

OFFICE ADMINISTRATION

GRADE 10

1. OFFICE ORIENTATION

Specific Objectives:

Students should be able to:

1. Describe the role and functions **Role and functions of the Office in keeping with its** of the office in business **mission (commitment), vision (the means/the how) activities; and goals(measurable objectives):**
2. Describe how office structure and activity may be organized according to the size and nature of a business.
3. Compare different types of office layout.
4. Examine the ergonomics of the office as it relates to comfort, health and safety issues.
5. Describe the use of various types of equipment and the contribution they make to office efficiency.
6. Propose desirable skills, attitudes and attributes of office personnel.

2. COMMUNICATION:

Specific Objectives:

Students should be able to:

1. Describe the various channels of communication used in the office.
2. Identify factors affecting the selection of communication channel.

3. Identify factors affecting the flow of communication.
4. Discuss the barriers to effective communication.
5. Identify various forms of business structures.
6. Select appropriate types and sizes of stationery for a variety of uses.
7. Select relevant information sources.
8. Describe proper techniques for receiving and relaying messages by telephone.
9. Assess the communication services offered by communication providers.
10. Describe the services available for dispatching mail.
11. Outline procedures for sending and receiving parcels.
12. Outline procedures for dealing with incoming and outgoing mail in large and small offices.

3. RECRUITMENT & ORIENTATION

Specific Objectives:

Students should be able to:

1. Identify job sources of information.
2. Outline factors to be considered when seeking employment.
3. Prepare applications for a job.
4. Prepare various types of letters.
5. Explain factors to be considered when preparing for a job interview.
6. Demonstrate knowledge of the requirements of the work environment.

4. RECORDS & INFORMATION MANAGEMENT

Specific Objectives:

Students should be able to:

1. Describe the characteristics of an information management system.
2. Describe the duties of a records management clerk.
3. Maintain a records management system by electronic and other means.
4. Outline the procedures for dealing with inactive files.
5. Describe the main legal stipulations governing access to and retention of documents.
6. Explain the use of equipment and supplies in record and information management.
7. Differentiate between management systems.

5. RECEPTION & HOSPITALITY

Specific Objectives:

Students should be able to:

1. Assess the contribution of the receptionist desk to the welfare of the organization.
2. Identify the duties and attributes of a receptionist.
3. Manage appointments for an executive using electronic or manual systems.
4. Explain the importance and use of electronic and manual reminder systems.

6. MEETINGS

Specific Objectives:

Students should be able to:

1. Define the terms associated with business meetings.
2. Prepare documents associated with meetings.
3. Discuss the roles of personnel associated with meetings.
4. List the various types of meetings.
5. Organize different types of meetings.
6. Discuss basic legal requirements of Annual General Meetings
7. Outline the follow-up procedure related to decisions made at meetings.