



Diploma in Secretarial Studies (777) – Business Office Skills

Prerequisites: Basic Business organisational knowledge.	Corequisites: A Pass or better in Certificate in Business Studies or equivalence.
Aim: This course provides comprehensive coverage of a secretarial career and the integration of modern office skills and issues. Course provides practice in applying such office skills as abstracting, human relations, decision making, setting priorities, following directions, working under pressure, and working with interruptions. Candidates develop an understanding of the role of administrative support personnel, office health, safety, and ethical issues, national and international communications and report and presentations 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 for to employ those with office skills to keep up with competitive demands.	
Required Materials: Recommended Learning Resources.	Supplementary Materials: Lecture notes and tutor extra reading recommendations.
Special Requirements: The course requires a combination of lectures, demonstrations and class discussions.	
Intended Learning Outcomes:	Assessment Criteria:
1 Illustrate how business information is managed	1.1 Discuss office policies and procedures 1.2 Analyse paper based information 1.3 Analyse electronic based information 1.4 Explore file classifications
2 Understand the use of business office equipment	2.1 Analyse business health and safety issues 2.2 Explore the different office equipment 2.3 Explain equipment renting/leasing process 2.4 Identify the computer parts 2.5 Design a computer maintenance contract
3 Demonstrate office communication roles and functions	3.1 Identify elements of the communication process 3.2 Describe communication barriers 3.3 Discuss effective communication 3.4 Analyse the communication procedures 3.5 Explore office organisation and management structures
4 Demonstrate the essence and use of business documents	4.1 Describe electronic communication 4.2 Be able to produce business letters 4.3 Be able to produce business memorandums 4.4 Be able to produce business reports
5 Analyse the importance of customer service	5.1 Define quality 5.2 Discuss the different international quality standards 5.3 Describe the importance of company image 5.4 Describe the different types of customers 5.5 Be able to handle complaints

6	Demonstrate reception customer service	6.1 Analyse business external customers 6.2 Analyse business internal customers 6.3 Be able to schedule appointments 6.4 Analyse reception dress code 6.5 Identify how to resolve conflict
7	Demonstrate excellent telephone manners	7.1 Identify how to process incoming calls 7.2 Identify the importance of taking messages
8	Describe business goals and objectives	8.1 Discuss how business define goals 8.2 Describe public and private sector activities 8.3 Analyse business organisational structures 8.4 Identify corporate and employee responsibilities 8.5 Define employment terms and conditions 8.6 Describe equal opportunity and diversity 8.7 Analyse the role of trade unions and their representatives
9	Demonstrate the best practices in corporate occupational health and safety	9.1 Identify hazards at work 9.2 Define the health and safety regulations 9.3 Identify health and safety preventive and protective measures
10	Describe career development	10.1 Analyse factors influencing career development 10.2 Analyse employee attitudes to work 10.3 Be able to design a CV 10.4 Be able to design a job application letter 10.5 Analyse how to create a job portfolio
11	Understand organisational innovation and change	11.1 Define organisational development 11.2 Describe barriers to innovation and change 11.3 Analyse Lewin/Schein's change theory 11.4 Discuss resistance to change
12	Analyse the advantages and disadvantages of group/teamwork	12.1 Describe factors affecting group work 12.2 Identify causes of group conflict 12.3 Explain the procedures for organising convention meetings 12.4 Explore formal and informal meetings 12.5 Describe how to produce meeting minutes
13	Understand the process of organising business travel and accommodation	13.1 Define domestic business travel 13.2 Define international business travel 13.3 Analyse the different travel documents 13.4 Analyse international flights 13.5 Analyse the different methods of payment in business
14	Understand financial records and documents	14.1 Define a purchase requisition 14.2 Define a purchase order 14.3 Analyse supplier documents
15	Understand how to write a petty cash book	14.4 Describe financial statements 15.1 Describe petty cash policy and




Tel: 0044 7423211037

Email: info@londoncomputercollege.co.uk Website: www.londoncomputercollege.co.uk

Registered No: 3267009 (England)

16	Understand business banking procedures	procedures
		15.2 Describe petty cash security measures
		15.3 Be able to raise a petty cash voucher
17	Understand the importance of mail and electronic mail	16.1 Analyse bank security procedures
		16.2 Be able to process cheque payments
		16.3 Be able to complete bank deposit slips
		17.1 Explain the benefits of email
		17.2 Describe data security measures
		17.3 Demonstrate how to process incoming and outgoing mail
		17.4 Identify post office activities

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