

COURSE OUTLINE
OFFICE ADMINISTRATION
GRADE 11
SEPTEMBER – DECEMBER 2020

HUMAN RESOURCE MANAGEMENT

FUNCTIONS -

- RECRUITMENT
- INTERVIEW
- INDUCTION
- DEPLOYMENT
- APPRAISAL
- TRAINING
- STAFF WELFARE
- DISCIPLINARY PROCEDURES
- NEEDS ANALYSIS

DOCUMENTS

- JOB DESCRIPTION
- JOB SPECIFICATION
- APPRAISAL FORMS
- EVALUATION SHEETS
- PERSONAL HISTORY FORM

LEGISLATION AFFECTING WORKERS

- STATUTORY PROVISIONS FOR EMPLOYEE PROTECTION
- FACTORY'S ACT
- WORKMEN'S COMPENSATION ACT
- OCCUPATIONAL SAFETY AND HEALTH ACT

EMPLOYEE TURNOVER

- INTERNAL FACTORS
- EXTERNAL FACTORS

ACCOUNTS AND FINANCIAL SERVICES

- ROLE AND FUNCTIONS OF THE ACCOUNTS OFFICE

- PAYROLL PREPARATION
- CREDIT CONTROL
- MANAGING BANK ACCOUNTS
- PREPARATION OF AUDIT
- TREATMENT OF DEBIT AND CREDIT NOTES
- COLLECTION OF ACCOUNTS

DUTIES OF A CLERK IN THE ACCOUNTS OFFICE

ATTRIBUTES OF STAFF WORKING IN THE ACCOUNTS OFFICE

EQUIPMENT AND SOFTWARE USED IN THE ACCOUNTS OFFICE

TYPES OF FINANCIAL INSTITUTIONS

TYPES OF CHEQUES

- STATEMENT OF ACCOUNT
- CASH BOOK
- BANK STATEMENTS
- PETTY CASH
- BANK RECONCILIATION STATEMENTS
- PREPARING FINAL ACCOUNTS

COMPLETION OF FIRST DRAFT OF SBA

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