

General objectives

At the end of this module unit, the trainee should be able to:

1. Apply principles and concept of office management
2. Identify duties and responsibilities of various office personnel
3. Operate and management of an office
4. Cope with the emerging trends and issues in office administration and management.

Sub-module unit	Content	Time (hrs.)
Introduction to office administration management	.Definition of terms office administration and management. .Distinction between office administration and management .scope of office Administration and management	4
Organizational structures and departments	.Types of organization structures and their charts .Various departments in an organization .Functions of various departments . Relationship between departments	12
Office Organization	. Meaning of organization .Principles of organization .Delegation of authority .Span of control .Centralization and decentralization of office services	12
The Office	.Meaning of an office .Functions of an office .Types of an office layout .Features of a modern office	12
The Office Personnel	.Types of office personnel .Duties and responsibilities of various office personnel .Qualities required of various office personnel .Role of human relation in an office	12
Office Furniture and Stationery	.Meaning of office Furniture .Types of office Furniture and their uses .Procuring office furniture .Definition of stationery .Procuring Office Stationery .Uses of office stationery	12
Handling Office Correspondences	. Types of Office correspondences .procedure of handling incoming correspondences .procedure of handling outgoing correspondences	8
Filing and storage of records	.Meaning of Filing .Various filing systems .Methods of classifying documents .uses of filing Equipment .Follow-up methods in filing and storage of records	8
Reprography	.Definition of Reprography .Methods used In reproducing documents	8

	.advantages and disadvantages of each method of reproduction .Factors to consider in choosing reproduction methods	
Organization and Methods	.Meaning of organization and methods .Objectives of organization and methods .Procedures used in carrying out organization and methods. .Importance of organization and methods.	8
Emerging Trends and issues in Office Administration and Management	.Emerging trends and issues in office administration and management. .Effects of emerging trends and issues in office administration and management . Ways in coping up with emerging trends and issues in office administration and management	4
Total		100

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