway Training Institute, P O Box 449, Commercial Avenue, Kumba,
Confidential, To the attention of Mr Sho

- c) Arrange the following addresses: (2 marks)

- Limbe, Fako Division, P O Box 222, The General Manager, Solar Energy Foundation,
- Bamenda, XYZ International Company, Commercial Avenue, P O Box 889,

QUESTION 4

You are managing a documentation centre at Malingo Street Buea. You just received the following information from a customer GET WELL MEDICAL FOUNDATION who requires you to produce a printed matter titled "Personnel Information form" in the order below:

1. Name and Surname
2. Date of birth Place
3. Sex, male/female
4. Category Registration Number
5. Spouse's address
6. Number of children
7. Names and dates of births of children
8. Date of last annual leave
9. Date & signature of applicant

Using the above information, display the printed matter as best as best as you can.

(10 marks)

Turn Over

QUESTION 5

- a) Paragraphs of different documents are displayed in various styles depending on the choice of each user. In your answer booklet, copy and display the paragraph given below in the following styles:

- Blocked paragraph
- Indented paragraph
- Hanging paragraph

(3 marks)

"The telephone is taken for granted by all who work in offices yet it is surprising how many people fail to use it correctly. Just as a badly typed letter gives a bad impression of a firm so does the receptionist who answers a telephone badly. A pleasant voice with a business-like manner is what is required."

- b) Below is a text that has been typed and proofread. In your answer booklet, copy it out correctly.

Title in caps & centre p1

u.c. People from other ethnic groups. Most people without licences take the opportunity of weekends or of feast days to ^{slaughter} ~~slaughter~~ in full indiscriminately, anything that moves within the hunting zones as well as within the park. Unscrupulous ^{big game} ~~hunted~~ ^{hunters} are people with licences who, either are hunting in the park, riding in ^{cars} ~~gears~~, or are killing a much ^{big} ~~big~~ number of animals than their licence specifies, or finally who are bribing guards forestry guides to have them transform any killed female animal to look like a ^{male} ~~male~~.