

# OFFICE ADMINISTRATION

## GRADE 11

### TOPICS

#### 1. TRAVEL ARRANGEMENTS

##### **Specific Objectives:**

Students should be able to:

1. Outline types of information and services required for travel.
2. Calculate time based on knowledge of time differences between two or more countries.
3. Outline procedure for making travel arrangements.
4. Interpret schedules
5. Explain the necessity for various travel documents.
6. Determine monetary instruments for use during travel.

#### 2. HUMAN RESOURCES MANAGEMENT

##### **Specific Objectives:**

Students should be able to:

1. Describe the functions of the Human Resources Management office.
2. Identify the duties and attributes of the clerk in the Human Resources Management office.
3. Identify the benefits of legislation related to workers welfare.
4. Maintain records used in the Human Resources office.
5. Describe the factors that contribute to employee/labour turnover in an organization.

### 3. ACCOUNTS & FINANCIAL SERVICES

#### **Specific Objectives:**

Students should be able to:

1. Describe the role and functions of the Accounts office.
2. Identify the duties and attributes of a clerk in the Accounts office.
3. Prepare simple documents in the Accounts office.
4. Identify hardware and software resources used in the Accounts office.
5. Identify types of financial institutions.
6. Outline the procedures for making and receiving different types of payments.
7. Interpret information on cheques.
8. Interpret entries on a bank statement.
9. Reconcile bank and cash book balances.
10. Prepare petty cash records.

### 4. PROCUREMENT & INVENTORY MANAGEMENT

#### **Specific Objectives:**

Students should be able to:

1. Describe the functions of the Inventory Management Office.
2. Identify the duties and attributes of a clerk in the purchasing department.
3. Outline procedures for purchasing goods and acquiring services.
4. Prepare documents used in the purchase of goods and services.
5. Explain the importance of inventory management.
6. Maintain stock records.

## 5. SALES, MARKETING & CUSTOMER SERVICE

### **Specific Objectives:**

Students should be able to:

1. Explain the functions of staff involved in Sales, Marketing and Customer Service.
2. Identify duties of a clerk in the Sales Office.
3. Identify skills required by a clerk in the Sales, Marketing and Customer Service Offices.
4. Prepare documents used in Sales Marketing.
5. Distinguish among the different types of discounts.
6. Outline the functions of the Corporate Communications Clerk.

## 6. OPERATIONS, DISPATCH & TRANSPORT SERVICES

### **Specific Objectives:**

Students should be able to:

1. Explain the functions of the Operations, Dispatch and Transport Offices.
2. Explain the duties of a clerk in the Operations, Dispatch and Transport Offices.
3. Interpret information on documents used in the Operations, Dispatch and Transport Offices.