SCOA 03
Office Administration III - Administrative Office Assistant
Course Structure

Contact Hrs- 30

Mode of Delivery - Online (Zoom Platform)

Aim of the Course:

The Administrative Office Assistant (Office Administration 3) course aims to:

a. Equip participants with the comprehensive skills and knowledge essential for success in administrative support roles within professional office environments.

b. Develop strong communication skills for effective interactions with colleagues, clients, and stakeholders, both face-to-face and digitally.

c. Build participants' practical skills and confidence to excel as administrative office assistants, enabling them to contribute meaningfully to organizational success and efficiency.

Course Description:

This course offers advanced training for Administrative Office Assistants, focusing on specialized skills and knowledge essential for higher-level office administration. Key topics include advanced time management, strategic planning, leadership, and financial management. Participants will gain expertise in office management practices such as file management, record-keeping, and data entry, ensuring smooth and efficient information flow within the office environment. Additionally, students will strengthen their communication, decision-making, project management, and conflict resolution skills, preparing them to excel as effective office administrators.

Prerequisites:

- o Completion of Office Administration Level 2 course or equivalent experience.
- o Access to a desktop PC or laptop with Windows OS (Windows 7 or higher).

- o Proficiency in Microsoft Office.

- o Familiarity with Adobe Acrobat Reader.

- o Familiarity with Microsoft Teams & Zoom.

- o Must be 18 years of age or older.

Module 1: - Strategic Planning and Decision-Making:

Strategic planning and decision-making frameworks.

Risk assessment and mitigation strategies.

Module 2: - Leadership and Team Management:

Leadership skills required for motivating and managing teams.

Conflict resolution and negotiation skills.

Module 3: - Financial Management and Budgeting:

Budget development, financial analysis, and expense management.

Compliance with financial regulations and policies.

Module 4: - Legal and Ethical Considerations:

Legal and ethical responsibilities in office administration.

Compliance with data protection and privacy laws.

Module 5: Advanced Data Management and Information Security:

Implementation of data governance and information security best practices.

Management of data encryption, secure file storage, and disaster recovery planning.

Module 6: Foster Professional Development and Leadership Abilities:

Personal development planning and goal setting for professional growth.

Assessment Structure –

- o Assessment 1- 40%- Multiple Choice Questions and Short Answer Questions

- o Assessment 2- 60%   Strategic Planning and Decision-Making Assessment

Note- Details on assessments will be provided in class