


ICB

ACCREDITED BUSINESS
QUALIFICATIONS

# Business and Office Administration 2 (BOA2)

CURRICULUM STATEMENT

# CURRICULUM STATEMENT: ICB BUSINESS & OFFICE ADMINISTRATION 2

***Office equipment and ergonomics***

- Outline the features of the different kinds of office equipment;
- work with office equipment;
- choose the correct office equipment to suit your needs;
- gauge whether renting or buying is a better bet;
- control the movement of different items of inventory;
- implement preventative maintenance strategies;
- implement predictive maintenance strategies; and
- implement safety measures with respect to office equipment and machinery.

***Filing systems and records management***

- Classify paper-based documentation according to established procedures;
- store information in the correct location and sequence and explain the effect of misfiled documentation on an organisation;
- store documents in a manner that ensures safety, security and accessibility;
- classify and cross-reference information accurately;
- describe methods of classification and cross-referencing;
- archive and locate documents in accordance with organisational procedures;
- discuss the implications for productivity when an item cannot be located;
- create, label and file electronic documents in accordance with organisational requirements;
- sort, classify and store materials in a safe and secure manner;
- retrieve information from an existing storage system and distribute to the correct person or location; and
- retrieve, transfer and dispose of files.

***Reception duties***

- acknowledged and greet visitors according to organisational requirements;
- established rapport with visitors;
- maintain a professional appearance and behaviour at all times;
- consult visitors in a professional manner and establish the reason for their visit;
- attend to requests for information promptly;
- estimate the time or waiting period and convey this information to the client;
- record the receipt and dispatch of documents and deliveries in accordance with organisational requirements;
- notify relevant parties of visitors' arrival;
- give clear directions to visitors to relevant areas in the workplace;
- explain and apply security procedures;.
- list and explain housekeeping according to organisational requirements;
- implement housekeeping standards within agreed timeframes;
- ensure that reception services are not disrupted while housekeeping activities are performed;
- coordinate corporate image displays to create a presentable reception area;
- keep the display area neat, tidy and clean at all times;
- constantly maintain stocks of company brochures and magazines for distribution;

- maintain a well-organised diary with appointments;
- outline the most important rules of office etiquette; and
- outline the steps to be taken during an armed robbery or another emergency situation.

***Dealing with customer queries***

- Answer queries in a defined range of established contexts clearly, accurately, objectively and confidently;
- supply requested information promptly or refuse requests politely with reasons given for declining requests;
- request and record details of customers by following established and familiar procedures (limited to logbooks and/or computerised spreadsheets);
- note the details of the enquiry and reflect back to the caller to check for accuracy;
- conclude calls according to established and familiar procedures;
- follow established procedures to explain delays or non-availability of assistance;
- identify and describe enquiries of unpredictable nature that should be referred to experienced staff;
- describe and apply procedures for dealing with unusual or unfamiliar problems, complaints and queries;
- give an explanation of how to reach agreement with the customer on follow-up actions; and
- obtain information and documentation required for customer contacts and forward them to the correct department or person concerned.

***Travel and events management***

- identify the principal features of making effective travel arrangements;
- prepare an itinerary for a trip;
- give advice on booking travel and hotel accommodation;
- suggest a selection of useful travel reference sources which a secretary might consult;
- list the sort of arrangements entailed in organising formal and informal meetings;
- appreciate the factors which need to be taken into account in arranging a business lunch or event;
- suggest the factors which would contribute to a successful social event;
- identify the principal features in organising a business event;
- explain the kind of checks which would be built into arrangements to ensure effectiveness; and
- identify and source available external support.

***How to manage yourself in the workplace***

- Communicate effectively in the workplace;
- show appropriate interpersonal skills;
- show appropriate life management skills;
- show appropriate decision-making skills;
- show customer service skills;

- explain the importance of time management;
- identify and apply techniques for effective time management;
- prioritise tasks;
- design and implement a work plan;
- plan team tasks and responsibilities;
- negotiate and meet deadlines;
- use manual and electronic calendar and reminder systems; and
- coordinate appointments effectively and efficiently.

***Banking, cash control and the business information manual***

- discuss the necessity of banking and banking accounts with examples of consequences of not having them;
- explain the skills necessary to interpret bank statements and operate banking accounts with examples;
- relate financial concepts and principles to the business environment; and
- prepare a business information manual (business plan).