PUBLIC SERVICE COMMISSION OF KENYA

P.O. BOX 30095 – 00100

NAIROBI

REF: PSC.31/12/X/274

Date: 9th February, 2012

The Attorney General
The Auditor General
The Controller of Budget
The Chief Registrar Judiciary
The Clerk, National Assembly
All Permanent Secretaries
All Provincial Commissioners (with sufficient copies to District Commissioners)

RE: OCCUPATIONAL EXAMINATION FOR TELEPHONE OPERATORS – APRIL 2012

It is notified for general information that year 2012 Occupational Examination for Telephone Operators will be held from Monday 23rd April to Monday 30th April 2012.

1. EXAMINATION PAPER STRUCTURE AS PER REVISED SYLLABUS

The following is the examination paper structure as per the revised syllabus (2010)

Paper Code	***Subject***
101A	Telephone Call Management (Theory Paper)
101B	Dictation and Telephone Call Management Aids (Practical Paper)
101C	Hearing and Voice Test (Practical Paper)
102	Telecommunication Technology and Operations
103	Business Calculations
104	Organization and Functions of Government
105	Public Relations and Customer Care
106	Communication Skills
107	Governance and Civil Service Regulations

2. EXAMINATION TIME TABLE

The Examination timetable will be as follows:

DAY 1 MONDAY, 23rd April, 2012

MORNING

Rehearsal ***(starts at* 9:00 a.m.)**

AFTERNOON ***(*2:00 p.m. – 4:30 p.m.)**

Paper 101A Telephone Call Management (Theory Paper) **(2½ hours)**

DAY 2 TUESDAY ,24th April, 2012

MORNING ***(9:00 a.m. – 11:30 a.m.)***

Paper 102 Telecommunication Technology and Operations (**2½ hours)**

AFTERNOON ***(*2:00 p.m. – 4:30 p.m.)**

Paper 107 Governance and Civil Service Regulations **(2½ hours)**

***DAY 3 WEDNESDAY, 25th April*, 2012**

MORNING ***(*9:00 a.m.–11:00 a.m.)**

Paper 103 Business Calculations **(2 hours)**

MID-MORNING ***(*11:30 a.m. – 11:49 a.m.)**

Paper 101B Dictation and Telephone Call Management Aids **(19 minutes)**

AFTERNOON ***(2:00 p.m. – 4:00 p.m.)***

Paper 104 Organization and Functions Of Government (**2 hours)**

DAY 4 THURSDAY 26th April, 2012

MORNING ***(*9:00 a.m. – 11:30 a.m.)**

Paper 105 Public Relations and Customer Care **(2½ hours)**

AFTERNOON ***(*2:00 p.m. – 4:30 p.m.)**

Paper 106 Communication Skills **(2½ hours)**

DAY 5 FRIDAY 27th April and DAY 6 MONDAY 30th April, 2012

Paper 101C Hearing and Voice Test will be conducted at the Commission House

3. ELIGIBILITY TO ENTER.

The examination will be given to Public Servants who must:-

(a) Be in possession of Kenya Certificate of Secondary Education (KCSE) mean grade C- (minus) or its equivalent with at least a C- in English, Kiswahili and Geography

(b) Have served as a Telephone Operator II or its equivalent for a minimum period of twelve months **OR**

(c) Other Telephone Operators in an equivalent grade in the Public Service.

4. CONDITIONS FOR PASSING THE OCCUPATIONAL EXAMINATION FOR TELEPHONE OPERATORS

a. Candidates who pass all the subjects will be awarded the Occupational Examination for Telephone Operators certificate

b. A candidate who does not pass a paper will be referred in that same paper.

c. Telephone Operators are expected to pass the Occupational Examination for Telephone Operators within a period of 10 years from the date of first sitting.

NOTE

- This being the first examination under the revised syllabus 2010, all candidates will register for all papers.
- Sample Question Papers prepared by the Commission are appended to this circular letter.

5. REGISTRATION FORMS

a. All candidates are required to complete the registration **FORM A** as set out in the Appendix to this circular letter.

b. The registration form should be reproduced by each Ministry/Department as required.

c. The duly completed registration form, accompanied by the correct registration fee should be submitted to the Secretary, Public Service Commission of Kenya, Commission House, Harambee Avenue P. O. Box 30095 NAIROBI so as to reach the Commission not later than **16th March 2012.**

6. REGISTRATION FEES

Each candidate will be required to pay the registration fees as per the revised rates in the circular **Ref PSC NO. 200/99 dated 7th December 2004.**

Basic Fee **1,500/=**
Fee per paper **500/= (there are seven papers)**

The fee which is non-refundable should be paid in Banker's cheque only payable to the **Secretary, Public Service Commission, Nairobi.** Kenya Government cheques, personal cheques, money orders and postal orders will not be accepted.

7. LATE REGISTRATION

A late registration fee of Kshs.300/= will be charged to all candidates who submit their forms after 16th March 2012. The deadline for late registration is
30th March, 2012.

8. EXAMINATION CENTRE

The examination will be held at **Kenya Institute of Survey and Mapping, Nairobi** from 23rd April, 2012 to 26th April, 2012 while the Hearing and Voice Test will be held at the Commission House on 27th and 30th April, 2012.

Certificates will be issued to successful candidates and their names published both in the Kenya Gazette and in a Circular Letter addressed to all the Permanent Secretaries/Heads of Department.

NOTE:

- This information can also be downloaded from the Public Service Commission of Kenya website at www.publicservice.go.ke

- The revised Occupational Examination for Telephone Operators Syllabus and sample question papers can be downloaded from Public Service Commission of Kenya website.

BERNADETTE M. NZIOKI, E.B.S.
S E C R E T A R Y
PUBLIC SERVICE COMMISSION (K)