



**Course:**                   **The Professional Certificate in Office Administration**

**Contact hours:**       **24**

**Prerequisite:**         **None**

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### **Abstract**

This course develops skills, helping persons to become effective and efficient Office Administration personnel. They will understand the importance of team work, delegation and managing their career.

### **Target Audience**

This course targets Executive Assistants, Administrative Assistants, Secretaries, Support Staff, or anyone responsible for coordinating, managing or being an effective member of an office team.

### **Learning Outcomes**

Upon completing this course, participants will be able to:

1. Discuss and outline Office Administration procedures
2. Identify and explain the types and uses of office equipment
3. Explain the purpose of different types of business documents
4. Demonstrate proper file management
5. Explain how to communicate more effectively
6. Maintain a records management system
7. List the requirements for organizing and conducting meetings
8. Recognize the importance of Health and Safety in the workplace

## **Course Content**

### ***Office Administration (Learning Outcome 1)***

- Introductions: Get to know each other
- Discuss the format of the program
- Provide an overview of Office Administration
- Review and select presentation topics
- Give presentation tips and demonstration
- Provide a definition of Office Administration
- Private Secretary/Administrative Officer
- General Duties and Additional Duties

### ***Office Equipment (Learning Outcome 2)***

- Types of Office Equipment (Traditional and Modern)
  - Telephone
  - Typewriter
  - Facsimile
  - Calculator
  - Computer
  - Photocopier
  - Other Equipment
- State the uses of Office Equipment
- Discuss how they contribute to office efficiency

### ***Business Documents (Learning Outcome 3)***

- Purpose of Business Documents
  - Letters
  - Memorandum
  - Reports
  - Notices
- Characteristics & Flow of Business Documents
  - Internal Only
  - External Only
  - Internal & External

### ***Information & Communications Technology (ICT) - (Learning Outcome 4)***

- A definition of ICT
- The Internet/Intranet
- Computer Networking
- Data Security

- Introduction to Microsoft Office
  - ☒ Microsoft Word, Excel, PowerPoint
  - ☒ Microsoft Outlook (Demonstration Only)

***Business Communication (Learning Outcome 5)***

- Elements of the Communication Process
- Barriers to Effective Communication
- Communication within Organizations
- Key Elements of Business Communication
  - ☒ Grammar
  - ☒ Language Usage
  - ☒ Spelling
  - ☒ Pronunciation and Punctuation
- E-mailing and E-mail Etiquette
- Office Ergonomics

***Record Management Systems (Learning Outcome 6)***

- A definition of Records Management
- Types of records
- Maintaining records
- Distinguish between the Record Management systems
  - Manual
  - Electronic
- Identify the equipment used
- Discuss the benefits of a good records management system

***Meetings, Seminars & Conferences & Time Management (Learning Outcome 7)***

- Definitions
- Meeting planning
  - Pre meeting
  - Meeting
  - Post meeting
- Effective Time Management
- Time Management Aids and Strategies

***General Topics in Office Administration (Learning Outcome 8)***

- Performance Management
- Health & Safety in the Office
- Career Advancement
- Course Review (Group Presentations)