



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

SUBJECT: Digital Filing

PAPER NO: 358/22/M03

DURATION: 3 Hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer ANY FIVE (5) questions.
2. Each question carries 20 marks.
3. Do not write anything on the question paper.

This paper consists of 2 printed pages.

QUESTION 1

Justify the need for digital filing in an information centre. (20 marks)

QUESTION 2

Examine five ways of preserving vital records. (20 marks)

QUESTION 3

Explain the following filing systems as they are used in the management of records

- (a) Numerical (4 marks)
- (b) Alphabetical (4 marks)
- (c) Geographical (4 marks)
- (d) Subject (4 marks)
- (e) Alpha -numerical (4 marks)

QUESTION 4

Highlight five requirements for records storage facilities. (20 marks)

QUESTION 5

Analyse five tools that can be used to retrieve files in a records repository. (20 marks)

QUESTION 6

Describe five (5) methods of conducting a records inventory. (20 marks)

QUESTION 7

Assess any five (5) digital storage equipment used for filing. (20 marks)

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IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

MODULE: Classification of Records

PAPER NO: 358/22/M04

DURATION: 3 Hours

MAY / JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. Each question carries 20 marks.**

This paper consists of 2 printed pages.

QUESTION 1

Records Management is the cornerstone of effective operations in organisations.
Discuss. (20 marks)

QUESTION 2

Briefly explain the following Records Management principles:

- a) Life cycle (5 marks)
- b) Continuum (5 marks)
- c) Principle of respect des fonds (5 marks)
- d) Information cycle (5 marks)

QUESTION 3

- a) Define the term Records Inventory. (5 marks)
- b) Describe any five (5) components of a record inventory. (15 marks)

QUESTION 4

Articulate any five (5) functions on an index. (20 marks)

QUESTION 5

Recommend any five filing equipment for an information centre. (20 marks)

QUESTION 6

Explain any five (5) requirements of good filing equipment. (20 marks)

QUESTION 7

Analyse any five (5) coding systems used to represent classification of files of an organisation. (20 marks)

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IN

**COSMETOLOGY, LIBRARY, MANAGEMENT, MASS COMMUNICATION, FINE
ARTS**

**SUBJECT: Business Computing and Digital
Literacy**

PAPER NO: 310/22/M04

DURATION: 3 Hours

OCTOBER / NOVEMBER 2024 EXAMINATION

REQUIREMENTS

1. PC
2. Printer
3. Storage media
4. Bond paper

INSTRUCTIONS TO CANDIDATE

1. Answer all questions.
2. Type candidate number and script number on all sheets used.
3. Submit both hard and soft copy.

This paper consists of 5 printed pages.

QUESTION 1

- a) Type the following passage. Spell check and save. Print a copy. (6 marks)

Alick Macheso honours childhood friend at gig.

What are the chances of a famous singer spotting and acknowledging a 60 something-old fan in the crowd, and stopping the music to exchange pleasantries? Well, if the singer is Alick Macheso, the chances are quite high because such gestures of humility are synonymous with the Sungura music maestro.

At the weekend in Murombedzi, Macheso even went a step further. Recognising 63 year old Jane Mandariza, a long time neighbour of his, a visibly overjoyed Macheso paused a song during a show and walked over to give her US\$20. According to Mandariza, the two once lived a spitting distance from each other at a farm in Belgon, near Mazowe, where Macheso was raised by his mother.

She said Macheso was keen on music from a very young age, defying his mother's orders to focus on school. It was the youthful defiance that has changed Macheso's life, as he developed into a very successful musician.

Thousands of fans thronged the growth point for the free concert, and fans had a whale of a time and what a celebration it turned out to be!

- b) Bold and change to font size 14 the heading. (2 marks)
- c) Underline and centre the heading. (2 marks)
- d) Change the line spacing of the entire document to line spacing of 1.5 lines. (1 mark)
- e) Justify the whole document. (2 marks)
- f) Drop cap to 2 lines the first and the second paragraph. (2 marks)
- g) Insert a page boarder. (2 marks)
- h) Insert a header with your candidate number and a footer with your course. (2 marks)
- i) Insert any autoshape at the end of the passage. (2 marks)
- j) Ensure your work fits on one page, make use of the spell check facility. (2 marks)
- k) Save. Make a print out. (2 marks)

PAPER NO: 310/22/M04 - BUSINESS COMPUTING AND DIGITAL LITERACY

QUESTION 2

- a) Create a database named course work using a package you have learnt.
- b) Within the database create a table titled Coursework following structure and records

NAMES	DOB	COURSE	FOIT A	FOIT B
<Insert name>	12/12/1980	SCIENCE 2	88	91
<Insert name>	08/07/2000	LIS 1	85	92
<Insert name>	10/04/1999	COMMERCE 2	90	89
<Insert name>	09/09/2002	COSMETOLOGY,	86	88
<Insert name>	11/04/2000	HOSPITALITY 1	91	87

NB: Insert names on the Names field
Produce a print out of the table.

(7 marks)

- c) Sort the table in ascending order of course and make a printout. (5 marks)
- d) Create a query that will display all the students who were born after the year 1999. Print a copy. (5 marks)
- e) Create a tabular report based on the query in (d). Print. (5 marks)
- f) Create a query that will display all those born in the year 1999. Print a copy. (3 marks)

QUESTION 3

- a) Create the worksheet below, save as Salary and make a printout. (3 marks)

NAMES	GROSS TOTAL INCOME	PENSIONS 1% DEDUCTION	INCOME TAX 37%	NET PAY
Natalie	2500			
Sipho	2600			
Chipo	2400			
Jean	3000			
TOTAL				

- b) Given that;

Pension = Gross Income * 1% and
Income Tax = Gross Income * 37%

Calculate:

- i) Pension for each employee (4 marks)
 - ii) Income tax for each employee (4 marks)
 - iii) Net Pay for each employee (4 marks)
- c) Calculate the totals for each column. (4 marks)
- d) Produce a fully labelled bar chart using the Name and Net Pay fields. (4 marks)
- e) Insert your candidate number as a footer. Save and print a copy. (2 marks)

QUESTION 4

- a) Using a presentation package you have learnt, attempt the following;

SLIDE 1

(2 marks)

Presentation Title - SOFTWARE
Presented by
<Insert candidate number here>

SLIDE 2

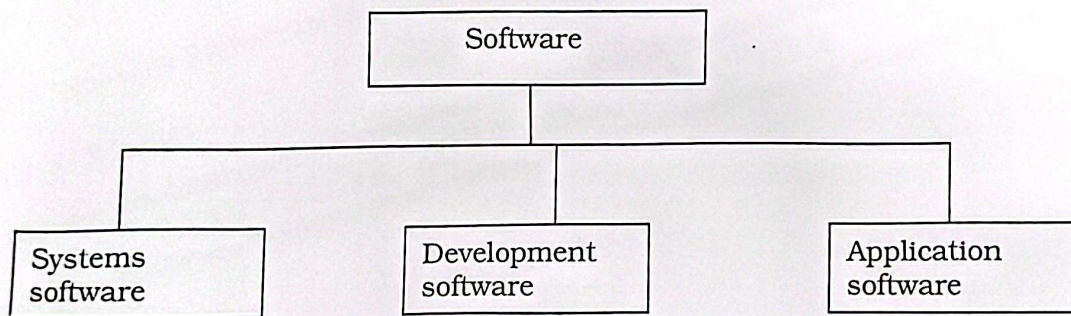
(4 marks)

Definition of software and a relevant picture

SLIDE 3

(5 marks)

Types of software



SLIDE 4

(5 marks)

Factors to consider when buying software

- i) Affordability
- ii) Compatibility with current hardware and software
- iii) Reputation of vendor
- iv) Recency in technology
- v) User friendly

SLIDE 5

(5 marks)

Functions of an operating system

- Memory management
- Error detection and correction
- Job scheduling
- Interface between hardware and software

- b) Insert your candidate number as a footer on all slides. Save and print a copy.

(4 marks)

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IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

MODULE: Records Preservation

PAPER NO: 358/22/M02

DURATION: 3 hours

MAY/JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. Each question carries 20 marks.**

This paper consists of 2 printed pages.

PAPER NO: 358/22/M02 – RECORDS PRESERVATION

QUESTION 1

Justify the significance of practising records preservation in an organisation. (20 marks)

QUESTION 2

Outline any five (5) duties of a conservator. (20 marks)

QUESTION 3

Examine any five (5) strategies to the preservation of digital media. (20 marks)

QUESTION 4

Recall five (5) advantages of digitising records and archival materials. (20 marks)

QUESTION 5

Highlight any five (5) benefits of planning for disasters in information centres. (20 marks)

QUESTION 6

Cite any five (5) responsibilities of a Disaster Management Committee (DMC). (20 marks)

QUESTION 7

Explain the following terms as they are used in records preservation.

- a) Content preservation (5 marks)
- b) Preventive preservation (5 marks)
- c) Restorative preservation (5 marks)
- d) Conservation treatment (5 marks)

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IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

MODULE: Reprography

PAPER NO: 358/22/M07

DURATION: 3 Hours

MAY/JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer ANY FIVE (5) questions.**
- 2. Each question carries 20 marks.**
- 3. Do not write anything on the question paper.**

This paper consists of 2 printed pages.

PAPER NO: 358/22/M07 - REPROGRAPHY

QUESTION 1

Briefly explain the following binding methods:-

- (a) Side stitching (4 marks)
- (b) Perfect binding (4 marks)
- (c) Spiral binding (4 marks)
- (d) Saddle stitch (4 marks)
- (e) Full case binding (4 marks)

QUESTION 2

Analyse any five challenges faced in a reprographic unit. (20 marks)

QUESTION 3

Examine any five benefits of digitisation. (20 marks)

QUESTION 4

Discuss five conditions appropriate for the storage of photographic materials (20 marks)

QUESTION 5

Assess any five reasons for reformatting records and archival materials. (20 marks)

QUESTION 6

Explain any four types of films. (20 marks)

QUESTION 7

Discuss the benefits of using a Planetary camera over a Rotary camera. (20 marks)

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IN

RECORDS AND INFORMATION MANAGEMENT

MODULE: Registry Administration

PAPER NO: 358/25/M09

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries 20 marks.
3. Do not write anything on the question paper.

This paper consists of 2 printed pages.

QUESTION 1

Explain the following Records Management terms: -

- (a) Records Management (4 marks)
- (b) Records (4 marks)
- (c) Archives (4 marks)
- (d) Information (4 marks)
- (e) Documents (4 marks)

QUESTION 2

Describe any five components of an incoming correspondence register. (20 marks)

QUESTION 3

Outline any five characteristics of a good classification system. (20 marks)

QUESTION 4

Highlight any five functions of a registry. (20 marks)

QUESTION 5

Cite any five methods that can be used to file records in a registry. (20 marks)

QUESTION 6

Discuss any five factors that determine the choice of storage equipment for a registry. (20 marks)

QUESTION 7

Numerate any five challenges encountered in accessing and retrieving records. (20 marks)

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NATIONAL DIPLOMA

IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

MODULE: Archives Administration

PAPER NO: 551/23/M07

DURATION: 3 hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions.**
- 2. Each question carries 25 marks.**
- 3. Do not write anything on the question paper.**

This paper consists of 2 printed pages.

QUESTION 1

Justify the need for acquiring archival materials in archival institutions. (25 marks)

QUESTION 2

Numerate the procedures for processing accessions in archival institutions. (25 marks)

QUESTION 3

Explicate five (5) qualities of a good access policy. (25 marks)

QUESTION 4

Explain any five (5) principles that are found in the code of ethics for archivists. (25 marks)

QUESTION 5

Critique the significance of conducting oral history programmes. (25 marks)

QUESTION 6

Explore any five (5) current trends in managing archival materials. (25 marks)

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IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

**MODULE: Indigenous Knowledge Systems
Management**

PAPER NO: 551/23/M08

DURATION: 3 Hours

NOVEMBER/ DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATES

1. Answer any four (4) questions.
2. Each question carries 25 marks.
3. Do not write anything on the question paper.

This paper consists of 2 printed pages.

QUESTION 1

Explicate any five (5) threats to Indigenous Knowledge Systems Management. (9 marks)

QUESTION 2

Write short notes on the following terms:

- | | |
|---------------------------------|-----------|
| a) Tacit knowledge | (5 marks) |
| b) Explicit knowledge | (5 marks) |
| c) Indigenous knowledge | (5 marks) |
| d) Western Scientific knowledge | (5 marks) |
| e) Ethno-ecology | (5 marks) |

QUESTION 3

Articulate any five (5) sources of Indigenous knowledge. (25 marks)

QUESTION 4

Examine any five ways of integrating traditional knowledge into modern science. (25 marks)

QUESTION 5

Explore any five (5) challenges of repackaging traditional knowledge. (25 marks)

QUESTION 6

Articulate any five (5) methods of protecting Indigenous knowledge. (25 marks)

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IN

RECORDS MANAGEMENT AND INFORMATION

**MODULE: Research Methods in Information PAPER NO: 551/23/M10
Science**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any four questions.
- 2) Each question carries 25 marks.
- 3) Do not write anything on the question paper.

This paper consists of 2 printed pages.

QUESTION 1

Summarise any five (5) characteristics of the quantitative research approach.
(25 marks)

QUESTION 2

Explore any five (5) ways of reducing sampling error.
(25 marks)

QUESTION 3

Validate the importance of statistical tools in research.
(25 marks)

QUESTION 4

Analyse any five (5) types of research design.
(25 marks)

QUESTION 5

Elucidate on any five (5) reasons why research proposals are rejected.
(25 marks)

QUESTION 6

Examine any five (5) limitations of the survey research methodology.
(25 marks)

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IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

MODULE: Reprographics

PAPER NO: 551/23/M06

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions.**
- 2. Each question carries 25 marks.**
- 3. Do not write anything on the question paper.**

QUESTION 1

Evaluate any five (5) legislation that affect the reproduction of records in Zimbabwe. (25 marks)

QUESTION 2

Analyse five (5) advantages of photocopying over other reprographic techniques. (25 marks)

QUESTION 3

Examine five (5) drawbacks of microfilming as a reprographic technique. (25 marks)

QUESTION 4

Explore any five (5) ways of providing access to microfilm collections. (25 marks)

QUESTION 5

Elaborate on any five (5) challenges of digitisation. (25 marks)

QUESTION 6

Numerate the steps in developing a film. (25 marks)

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IN

RECORDS MANAGEMENT AND INFORMATION SCIENCE

**MODULE: Records and Information Services PAPER NO: 551/23/M09
Automation**

DURATION: 3 Hours

NOVEMBER/ DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any four (4) questions.
2. Each question carries twenty-five (25) marks.
3. Do not write anything on the question paper.

This paper consists of 2 printed pages.

PAPER NO: 551/23/M09 – RECORDS AND INFORMATION SERVICES
AUTOMATION

QUESTION 1

Examine any five (5) 4th Industrial Revolution (4IR) technologies used in automating Records and Information Management Systems. (25 marks)

QUESTION 2

Explore any five (5) equipment that can be utilised for a successful digitisation program. (25 marks)

QUESTION 3

Elucidate on five (5) Records and Information Management services that can be automated. (25 marks)

QUESTION 4

Explain the significance of documentation and metadata in maintaining automated Records Management Systems. (25 marks)

QUESTION 5

Summarise the steps followed when planning for an automated program. (25 marks)

QUESTION 6

Articulate any five (5) reasons for the evaluation of an automated system. (25 marks)

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