



Level 5 Diploma in Secretarial Studies (777) 145 Credits



Unit: Business Office Skills	Guided Learning Hours: 280
Exam Paper No.: 3	Number of Credits: 28
Prerequisites: Basic business knowledge.	Corequisites: A pass or higher in Certificate in Business Studies or equivalence.
<p>Aim: The aim of this unit is to provide a comprehensive coverage of a secretarial career and integrate modern office skills and issues. The unit provides practice in applying such office skills as abstracting, human relations, decision making, setting priorities, following directions, working under pressure, and working with interruptions. Learners develop an understanding of the role of administrative support personnel, office health, safety, ethical issues, national and international communications, reports and presentation research and development. All organisations have specific goals and objectives that they strive to meet. Top executives devise strategies and formulate policies to ensure that these objectives are met. But it is the responsibility of administrative personnel in an organisation to contribute toward the success of the company, hence, more companies are looking to employ those with office skills to keep up with competitive demands.</p>	
Required Materials: Recommended Learning Resources.	Supplementary Materials: Lecture notes and tutor extra reading recommendations.
Special Requirements: The unit requires a combination of lectures, demonstrations and class discussions.	
<p>Intended Learning Outcomes:</p> <p>1 Understand why information policy continues to have a strong technological orientation and placed in the control of specialists</p> <p>2 Office communication roles and functions; Clerical secretaries responsible for office communication and equipment and secretarial duties.</p>	<p>Assessment Criteria:</p> <p>1.1 Explain how business information is managed. 1.2 Describe office policies and procedures 1.3 Analyse paper based information 1.4 Analyse electronic based information 1.5 Explain file classifications 1.6 Explain the use of business office equipment; handling electronic business machines, shredders, calculators and computers 1.7 Analyse business health and safety issues 1.8 Explain the different office equipment 1.9 Explain equipment renting/leasing process 1.10 Identify the computer parts 1.11 Design a computer maintenance contract 1.12 Implement routines for office equipment use and establish routines to help minimise the amount of energy consumed by each item of equipment</p> <p>2.1 Identify elements of the communication process 2.2 Describe communication barriers 2.3 Describe effective communication 2.4 Analyse the communication procedures 2.5 Explain office organisation and management structures 2.6 Outline the elements of communication process 2.7 Describe the most common business documents that are typical in most companies 2.8 Describe the several different types of business documents needed in business used to communicate, transact business and analyse organisational productivity 2.9 Demonstrate the essence and use of business documents. 2.10 Describe electronic communication 2.11 Produce business letters 2.12 Produce business memorandums 2.13 Produce business reports</p>

<p>3 Understand how customer service as the lifeblood of any business overall activities of identifying and satisfying customer needs.</p>	<p>3.1 Define quality 3.2 Analyse the importance of customer service. 3.3 Describe the different international quality standards 3.4 Describe the importance of company image 3.5 Describe the different types of customers 3.6 Describe how to handle complaints 3.7 Describe how organisations develop competitive advantage through customer service 3.8 Describe the importance of customer service</p>
<p>4 Reception customer service, the importance of representing an organisation, first impressions and projecting a professional image; including excellent telephone manners in order to ensure the organisation emits positive and professional manners at all times.</p>	<p>4.1 Analyse business external customers 4.2 Analyse business internal customers 4.3 Demonstrate how to schedule appointments 4.4 Analyse reception dress code 4.5 Identify how to resolve conflict 4.6 Define and describe customers and responsibilities 4.7 Identify how to process incoming calls 4.8 Identify the importance of taking messages 4.9 Outline telephone manners and etiquette 4.10 Describe how to improving telephone manners 4.11 Explain correct telephone manners within the workplace</p>
<p>5 Understand how objectives give the business a clearly defined target and the criteria for effective business objectives should meet the “SMART” test.</p>	<p>5.1 Describe business goals and objectives 5.2 Describe how businesses define goals 5.3 Describe public and private sector activities 5.4 Analyse business organisational structures 5.5 Identify corporate and employee responsibilities 5.6 Define employment terms and conditions 5.7 Describe equal opportunity and diversity 5.8 Analyse the role of trade unions and their representatives 5.9 Explain the best practices in corporate occupational health and safety 5.10 Identify hazards at work 5.11 Define the health and safety regulations 5.12 Identify health and safety preventive and protective measures</p>
<p>6 Career development, how individuals manage their careers within and between organizations and organizations structures.</p>	<p>6.1 Explain organisational innovation and change 6.2 Describe career development 6.3 Analyse factors influencing career development 6.4 Analyse employee attitudes to work 6.5 Demonstrate how to design a CV 6.6 Demonstrate how to design a job application letter 6.7 Analyse how to create a job portfolio 6.8 Describe innovation in organisations, the importance of innovation and the tools / techniques used to create and foster innovation 6.9 Define organisational development 6.10 Describe barriers to innovation and change 6.11 Analyse Lewin/Schein’s change theory 6.12 Evaluate and examine resistance to change</p>
<p>7 Understand the advantages and disadvantages of group/teamwork and acceptable ethical responsibilities.</p>	<p>7.1 Describe factors affecting group work 7.2 Identify causes of group conflict 7.3 Explain the procedures for organising convention meetings</p>

8 The process of organising business travel, business travel agent services for corporate, business travel management services and accommodation.	7.4 Explain formal and informal meetings 7.5 Describe how to produce meeting minutes 8.1 Define domestic business travel 8.2 Define international business travel 8.3 Analyse the different travel documents 8.4 Analyse international flights 8.5 Analyse the different methods of payment in business
9 Business financial record keeping, retention periods for manual records and document destruction; including the goal of using a petty cash fund and the techniques to record expenses in the proper time period.	9.1 Define a purchase requisition 9.2 Define a purchase order 9.3 Analyse supplier documents 9.4 Describe financial statements 9.5 Outline the reasons why businesses keep financial records and documents 9.6 Demonstrate how to write a petty cash book 9.7 Describe petty cash policy and procedures 9.8 Describe petty cash security measures 9.9 Demonstrate how to raise a petty cash voucher 9.10 Demonstrate tracking the petty cash fund balance, and minimising unexplained cash shortages
10 The establishment of corporate resolutions for cheque and savings accounts, as well as borrowing by the corporation.	10.1 Describe business banking procedures 10.2 Analyse bank security procedures 10.3 Demonstrate how to process cheque payments 10.4 Demonstrate how to complete bank deposit slips 10.5 Analyse the employees who should be responsible for maintaining normal business records
11 The importance of mail and electronic mail in a successful communications strategy.	11.1 Explain the benefits of email 11.2 Describe data security measures 11.3 Demonstrate how to process incoming and outgoing mail 11.4 Identify post office activities 11.5 Evaluate and outline email as a valuable currency
Methods of Evaluation: A 2½-hour written examination paper with five essay questions, each carrying 20 marks. Candidates are required to answer all questions. Candidates also undertake project/coursework in Business Office Skills with a weighting of 100%.	

Recommended Learning Resources: Business Office Skills

Text Books 	<ul style="list-style-type: none"> Office Skills 4th Edition by Thelma J Foster. ISBN-10: 074871796X Business Student's Handbook: Developing Transferable Skills by Sheila Cameron. Front Office: Procedures, Social Skills and Management by P. Abbott , S. Lewry. ISBN-10: 0750600241
Study Manuals 	BCE produced study packs
CD ROM 	Power-point slides
Software 	None