

University College of the Cayman Islands

ASSOCIATE DEGREE SYLLABUS

COURSE NAME: OFFICE PROCEDURES

COURSE #: BUS 101

COURSE DESCRIPTION

This course introduces students to the skills and responsibilities associated with running an office. This includes the nature of office work and the staff required to ensure its performance. Topics include oral and written communications, procedures associated with office systems, fundamentals of operating filing systems, and the use of the main types of machinery and equipment found in the modern office.

Credits: 3

Prerequisite: None

COURSE OBJECTIVES

This course is intended to enable the student to:

1. Describe the functions of an office and the general nature and content of office work.
2. Identify the roles of clerical, secretarial, administrative and supervisory staff.
3. Identify working practices designed to maximize a safe and healthy working environment.
4. Describe the communications styles used with colleagues, clients and visitors and utilize current telecommunications facilities.
5. Prepare and dispatch impeccable business correspondence.
6. Describe procedures for mail handling and the equipment found in large-scale mailing departments.
7. Use simple stock control procedures for stationery and stock.
8. Identify the principal documents used in the purchase and sale of goods
9. Describe the operation of a petty cash system and be able to use it.
10. Identify and utilize the principal classification systems and recognize the range of storage media available.
11. Identify and describe different equipment and machines, the hardware and software associated with word processors and the best method for reproducing documents.
12. Perform other routine secretarial duties.

COURSE OUTLINE

I Introduction to the Office/An Office Job

Why have an office?
Types of Business organizations
Lay out of the office
Working conditions
Types of jobs in the office
The work of the receptionist
The qualities of the receptionist

II Health and Safety

The Health and Safety at Work Act
Potential hazards in an office environment
Promoting safety at work
Reporting procedures for hazards and accidents

III Communications: Oral, Written and Telecommunication

Communication styles used with colleagues, clients and visitors
Good reception skills
Good telephone skills and techniques
Simple letters and memoranda
Current telecommunications facilities, their advantages and disadvantages

IV Mail Handling

The Mail room
Incoming mail
Outgoing mail
The remittances book
Mail room equipment
Post Office services

V Trading Documents

Enquiry
Quotation
Order
Acknowledgement of Order
Requisition
Advice note
Delivery note
Invoice
Pro-forma invoice
Credit and debit notes

VI Services of Commercial Banks

Deposit accounts and Current accounts
Cheques and Cheque clearing
Bank cards
Bank statements

Bank overdrafts and loans
Standing orders, direct debits and credit transfers
Additional services

VII Petty Cash and the Imprest System

What is Petty Cash?
Petty cash vouchers
Maintaining Petty Cash records
What is the Imprest System

VIII Filing, Indexing and Storing

The reasons for filing
Filing classifications
The charging-out system
Out guides
Cross-referencing
Microfilm filing

IX Filing Equipment

Sorting equipment
Box files
Lever arch files
Ring binders
Concertina files
Vertical suspension files
Lateral suspension files
Cabinets
Rotary Decks
Indexes

X Machines in the Office

Typewriters and the typing pool
Word processors
Dictating machines
Printers
Typewriter supplies
Care of typewriters/word processors

XI Reprographic Department/Equipment

Functions of the department
Modern developments
Choosing a copying system
Types of photocopiers
Offset litho duplicating
Collating machines

XII Stock Control

Stationary and stock

Re-order level
Maintaining stock records
Stocktaking
Requisitions
Issuing stock

XIII Other Routine Secretarial Duties

Reference books in general
Reference books useful to office staff

ASSESSMENT

Course Assignments/Project	-	20
Mid-Semester Examination	-	20
Final Examination	-	60
Total		100%

REQUIRED TEXT

The following textbook(s) will be used for this course:

1. **Cooperman S.**, *Professional Office Procedures*,

References

Foster Thelma, *Office Skills 4th Edition*, Stanley Thornes Ltd.

Harrison John, *Secretarial Duties*, Pitman Publishing

Nicholson Margaret, *Mastering Secretarial Procedures*, The Macmillan Press