

# OFFICE ADMINISTRATION – GRADE 11

## COURSE OUTLINE

### CHRISTMAS TERM - September - December 2020

#### **SUBJECT/COURSE DESCRIPTION:**

This is a Business Education subject concerned with the study of administrative principles, policies, procedures and technological competencies governing the modern office environment. The content and teaching strategies used reflect current trends in the modern office. The syllabus aims to provide students with knowledge, skills and attitudes for immediate access to entry-level positions such as administrative assistants, clerical assistants, receptionists, record management clerks, accounting clerks and factory and dispatch clerks and other related positions.

#### **GENERAL OBJECTIVES:**

- To acquaint students with basic office administration concept, principles, techniques and office terminologies.
- To nurture and improve students social and management skills.
- To develop the competency to choose from a wide range of career paths in the business field.
- To develop the confidence and capability to respond effectively to new processes in the office;

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#### SECTION 3

**TITLE:** RECRUITMENT AND ORIENTATION

#### WEEK 1 - 2

- Identify sources of information on job opportunities.
- outline factors to be considered when seeking employment;
- Prepare applications for a job.
- Prepare other types of letters.
- Explain factors to be considered when preparing for a job interview.
- Demonstrate knowledge of the requirements of the work environment.

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#### SECTION 4

TITLE: RECORDS AND INFORMATION MANAGEMENT

#### WEEK 3-4:

- Describe the characteristics of an information management system.
- Describe the duties of a records management clerk
- Identify the different classifications of Record Management Systems
- Explain Indexing: Methods and procedures for cross-referencing
- Outline the procedures for dealing with inactive files
- Describe the main legal stipulations governing access to and retention of documents;
- Explain the use of filing equipment and supplies in records and information management;
- Differentiate between centralised and departmental records management systems

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#### Section 5

TITLE: Reception and Hospitality

#### Week 6:

- Assess the contribution of the reception desk
- Identify the duties and attributes of a receptionist
- Manage appointments
- Explain the importance and use of Electronic reminders

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#### Section 6

TITLE: Meetings

#### Week 7 :

- define terms associated with business meetings
- Preparation of various documents used at meetings
- Roles and function of personnel associated with Meetings
- list the various types of meetings
- Requirements before, during and after meetings:

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#### Week 8-10

- discuss basic legal requirements of Annual General Meetings
- Outline the follow-up procedures related to decisions made at meetings.

#### Travel Arrangements

- Outline the types of information and services required for travel
- Time Zones: Calculate the time, based on knowledge of time differences between two or more countries
- Interpret schedules
- Explain the necessity for various travel documents
- Outline procedure for making travel arrangements;
- Determine monetary instrument to buy for use during