MAO COLLEGE

SECRETARIAL AND OFFICE MANAGEMENT STUDIES

Course Outline
Many senior managers and directors began their career in an office where they had the opportunity to be at the heart of an organisation’s operations, possibly in the Head Office where their potential would have been noticed. The office, whether public or private, may be a small part of an organisation or constitute the major part of a large multi-storey office building. Because of the growth and complexity of office services today in virtually every commercial environment, jobs and promotional opportunities exist from typing, clerical and secretarial work up to senior administrative management level.

There are **2 multi subject Courses** from which to choose, depending on the plans and aspirations of each student. These are professional level courses and are as follows.

1. **Certificate in Secretarial Studies (5 subjects):**

2. **Diploma in Secretarial Studies (6 subjects):** Students must complete Course 1 plus the subject ‘Advanced Typing and Keyboard Skills.’

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**COURSE 1**  **CERTIFICATE in SECRETARIAL STUDIES**

Subjects (5)

1. Secretarial Studies
2. Office Computing Skills
3. Business Communications
4. Intermediate Typing & Keyboarding Skills
5. Customer Care & Interpersonal Skills

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**COURSE 4**  **DIPLOMA in SECRETARIAL & OFFICE MANAGEMENT STUDIES**

Subjects (5)

1. Advanced Typing & Keyboarding Skills
2. Personal Assistant Studies
3. Office Administration & Management
4/5. Plus 3 optional subjects from the following 6 subjects:
   - Accounting Techniques
   - Purchasing & Supply
   - Credit/Debt Management
   - Public Relations
   - Business Organisation and Administration
SYLLABUS OUTLINES

Note: The following are key topic areas only and do not represent the full syllabus for each topic.

Typing and Keyboarding Skills – Intermediate Diploma Level: Icons: Definition, location, purpose; General Theory; Text Processing; Word Processing; Typewriting; Letterheads, memo forms and blank pre-printed forms for photocopying, Databank. Typing **35 wpm**, min.

Advanced Typing and Keyboarding Skills – Higher Diploma Level: General Theory; Text Processing; Mailmerge; Typewriting; Letterheads, memo forms and blank pre-printed forms for photocopying, tables, insertions, form filling, Databank. Typing **50 wpm** min.

Secretarial Studies - The different types of business; The departments in business organisations; Reception; Mail handling; Telecommunications and data transmission; Communicating information; Information processing; Processing invoices; Stock handling; Providing information to customer’s / clients; Filing; Reprographics; Health and safety at work; Petty cash; Banking; Arranging travel and meetings; Processing payments; Processing payroll; Illustrating information in charts and graphs; Sources of information.

Office (Business) Computing Skills - Section 1: Elements of a Computer and Computer System; Storage media; Defining Directories; File Management; User Interfaces; Software Installation; Microsoft Office. Section 2: Creating and Saving a Document to Disk; Managing the Files; Editing Documents; Working with Text; Formatting Text; Keyboard Skills; Proofing Documents; Printing. Section 3: Introduction to the Internet; Browsing the Web; Introduction to Searching; Searching for Information; Finding Programmes and Files; Finding People; E-Mail; Section 4 Creating and editing presentations text; Create and edit presentations graphics; Position and manipulate text and graphics; Create, save print and demonstrate a multi-slide presentation. Section 5: Defining a Database; Database Structure; Types of Data; Printing and Saving. Section 6: Definition of a Spreadsheet and purpose; Printing.

Customer Care and Interpersonal Skills - Customer Care: Finding quality people, Motivating people to care, Training for Customer Care, Training the Trainer, Performance Appraisal and Customer Care, Quality Customer Care, Communication, Difficult Customers, Customer Care and Service, Customer Care and sales staff, Customer Care on the telephone, Measuring the effectiveness of Customer Care, Time Management. Interpersonal Skills – Getting a Job, First Impressions, In the Job, Handling Awkward Situations, Customer Care, Business Communications, Personal Appearances, Wining and Dining.


Credit and Debt Management - The nature and cost of credit; The role of credit management; payment terms and methods; Risk assessment; credit decisions, controls and limits; The sales ledger and computer systems; Collecting the cash; Debtors in distress, collection agencies, legal action and insolvency; Credit insurance and factoring. Export Credit Management - Export risk assessment; Contract terms, documentation and letters of credit; Payment terms - Bills of Exchange and open account; Credit decisions and export cash flow; Export finance; Contract risks and bonds; Currency and foreign exchange problems; Measuring and reporting credit performance.
**Business Organisation and Administration** - Students are provided with a clear understanding of effective management, personal qualities, methods of management and the functions of management. Management Theory, Motivation, leadership and groups at work, Management in Practice: Planning, Organising, Control in Management, Functional Management, Production planning and control, Personnel, Financial, Marketing.

**Office Administration and Management** - Introduction to the Modern Office; Office Management; Office Organisation; Delegation and Decentralisation of Authority; Office Accommodation, Layout and Environment; Mail and Communication; Records, Management and Filing; Indexing; Office Forms Design, Management & Control; Collection, Recording & Presentation of Data; Office Stationary and Supplies; Office Manuals; Office Reports; Office Furniture; Office Personnel Relationships and Welfare; Computer Data Processing and Information Technology.

**Personal Assistant Studies** – Types of conferences and meetings; Costing and budgets; Planning and organisational skills; Organising and administering a meeting; Organising and administering an event; Preliminary arrangements; Arranging travel and accommodation; Maintaining communications.

**Public Relations** - History of Public Relations; Public relations defined and distinguished; Public relations departments; Public relations consultants; Planning public relations programmes; Public relations objectives; publics of public relations; The news media; Press relations; Created private media; Budgeting; Evaluating results; The ethics of public relations; Management and employee relations; Exhibitions and conferences; Photography; Printing processes; Sponsorships; Export public relations; Marketing research; Public relations in developing countries; Special uses of PR

**Business Communications** – Business Communication basics; Speaking, listening and non-verbal communication; Use of English (or other major language if applicable to the examinations); The business letter; Rules of good writing; Recruitment correspondence; Fax messages; Electronic mail; Memos; Reports; Meetings; Visual presentation; Reformulating and summarising; Oral presentation skills