



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

OFFICE MANAGEMENT

MODULE: Shorthand 80WPM

**PAPER NO: 552/15/S02A
552/22/S02A
552/23/M03A**

DURATION: 3 Hours

NOVEMBER / DECEMBER 2025 EXAMINATION

REQUIREMENTS

- 1. Stop Watch**
- 2. × 2 serialised Exam Booklet (1 booklet) per passage**
- 3. A5 shorthand note paper**

INSTRUCTIONS TO CANDIDATE

See page 2.

a) INSTRUCTIONS TO THE INVIGILATORS (80wpm)

1. The invigilators shall ensure that the speed test consists of two passages of 3 minutes each to be dictated at the speed indicated at the head of each test paper.
2. The invigilators shall give the Question Paper to the reader 40 minutes before the examination commences.
3. During the dictation period the invigilator shall:
 - Follow the reading of the test passage on the extra copy of the question paper enclosed.
 - Report any inaccuracies or any special circumstances which may cause undue difficulty.
 - Ensure that the reader is heard clearly by all candidates.
4. The transcription shall be collected and placed in order of candidate numbers, as soon as the time allotted for transcription is over.
5. The scripts shall be tied together with the Attendance Register and Mark sheet.

b) INSTRUCTIONS TO THE READER

1. The reader shall provide an appropriate practice “warm-up” passage in order to give confidence and to familiarise candidates with the voice of the reader.
2. Readers of shorthand passages shall indicate paragraphs, full stops and question marks and no other punctuations.
3. The reader shall allow an interval of two (2) minutes between “warm-up” and actual examination.

c) INSTRUCTIONS TO BE READ TO CANDIDATES BY THE READER OF THE SPEED TESTS

1. Do not transcribe any of the material from the “warm-up” exercise.
2. Do not begin transcribing notes until instructed to do so.
3. Write your candidate number at the head of shorthand notes and at the head of transcription.
4. The speed of the test attempted shall be indicated at the head of the transcription.

PAPER NO: 552/15/S02A

552/22/S02A

552/23/M03A – SHORTHAND 80WPM

5. Marks will be lost for illegible handwriting, incorrect spelling or unsatisfactory punctuation.
6. The shorthand notes shall be written in blue pen or pencil. The candidate is not allowed to **re-write** shorthand notes even though there may be adequate time to do so.
7. Shorthand notes shall be written in full using the correct **Shorthand theory version**. Shorthand notes that do not match the longhand transcription will lead to an automatic fail in the shorthand examination for both papers A and B.
8. Candidate is not allowed to mix **long hand** with **shorthand** notes. This will result in automatic fail in the shorthand examination for both papers A and B.
9. Transcripts must be written on the paper provided in blue ink ball-point pen. Transcripts written in pencil shall result in automatic fail in the Shorthand examination for both papers A and B.
10. The candidate will be allowed a two (2) minute interval to go over the Shorthand notes before transcription commences.
11. Candidate is allowed to use an English Dictionary to aid the transcription.

NB: Transcription time for this paper is forty (40) minutes per passage.

LETTER ABOUT A BOOK FAIR PRIZE DRAW

Dear Mrs Booties **(Paragraph)**

I am writing this letter in response to yours dated twenty November
(Fullstop) In your letter / you indicated that you are interested in our $\frac{1}{4}$
book fair **(Fullstop)** As a book seller I am sure that you // are always $\frac{1}{2}$
busy **(Fullstop)** I understand that you might not have anyone to remain
in your shop that day **(Fullstop)** /// However you did not consider the $\frac{3}{4}$
benefits of attending the book fair prize draw **(Paragraph)**

In your letter you clearly //// indicated that you will not have time for **1 min**
the prize draw **(Fullstop)** I feel that our book fair will give / you an $\frac{1}{4}$
opportunity to meet publishers **(Fullstop)** You might not have read the
benefits of taking part in the draw // **(Fullstop)** The benefits of attending $\frac{1}{2}$
will be two free book fair seminars **(Fullstop)** The seminars will be held
next month /// **(Paragraph)** $\frac{3}{4}$

In addition you will be given a give away voucher worth two hundred and
fifty dollars **(Fullstop)** This voucher //// will be given during all the days **2 mins**
of the prize draw **(Fullstop)** All you have to do is to drop / your entry $\frac{1}{4}$
form into the draw booth **(Fullstop)** The draw booth is placed opposite the
new book seller centre **(Fullstop)** // The entry form will be received one $\frac{1}{2}$
week before the seminar **(Paragraph)**

The other benefits are two book fair beer /// bashes at the end of the day $\frac{3}{4}$
(Fullstop) We look forward to seeing you at the event **(Paragraph)**

Your faithfully //// **3 mins**

LETTER REQUESTING FOR THE TRAINING OF KITCHEN STAFF

Dear Mrs Moses **(Paragraph)**

I am very pleased to write this letter to you, informing you about our request for / cooking classes **(Fullstop)** We are looking for opportunities that can help enhance our kitchen staff's cooking skills **(Fullstop)** We have // decided to train our kitchen staff's cooking skills after their failure to host an event **(Fullstop)** This made us to realise that /// we have not been sending them for training **(Paragraph)**

1/4
1/2
3/4

We are therefore interested in your cooking classes **(Fullstop)** We noted //// your impressive career and cooking expertise **(Fullstop)** We therefore felt that participating in your cooking classes could contribute to our / success **(Fullstop)** Our training Officer suggested that there is need to request for training **(Paragraph)**

1 min
1/4

However, to gain more understanding // of your cooking classes we need additional information **(Fullstop)** The additional information should include topics covered in your cooking classes /// **(Fullstop)** Our Training Officer also felt that the staff can be divided into groups so that kitchen duties are not /// / distributed **(Paragraph)**

1/2
3/4

We have noted that your classes cover both the practical and theory aspects of cooking **(Fullstop)** We are / interested in both the aspects **(Fullstop)** However, our kitchen supervisor felt that the practical cooking classes can be carried out // in our kitchen **(Fullstop)** The theory classes can be carried out when members are not at work **(Paragraph)**

2 mins
1/4
1/2

Your prompt /// attention to this matter will be greatly appreciated **(Fullstop)** We look forward to receiving the requested additional information **(Paragraph)**

3/4

Yours ////

3 mins

...../pm