

LEVEL 4

Demonstrate Digital Literacy

March/April 2026



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

WRITTEN ASSESSMENT

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections **A** and **B**.
2. Answer **ALL** the questions in each section.
3. Marks for each question are indicated in the brackets.
4. You are provided with a separate answer booklet to answer the questions.
5. Do not write on the question paper.

This paper consists of FOUR (4) printed pages.

Candidate should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A (10 MARKS)

Answer ALL questions in this section. Each question carries one 1 mark

1. Which action BEST keeps data accurate and correct?
 - A. Increasing storage space
 - B. Using passwords to access data
 - C. Increasing storage space
 - D. Making files smaller
2. _____ email procedure makes office communication safer
 - A. Checking email attachments carefully before opening
 - B. Using your official work email account for communication
 - C. Using email filters to manage incoming messages
 - D. Sharing your email password with close friends only
3. Which of the following actions helps to protect you from someone stealing your information?
 - A. Using public Wi-Fi
 - B. Connecting only to familiar Wi-Fi networks
 - C. Using a strong password
 - D. Not updating your software
4. All of the following actions do NOT help to protect office computers from unauthorized access EXCEPT
 - A. Sharing passwords
 - B. Installing games
 - C. Using strong passwords
 - D. Removing antivirus
5. _____ is a spreadsheet feature that helps arrange data from smallest to largest.
 - A. Cells
 - B. Formulas
 - C. Sorting
 - D. Charts

6. _____ is an example of a computer software
- A. Keyboard
 - B. Monitor
 - C. Microsoft Word
 - D. Flash disk
7. What is the MAIN purpose of using a search engine on the Internet?
- A. To display web pages
 - B. To find specific information quickly
 - C. To store Internet data
 - D. To manage online accounts
8. _____ is the main function of an email
- A. Sending and receiving messages
 - B. Viewing and streaming online content
 - C. Sharing files directly between computers without the Internet
 - D. Making real-time voice and video calls
9. Which of the following Microsoft Word features allows you to automatically number pages?
- A. Page Setup
 - B. Footer
 - C. Page Number
 - D. Text Box
10. _____ is an example of a computer crime
- A. Saving a document
 - B. Printing a document
 - C. Hacking
 - D. Sharing a document

SECTION B: (40 Marks)

Answer ALL questions in this section

- 11.
- a. Define Digital Literacy (2 Marks)
 - b. Explain TWO advantages of Digital Literacy (4 Marks)
12. Explain TWO hardware components of a computer system (4 Marks)
13. As an ICT Expert, you have been contracted by your organization to procure computers for organizational use. State FOUR factors you would consider when choosing the computer. (4 Marks)
- 14.
- a. Explain what you understand by the term ‘Data backup’ (2 Marks)
 - b. Discuss TWO reasons why data backup is important in an office (4 Marks)
15. Your colleague was typing a letter using Microsoft Word. Unfortunately, the power went off, and when it came back on, they could not find their document.
- a. Explain ONE reason why they couldn’t get their document. (2 Marks)
 - b. Explain ONE measure they should practice to ensure this does not happen again. (2 Marks)
16. Differentiate between “cut and paste” and “copy and paste” as used in MS word processing (4 Marks)
17. Explain TWO differences between hardware and software as used in computing. (4 Marks)
18. Explain TWO application areas of computers. (4 Marks)
19. Staff members in an organization are required to handle information in compliance with national ICT regulations.
- a. Explain ONE ICT law that governs the protection of digital information. (2 Marks)
 - b. State TWO steps you will take to protect your computer against computer viruses. (2 Marks)

THIS IS THE LAST PRINTED PAGE