



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code :
Qualification : Counselling Psychology Level 5
Unit Code :
Unit of Competency : Demonstrate Digital Literacy

WRITTEN ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

This paper consists of SIX (6) printed pages
Candidates should check the question paper to ascertain that all
pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. In the modern world, digital literacy is essential for effective communication and data management in healthcare settings. Define digital literacy. (2 Marks)
2. Hospitals and clinics use networks to share data across departments. Outline TWO types of network topologies. (2 Marks)
3. In today's world, the internet is important in connecting people and shaping the modern society. State THREE important ways the internet contributes to society today. (3 Marks)
4. At AMREF International University, the administration has requested an update to the institution's network infrastructure. In this context, Name TWO types of networks that are commonly used in educational institutions and organizations. (3 Marks)
5. Operating systems help manage multiple applications in health record systems. Highlight any THREE functions of an operating system. (3 Marks)
6. Databases are used in management of records in any institution systems. Outline THREE other importance of a database in an office (3 Marks)
7. Healthcare professionals rely on software to manage patient records and research. Differentiate between system software and application software, giving ONE example of each. (4 Marks)
8. various input and output devices are used for data entry and processing. Identify TWO input devices and TWO output devices. (4 Marks)
9. Cyber threats pose risks to patient data security. Identify TWO common cybersecurity threats and how they can be prevented (4 Marks)
10. Email is an important communication tool in an institution. Outline THREE steps to follow when creating an email account (4 Marks)
11. In the workplace, different software applications help improve productivity and streamline tasks like creating reports and assignments. Desktop publishing and PowerPoint presentation software are commonly used but serve distinct purposes. Differentiate between desktop publishing software and PowerPoint presentation software. (4 Marks)
12. Email plays a crucial role in both personal and professional communication, enabling users to exchange messages instantly across the globe. For an email to be sent and

received successfully, specific elements are required. Name TWO parts of an email address giving examples of each part. (4 Marks)

SECTION B (60 MARKS)

Answer Question THIRTEEN and any other TWO Questions in This Section

13. A health records officer is training new staff on how computers have evolved and their role in medical record-keeping. The trainees need to understand different classifications and generations of computers.

a) Describe the classifications of computers according to its functionality.

(6 Marks)

b) Explain how computers have evolved through different generations highlighting the evolution of technologies used in each generation.

(10 Marks)

c) Discuss TWO classifications of computers according to sizes.

(4 Marks)

14. A medical clinic recently experienced a cybersecurity threat that compromised client records. Many patients lost trust in the clinic, and the management was forced to take immediate action. To prevent future breaches, they have consulted a cyber security officer to manage the situation.

a) With the knowledge of cybersecurity, discuss FIVE types of security threats that might have attacked the clinics computers.

(10 Marks)

b) Describe FIVE ways in which the threats discussed above can be prevented in an institution.

(10 Marks)

15. A small clinic recently introduced computers to manage patient records, appointments, and treatment schedules. However, most staff members are not familiar with using computers, leading to difficulties in entering patient data accurately. The clinic manager is concerned about data accuracy and security and is looking for ways to help staff use the computers more effectively. They aim to improve efficiency and ensure that patient information is safely stored while staff gain confidence in using the new system.

a) Explain THREE basic tasks that staff members in the clinic can perform using a computer to improve their daily work

(6 Marks)

b) Discuss SIX importance for clinic staff to learn how to use computers for managing patient records, appointments, and treatment information?

(6 Marks)

- c) Describe FOUR ways the clinic can ensure patient data is kept safe and secure on the computer system. (6 Marks)
- d) Highlight TWO classifications of security threats. (2 Marks)

16. AMREF University has introduced word processors to help students and staff create reports, assignments, and research papers. Many students, however, are still getting used to the features of the word processor. They struggle with understanding the basic functions like saving documents, using formatting tools (such as headings, bullet points, and page numbers), and navigating the different parts of the software. The university aims to train students on how to use these features effectively to improve their academic work and productivity. The IT department has been tasked with providing an easy-to-understand guide for students to help them make the most of the word processor's features.

- a) Identify FIVE parts of a word processor that are used when creating a document. (5 Marks)
- b) Describe FIVE steps for saving a document in a word processor in a specific folder location. (5 Marks)
- c) Explain SIX advantages of using a word processor for creating reports and assignments at AMREF International University compared to handwriting. (6 Marks)
- d) Elaborate FOUR ways that formatting features help improve the presentation of a report or assignment (4 Marks)