UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Examinations

NOV-DEC SERIES

PROGRAMME

NCLIS, NCRIM, NCPAM, NCHRM

PAPER NAME

FUNDAMENTALS OF RECORDS MANAGEMENT

PAPER CODE

NCRM114

YEAR I, SEMESTER I

2 ½ HOURS

WEDNESDAY, 11TH DECEMBER, 2019

INSTRUCTIONS TO CANDIDATES

1. *This paper consists of **two** sections **A** and **B.***
2. *Section **A** is compulsory and carries **20** marks.*
3. *Section **B** consists of **six** questions. Answer only **four** questions from this section.*
4. *All questions carry equal marks.*
5. *All answers to each question should begin on a fresh page.*
6. ***Do not** write on the question paper.*
7. *All answers and rough work should be done in the official answer booklet provided.*
8. *Read other instructions on the answer booklet.*

© 2019 Uganda Business and Technical Examinations Board

SECTION A - (20 MARKS)

Answer all questions in this section

Question One

(a) Define the term **Records Management**. (01 mark)

(b) List **two** environmental dangers of records. (02 marks)

(c) State **two** examples of paper based records. (02 marks)

(d) Distinguish between **file request forms** and **file transit sheet**. (02 marks)

(e) Outline **two** classifications of records for retention decisions. (02 marks)

(f) List **four** rules of indexing as applied in records management. (04 marks)

(g) Identify **three** major functions of a medical record. (03 marks)

(h) State **four** codes of ethics for record keepers in an organization. (04 marks)

SECTION B - (80 MARKS)

Answer only four questions from this section.

Question Two

Mark an Assistant Records Manager was tasked to institute a good filing system that serves objectives of filing in Kuwa organization by his Supervisor due to the rising challenges.

(a) Define **filing** as applied in Records Management. (02 marks)

(b) Identify **four** advantages of the system Mark has been tasked to institute. (08 marks)

(c) Discuss **five** steps Mark is most likely to follow in executing the above task. (10 marks)

Question Three

You are a Head of Department in the registry of ZZ Limited and a member of the Records Appraisal Committee which develops records retention schedules for the organization.

(a) Identify **two** types of schedules the committee mentioned above would develop for the organization. (04 marks)

(b) Explain **six** importance of records retention schedules to the above organization. (12 marks)

(c) State **two** classifications of records that can be followed when making retention decisions in the above organization. (04 marks)

Question Four

The Head of Department in CAR Hospital registry tasked you to design a Medical Record Form for the hospital.

(a) Explain **four** principles to consider when developing the mentioned form above. (08 marks)

(b) Describe **six** steps followed to ensure forms control at CAR Hospital. (12 marks)

Question Five

Annet is a Records Assistant who is supervised by the Records Officer in NEXT Company. When clients come to the registry, Annet takes time asking their details and also more time to deliver the information they need. However, she is not performing well because of the many files she has to consult.

(a) Suggest **three** reasons why Annet is inefficient at her work. (06 marks)

(b) Discuss **three** types of indexing that Annet could have used during her tasks. (08 marks)

(c) Explain **four** approaches that the supervisor should use to improve the status of Annet's performance. (06 marks)

Question Six

Kukuu Company has employed you as an Assistant Records Officer and you are expected to possess professional ethics concerning records management.

(a) Explain **five** reasons for possessing the above ethics in Records Management. (10 marks)

(b) Identify **five** pillars of ethics you are expected to possess in executing your duties at Kukuu Company. (10 marks

Question Seven

K.K Company and sons Limited employed you as the Records Assistant. Your supervisor requested you to manage Records in the departments of the organisation.

(a) Identify **three** stages you will use to fulfill the Supervisor's request. (06 marks)

(b) Explain **seven** importance of Records Management to the above company. (14 marks)

END