



SCOA 01
Office Administration (Basic)
Course Structure

Contact Hrs- 15

Mode of Delivery - Online (Zoom Platform)

Aim of the Course:

This course aims to equip participants with the essential skills and knowledge to function effectively as Office Clerks in a modern, 21st-century office environment.

Course Description:

This Office Administration Certificate Program comprises 15 contact hours designed to equip individuals with foundational knowledge, skills, and competencies needed to excel in a modern office setting. The program provides essential business skills, including work ethics and professionalism, and introduces participants to commonly used business software applications.

This course is ideal for individuals seeking a solid understanding of the business environment or those interested in beginning a career in Office Administration.

Prerequisites:

This course has no prerequisites and does not require prior knowledge or certification, making it ideal for beginners. However, students must have access to functioning laptop or desktop computer with internet access to participate in some aspects of this course effectively.

Module 1: - Managing the 21st Century Office with Professionalism

- Describe regularity and punctuality in an organization.
- Explain the function and elements of a Code of Conduct.
- Demonstrate how to utilize a proper dress code

Module 2: - 21st Century Modern Office Equipment

- Observe Health and safety requirements when operating business equipment and resources.
- Operate simple equipment such as a photocopier, shredder and scanner.
- Use simple business resources such as a stapler, guillotine and hole punch.

Module 3: -21st Century Office Structure

- Discuss the structure of the organizational chart.
- Identify functions, skills and roles of each Department in an Organization.

Module 4: - 21st Century Office Customer Service

- Practise Professional Customer Service Representative (CSR) skills.
- Identify professional qualities in CSR.
- Manage irate and difficult customers

Module 5: 21st Century Office Reception Desk

- Identify the role and function of the reception desk.
- Apply proper telephone etiquette skills.
- Demonstrate good receptionist skills.

Module 6: Resume Writing and Interview Coaching

- Compose a resume & cover letter
- Employ good practices in preparing for an interview.
- Illustrate techniques in answering interview questions.
- Identify possible career opportunities in the sector.

Module 7: Communication skills for the Modern Office

- Prepare basic memos, letters and email.
- Apply Email etiquette.

Module 8: Traditional Management of Records

- Understand the filing system – physical records

Assessment Structure –

- Assessment 1- 40%- Use of Microsoft Forms: Managing the office with Professionalism and Communication skills.
- Assessment 2- 60% Case study – Group Work

Note- Details on assessments will be provided in class