



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

OFFICE MANAGEMENT

MODULE: Records and Information Management PAPER NO: 552/23/M11

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five questions.
2. Do not write anything on the question paper.
3. Do not write your name anywhere inside or outside the answer booklet.
4. Begin each question on a new page.

QUESTION 1

With the aid of a diagram explain the life cycle of records. (20 marks)

QUESTION 2

- (a) Analyse the importance of records information management in an organisation. (12 marks)
- (b) Explain any four methods of storing records. (8 marks)

QUESTION 3

- (a) Describe any three methods of destroying digital records. (6 marks)
- (b) Outline seven steps involved in the destruction of records. (14 marks)

QUESTION 4

Explain the following principles of records construction

- (a) Accountability (4 marks)
- (b) Transparency (4 marks)
- (c) Integrity (4 marks)
- (d) Protection (4 marks)
- (e) Accessibility (4 marks)

QUESTION 5

- (a) Explain the factors to consider when appraising records. (12 marks)
- (b) Analyse the following methods of records disposal
- (i) Incineration (4 marks)
- (ii) Shredding (4 marks)

QUESTION 6

Discuss the importance of records auditing in an organisation. (20 marks)

QUESTION 7

- (a) Describe any five duties of an archivist. (10 marks)
- (b) Examine the following principles as used in records archival
- (i) Principle of provenance (3 marks)
 - (ii) Principle of original order (3 marks)
 - (iii) Arrangement and description (4 marks)

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