ACCREDITED BUSINESS QUALIFICATIONS

# BUSINESS AND OFFICE ADMINISTRATION 1 (BOA1)

CURRICULUM STATEMENT

# CURRICULUM STATEMENT: ICB BUSINESS & OFFICE ADMINISTRATION 1

***The role of the receptionist***

- Outline the duties and tasks of a receptionist;
- create and maintain a clean, safe and presentable reception area according to organisational standards;
- greet customers and identify their needs;
- handle customers' telephone, facsimile and electronic requests appropriately;
- give appropriate responses to customers in a face-to-face situation and on the telephone;
- receive and direct visitors in accordance with organisational policies and requirements; and
- describe and apply security procedures in accordance with organisational policies and requirements.

***Handling mail***

- Receive mail according to established procedures;
- sort mail according to established procedures;
- stamp mail correctly according to established requirements;
- provide reasons for stamping incoming mail;
- attach enclosures securely and report missing items in accordance with set procedures;
- describe the importance of maintaining confidentiality and security of documentation in terms of receiving and sorting mail;
- observe confidentiality in terms of a mailroom code of conduct;
- distribute mail internally to relevant persons within an agreed time;
- explain possible reasons for unavoidable or necessary delays in distribution, and describe the consequences of such delays;
- address mail legibly and correctly for internal and external distribution;
- describe procedures for dispatching mail externally in accordance with established procedures and post office requirements;
- dispatch mail externally via the post office or a courier service within agreed deadlines; and
- explain the legal implications of neglecting to comply with mailroom procedures in terms of own work performance and possible cost to company.

***Record management systems***

- Provide reasons why companies record and keep information;
- identify the structure, components, equipment and supplies required for electronic and paper filing systems;
- use procedures appropriate to the workplace for opening, closing and retaining files;
- select and use appropriate storage and retrieval methods for electronic and paper records;
- handle records in a manner which complies with statutes and regulations governing the privacy of information and the retention of records;
- develop a schedule for retention and disposal of records;
- provide reasons for internal control; and
- identify problems with inadequate internal controls and make suggestions for improvement.

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***The role and function of the secretary***

- Demonstrate an understanding of the role and the function of a secretary in an organisation;
- indicate the traditional technical skills required by secretaries;
- identify additional skills which are likely required;
- advise a junior employee on performance;
- appreciate the importance of good telephone etiquette;
- demonstrate competence as a secretary in an organisation;
- demonstrate competence in handling routine business correspondence;
- draft memoranda, minutes and reports; and
- demonstrate skills and ability to organise.

***Introduction to Computing***

- Discuss the history of computers briefly;
- learn what a PC is and how it basically works;
- identify the main components of PC Hardware;
- understand why upgrading a PC is important;
- identify various PC Software applications;
- differentiate between hardware and software;
- understand the interaction between Hardware and Software using the IPOS cycle;
- understand what networks are used for;
- identify the basic components of networks; and
- explain the advantages and disadvantages of using computers.

***The Windows Operating System***

- Understand where the windows concept comes from;
- learn how to use basic tools in Windows;
- learn how to Log On to your PC;
- identify the desktop and the taskbar;
- identify objects in Windows;
- use the recycle bin;
- identify tooltips;
- identify common Window components;
- learn how to control multiple opened Windows;
- learn how to start a programme;
- use the help, support and search tools;
- learn how to adjust PC hardware and PC software properties;
- learn how to change basic mouse properties;
- view the display properties;
- understand user accounts;
- add and remove programmes;
- learn what drivers are;
- use Windows Explorer to browse and create folders;
- open and navigate through the Windows Explorer structure;

- learn how to work with files and folders in Windows Explorer;
- create and save a document in Windows;
- and know how to launch a programme.

***Working with Internet and Email***

- Learn what e-mail is;
- distinguish the difference between Internet e-mail and network e-mail;
- identify the various Outlook components;
- compose messages in Outlook;
- learn how to format messages;
- learn how to open a message;
- learn how to add an attachment to e-mail;
- understand why and how to create e-mail folders;
- learn how to move messages to a folder;
- understand how contacts work in Outlook;
- learn how to add and delete contacts in the address book;
- use the help function in Outlook;
- working with electronic calendars;
- schedule appointments and meetings in an electronic diary;
- create and manage contact in an electronic diary;
- understand Internet Basics;
- distinguish between the Intranet and the extranet;
- understand what viruses are;
- identify a web browser;
- understand what the Uniform Resource Locator (URL) is;
- identify the Microsoft Internet Explorer 9 Interface;
- use web-base tools;
- download programs and files from the web;
- understand the workings of a search engine;
- search the web and getting usable information.

***The rules of typing***

- Understand the correct postures and techniques to use your computer safely and effectively;
- learn the basic typing rules and manuscript signs;
- understand where to place your fingers on the keyboard;
- understand the basic techniques of touch typing;
- work out how fast you can type; and
- be aware that typing software can increase your typing speed.

***Creating business documents***

- Produce an advanced business letter;
- produce an advanced official letter/formal report;
- produce display documents and documents used at meetings, suitable for publishing on A4 and A5 paper;
- prepare a notice, agenda and minutes of a meeting;
- prepare a table on A4 portrait and A4 landscape paper;
- preparing a legal document and a company document;
- producing a financial statement; and
- preparing a curriculum vitae and a memorandum.

***Creating business reports***

- Distinguish between formal and informal reports.