



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

**MODULE: Digital and Conventional Mail
Management**

PAPER NO: 358/22/M05

DURATION: 3 hours

NOVEMBER/DECEMBER 2025 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.**

QUESTION 1

Outline the procedure followed when processing incoming mail. (20 marks)

QUESTION 2

Discuss five (5) factors to consider when selecting hardware for an Information Centre. (20 marks)

QUESTION 3

Explain any five (5) benefits of implementing mail security procedures. (20 marks)

QUESTION 4

Cite any five (5) strategies involved in managing electronic mail in registries. (20 marks)

QUESTION 5

Numerate any five (5) functions of Courier Services in Zimbabwe. (20 marks)

QUESTION 6

Recall five (5) health effects associated with prolonged and inappropriate computer use. (20 marks)

QUESTION 7

Analyse any five (5) threats to electronic records. (20 marks)

.../f