



SYLLABUS

SECRETARIAL OFFICE TECHNIQUES 3

OBJECTIVE

To enable the secretarial student, with the required knowledge of the secretarial profession and with skills in office procedure, to perform with self-confidence the role an executive secretary or personal assistant.

RECOMMENDED TEXTBOOKS

Since the field of study is so varied. It is not possible to recommend one textbook only. However, the examiner is in the process of compiling a set of notes to cover certain topics, which may be difficult or impossible to find in any of the recommended textbooks. These are as follows:

Office Administration I, S Steenkamp & M Bekker: Lexicon. 1987.

Office Administration II, by S Steenkamp & M Bekker: Lexicon. 1987.

Administrative Office Management, by B Keeling & N Kaliaus: South-Western Education Publishing, Cincinnati, Ohio. 1996.

Office Practice, by F Eksteen: Nassou 1994.

SYLLABUS

1. MANAGEMENT FUNCTIONS AND ACTIVITIES

1.1 Levels of management

- 1.1.1 Vertical (top, middle, lower)
- 1.1.2 Horizontal (functional)

1.2 Functions of management

- 1.2.1 Planning
- 1.2.2 Organisation
- 1.2.3 Leadership/Direction
- 1.2.4 Control
- 1.2.5 Other (communication, delegation, co-ordination)

1.3 Departments (some activities/tasks that are performed in each)

- 1.3.1 Public Relations
- 1.3.2 Personnel/Human Relations
- 1.3.3 Finance
- 1.3.4 Administration
- 1.3.5 Production
- 1.3.6 Purchasing
- 1.3.7 Sales
- 1.3.8 Marketing

1.4 Organisation chart

- 1.4.1 Horizontal functions
- 1.4.2 Vertical functions

2. SCANNING THE MEDIA

- 2.1 Why is it necessary to scan the media?
- 2.2 Media scanning strategy/method
- 2.3 Summarising/highlighting relevant information
- 2.4 System for storing and indexing useful information obtained
- 2.5 Circulation lists for magazines

3. FORMS OF OWNERSHIP

- 3.1 Sole proprietor
- 3.2 Partnership
- 3.3 Close Corporation
- 3.4 Private Company
- 3.5 Public Company

The following characteristics of each of the above:

- ❖ Name
- ❖ Membership
- ❖ Establishment procedures
- ❖ Advantages
- ❖ Disadvantages
- ❖ Capital structure
- ❖ Legal personality
- ❖ Comparisons between various types of ownership
- ❖ Dissolution
- ❖ Management and control

4. INSURANCE

4.1 Terminology

- 4.1.1 Insurance contract
- 4.1.2 Indemnification
- 4.1.3 Insurer and Insured
- 4.1.4 Premium
- 4.1.5 Good faith (überima fides)
- 4.1.6 Ceding
- 4.1.7 Contribution
- 4.1.8 Subrogation

- 4.2 Fire insurance
- 4.3 Fidelity guarantee
- 4.4 Pension and Provident fund
- 4.5 Annuities
- 4.6 Unemployment Insurance Fund
- 4.7 Workmen's Compensation
- 4.8 Medical Insurance
- 4.9 Group Insurance
- 4.10 Motor Vehicle Insurance
- 4.11 Travel Insurance
- 4.12 Accident Insurance

5. HUMAN RESOURCES

5.1 Forecasting of

- 5.1.1 Job analysis
- 5.1.2 Job specification
- 5.1.3 Job description
- 5.1.4 Job enhancement
- 5.1.5 Job enrichment

Be able to write a forecast, using previous headings, for

- Dictaphone/shorthand typist
- General/computer secretary
- Private secretary
- Executive secretary
- Personal assistant

5.2 Recruitment

5.2.1 Definition of recruitment

- 5.2.2 Internal and external recruitment
- 5.2.3 Discrimination

5.3 Interviewing

5.3.1 Curriculum vitae

- 5.3.2 Preparing to interview applicants
- 5.3.3 Expected responses from interviews

5.4 Selection and appointment

5.4.1 Second/final interview

- 5.4.2 Acceptance of contract
- 5.4.3 Service contract

6. SUPERVISION

6.1 Relationships with

- 6.1.1 subordinates
- 6.1.2 colleagues>equals
- 6.1.3 superiors

6.2 Characteristics of a good supervisor

6.2.1 Supervisor as manager

- 6.2.2 Human skills
- 6.2.3 Technical skills
- 6.2.4 Conceptual skills

6.3 Duties of a supervisor

6.3.1 Definition of a supervisor

- 6.3.2 Liaison with management
- 6.3.3 Pleasant working environment/atmosphere
- 6.3.4 Management functions/activities

6.4 Motivation

- 6.4.1 In a secretarial division
- 6.4.2 Factors of motivation

7. DECISION MAKING

- 7.1 Definition
- 7.2 Types of decisions
- 7.3 Nature of decision-making
- 7.4 Decision-making process

8. LEGAL ASPECTS OF MEETINGS

- 8.1 Essential of a valid meeting
- 8.2 The constitution and regulations
- 8.3 Requirements of a valid notice of meeting
- 8.4 Quorum
- 8.5 Chairman
 - 8.5.1 Election
 - 8.5.2 Powers
 - 8.5.3 Duties
 - 8.5.4 Characteristics of a good chairman
- 8.6 Motions/counter-motions/formal motions
- 8.7 Amendments
- 8.8 Points of order
- 8.9 Resolutions
- 8.10 Closure/postponement/adjournment
- 8.11 Voting procedures
- 8.12 Proxy

9. FINANCE

- 9.1 Short-term financing
 - 9.1.1 Commercial banks
 - 9.1.2 Trade credit
 - 9.1.3 Bill of exchange
 - 9.1.4 Bank acceptances
 - 9.1.5 Factoring
- 9.2 Medium term financing
 - 9.2.1 Leasing
 - 9.2.2 Sale and re-hiring
 - 9.2.3 Installment sale
- 9.3 Long term financing
 - 9.3.1 Shares (ordinary and preference)
 - 9.3.2 Undistributed profit
 - 9.3.3 Value depreciation
 - 9.3.4 Reserves for obsolescence
 - 9.3.5 General reserves
 - 9.3.6 Debentures

10. FORMS MANAGEMENT

- 10.1 Forms analysis
- 10.2 Layout of a form (functional considerations)
- 10.3 Physical considerations
- 10.4 Common faults in forms design

EXAMINATION

All questions will count between 4 & 10 marks.

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