

OFFICE ADMINISTRATION SCHEMES OF WORK

FOURTH YEAR- Term 1

UNIT	TOPIC-SUBTOPICS	LENGTH OF TIME
1 (1.1-1.5)	OFFICE ORIENTATION- The role, functions, structure and organisation of the office. Office layouts and ergonomics. Office equipment. Skills, attitudes, attributes and their effect on office relationships.	3 -4 weeks
2 (2.1-2.11)	COMMUNICATIONS- Channels of communication. Electronic, oral, written and visual communication. Barriers to communication. Sources of information. Telephone techniques and services. Mail room activities.	4-5 weeks
3 (3.1-3.5)	RECRUITMENT and ORIENTATION- Finding job information and seeking employment. Job applications and letters. Job interviews. The work environment.	4 weeks

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FIFTH YEAR- Term 1

UNIT	TOPIC-SUBTOPICS	LENGTH OF TIME
7 (7.1, 7.3-7.4)	<p>TRAVEL ARRANGEMENTS- Information and services required for business travel. Schedules and travel documents. Monetary instruments and travel checklists.</p> <p>School Based Assessment.</p>	3 weeks
8 (8.1-8.5)	<p>HUMAN RESOURCE MANAGEMENT- The role and functions of the human resource office. Duties and attributes of a human resource assistant. Legislation related to workers welfare. Records used in a human resource office. Factors that contribute to employee turnover.</p> <p>School Based Assessment.</p>	4 weeks
9 (9.1-9.7)	<p>ACCOUNTS and FINANCIAL SERVICES- Role and function of accounts office. Duties and attributes of a clerk in the accounts office. Documents in the accounts office. Resources used in the accounts office and types of financial institutions. Making and receiving payments. Bank statements and reconciliation. Petty cash.</p> <p>School Based Assessment.</p>	4-5 weeks
Unit 10 (10.1-10.2)	<p>PROCUREMENT and INVENTORY MANAGEMENT- Roles and functions of the procurement office. Duties and attributes of a purchasing clerk.</p> <p>School Based Assessment.</p>	1 week