

COURSE OUTLINE
OFFICE ADMINISTRATION
GRADE 10
SEPTEMBER – DECEMBER 2020

OFFICE ORIENTATION

- ROLES AND FUNCTIONS OF THE OFFICE
 - MISSION, VISION, GOALS
- ROLE AND FUNCTIONS OF THE OFFICE
 - PRODUCTION
 - DISTRIBUTION AND EXCHANGE OF GOODS AND SERVICES
 - COLLECTION, PROCESSING AND PRESERVATION OF DATA
 - DISSEMINATION OF INFORMATION
 - ORGANISATIONAL MANAGEMENT AND LEGAL CONTROL
- POSITIONS, RESPONSIBILITIES AND DUTIES IN THE OFFICE
- STRUCTURE OF THE ORGANISATION
- ORGANISATIONAL CHARTS
- CENTRALISATION AND DECENTRALISATION
- OFFICE LAYOUTS
- OFFICE EQUIPMENT
- COMPUTER TECHNOLOGY IN THE OFFICE
- WORK SKILLS
- ATTITUDES AND ATTRIBUTES OF THE EMPLOYEE
- HUMAN RELATIONSHIPS IN THE OFFICE

COMMUNICATION

- DEFINITION OF COMMUNICATION
- FORMAL, INFORMAL, OFFICIAL, UNOFFICIAL
- ORAL COMMUNICATION
- ELECTRONIC COMMUNICATION
- WRITTEN COMMUNICATION
- VISUAL COMMUNICATION
- TYPES OF PAPER AND ENVELOPES USED IN THE OFFICE
- COMMUNICATION FLOWS AND BARRIERS
- SELECTING COMMUNICATION MEDIA
- TELEPHONE TECHNIQUES AND ETIQUETTE
- USING DIRECTORIES, SWITCHBOARDS AND PAGERS
- TYPES OF TELEPHONE CALLS
- TELEPHONE SERVICES
- POSTAL AND COURIER SERVICES
- SENDING MONEY AND VALUABLES
- DESPATCHING AND RECEIVING MAIL
- AUTOMATION OF MAILING SERVICES
- SOURCES OF INFORMATION