



COMMUNITY COLLEGE OF THE CAYMAN ISLANDS

DEPARTMENT OF ARTS AND SCIENCES

BU 222 OFFICE ADMINISTRATION

SUMMER SEMESTER 2001

Guidelines for course offered by project-work and Examination only. Please ensure you read all instructions carefully. For further details, please contact the Registrar or the course tutor.

Presentation of Course

This course is being presented as a distance learning package. The student will have a weekly tutorial for guidance purposes only.

Assessment

There are two (2) **compulsory** course projects to be completed, these carry a weighting of 50% of the course. A final examination is also to be done by the student. This will cover all areas outlined in the attached course syllabus. The examination component is also weighted at 50% of the course grade. It is important that students complete both course work and examination, in order to achieve a successful grade in the course.

Late Assignments

In order to facilitate the feedback process, assignments must be submitted on time.

Due Dates:

Assignment One - **May 25, 2001**

Assignment Two - **June 23, 2001**

Late assignments will be penalized with a reduction in marks, except where permission for late submission is granted.

Tutorials

Tutorials will be held on a Thursday and will be for a one-hour duration. The exact time will be determined in consultation with the course Tutor. Tutorials are an important part of the course delivery and it is advised that every effort be made to attend these sessions. Guidance will be provided on project work as well as examination preparation.

COMMUNITY COLLEGE OF THE CAYMAN ISLANDS

ASSOCIATE DEGREE SYLLABUS

COURSE #: BU 222

TITLE: ADMINISTRATIVE PROCEDURES

DESCRIPTION

This course provides students with the competencies associated with office administration. It builds on the competencies taught in BU 101 but places greater emphasis on problem-solving and decision-making.

Prerequisite: BU 101 or permission of Lecturer

COURSE OUTLINE

Weeks 1-2

The Administrative Assistant

- The role of the Administrative Assistant
- Qualities required of an Administrative Assistant
- The Administrative Assistant's work area
- What the Executive expects from the Administrative Assistant
- The efficient Administrative Assistant

Meetings

- The importance of meetings
- Activities preliminary to a meeting
- Activities on the day of the meeting
- The conduct of the meeting
- Taking minutes
- Duties subsequent to a meeting

Weeks 3-4

Conferences and Functions

- The importance of conferences and functions
- Facilities for conferences and functions
- Preparing for a conference or function
- Activities during the event
- Follow-up operations
- Social functions
- Host/Hostess duties

Making Travel Arrangements

- The importance of executive travel
- Objectives of the overseas visit
- The itinerary
- Practical travel details and documents
- Covering the executive in his/her absence
- Departure day minus one

Weeks 5-6

Office Environment and Layout

- Factors affecting the office environment
- Impact of the office environment on the worker
- Types of office layout
- Choosing an appropriate layout

Office Services and Methods

- Current office services and methods
- Selecting an appropriate office service or method

Week 7-8

Office Technology

- Hardware and software
- The age of information processing
- Records management/databases
- Automation of the reprographic process

Staff Development

- The importance of staff development
- The Administrative Assistant and staff development

Week 9

Revision

Week 10

Final Examination

ASSESSMENT:

Course Assignments/Projects	-	50%
Final Examination	-	50%
Total		100%

RECOMMENDED TEXT:

Professional Office Procedures, 2nd Ed.
by Susan H. Cooperman, Prentice-Hall, Inc.
ISBN 0-13-979576-6

READING LIST:

1. *Office Organisation and Secretarial Procedures*, by Helen Harding, Pitman Publishing, ISBN 0-273-02872-3
2. *Office Administration and Management*, by Mike Henry, ICAS Publishing Ltd., ISBN 0-902197-36-3
3. *Professional Secretary's Handbook*, 3rd Ed. by Houghton Mifflin Company
ISBN 0-395-69621-6
4. *Complete Office Handbook*, 2nd Ed. By Random House Publishing
ISBN 0-679-77038-0

ASSIGNMENT # 1

Due: May 25, 2001

For this project you will need to decide on:

- The nature of the organization with which you work.
- The nature of your job as administrative assistant to an executive

This should be clearly outlined in the introduction.

You will then present discussions and analysis on the following areas:

1. Why are meetings important in organizations?
 - Include checklists of activities preliminary to a meeting as well as during the meeting.

2. What is the importance of conferences and functions to organizations?
 - What preparations would be necessary in the event that your organization is hosting a conference?

3. Administrative Assistants will from time to time have to plan for the executive travel.
 - Write a scenario for an executive from your organization to travel to 5 overseas countries in one trip. Explain the objective of the visit.
 - For the scenario written you are to prepare an itinerary and all necessary travel details and documents. Also make preparations for covering the executive during the period of absence.

This assignment should be word processed and well presented in an appropriate folder.

A reasonable answer in this assignment should be no less than 2500 words and not more than 3000 words.

While Appendices are not counted in this word limit the assignment itself should be clear enough to ensure complete understanding of the points presented without the need to refer to the appendix.

PLEASE CREDIT ALL RELEVANT SOURCES.

ASSIGNMENT # 2

Due: June 23, 2001

“Over the years, new technology has impacted the layout and environment of the office. Today’s offices use multi-functional intelligent workstations capable of handling voice, image, text and data.”

Discuss the above statement with special focus on the following:

- Office Environment and Layout
- Office Services and Methods
- Office Technology
- The importance of Staff Development

This assignment should be word processed and well presented in an appropriate folder.

A reasonable answer in this assignment should be no less than 2500 words and not more than 3000 words.

While Appendices are not counted in this word limit the assignment itself should be clear enough to ensure complete understanding of the points presented without the need to refer to the appendix.

PLEASE CREDIT ALL RELEVANT SOURCES.