



SCOA 02
Office Administration II
Course Structure

Contact Hrs- 15

Mode of Delivery - Online (Zoom Platform)

Aim of the Course:

The aim of this course is to expand upon students' foundational knowledge by incorporating advanced skills and competencies essential for operating in a modern, 21st-century office environment.

Course Description:

This Advanced Office Administration Certificate Program consists of 15 contact hours focused on developing junior management skills for tasks in a modern, 21st-century office. Students will gain hands-on experience with word processing software to create, format, and enhance documents, organize and analyse data using spreadsheets and graphs, and utilize presentation software to design and deliver professional presentations.

Prerequisites:

- Completion of Basic Office Administration, CVQ Level 1, or equivalent experience.
- Access to a desktop PC or laptop with Windows OS (Windows 7 or higher).
- Proficiency in Microsoft Office.
- Familiarity with Adobe Acrobat Reader.
- Familiarity with Microsoft Teams.
- Must be 18 years of age or older.

Module 1: - Supervising the Office Team

- Plan work for team.
- Allocate tasks to members of the team.
- Monitor Team Performance.
- Monitor Team Performance

Module 2: - Dealing with Conflict Situations

- Identify conflict situations.
- Ways to resolve conflict situations.
- Ways to respond to customer complaints.

Module 3: -Organizing Schedules

- Organise and maintain appointments.
- Manage schedule/appointments.
- Use reminder systems.

Module 4: - Plan and Manage Meetings

- Preparing for Meetings.
- Conducting Meetings.
- Follow up meetings.

Module 5: Manage and Monitor Business Records System

- Develop key performance indicators for record-keeping activities including compliance with system rules, standards and procedures.
- Develop key performance indicators for record-keeping activities including compliance with system rules, standards and procedures.
- Develop Monitoring Methodology.
- Monitor a Business or Records System.
- Identify and respond to problems and changes.

Module 6: Coordinate Implementation of Customer Service Strategies

- Advise on customer service needs
- Support implementation of customer service strategies
- Evaluate and report on customer service

Module 7: Maintain Computer Files

- Carry out file maintenance.
- Create and maintain file registers.
- Back up files.

Module 8: The Accounting Office

- Roles and functions of the Accounting Office.
- Petty Cash
- The Imprest System
- Financial Institutions and Services.

Module 9: The Human Resource Office

- The importance of the Human Resource
- Working in the Human Resource
- Job descriptions d. Contracts

Assessment Structure –

- Assessment 1- 40%- Modular Multiple Choice Questions
- Assessment 2- 60% Case study – Group Work

Note- Details on assessments will be provided in class