

### 413 OFFICE PRACTICE MODULE BOP 11

1. AIM: To provide candidate with a deeper knowledge of Office Practice.

**2. EXAMINATION SCHEME:**

ONE paper of 3 hours 20 minutes duration.

(a) 413-1 Section A: 50 minutes duration with 50 multiple-choice type of objective questions which will constitute 25% of the total marks.

(b) 413-2 Section B: 2 hours 30 minutes duration consisting of 10 questions. Candidates are to attempt any five questions.

Topics/Objectives	Contents	Activities/Remarks
<b>1.0 Introduction to Office Practice</b> (1) Define Office Practice. (2) State and explain elements of Office Practice.	1. Meaning of Office Practice. 2. Elements/scope of Office Practice. 3. Relevance of Office Practice to Business Organizations 4. Types of organizations	
<b>2.0 The Office</b> (1) Define an office. (2) State and explain the general and administrative functions of the office.	1. Meaning of office. 2. General functions of the office. 3. Administrative/ Management functions of the office e.g. planning, function, controlling, motivating, functions etc. 4. The nature of office planning. 5. Benefits of office planning. 6. Types of office layout e.g. open, closed etc. 7. Advantages and disadvantages of open and closed office layout. 8. Factors to be considered in the office	- Visits to a few offices. - Give assignment.

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	<p>planning and layout.</p> <p>9. Factors affecting the location of an office e.g. Business size, nature of the business available e.g. facilities etc.</p> <p>10. Physical factors of the office environment e.g. temperature, ventilation, sanitary/safety guides.</p> <p>11. Measure for enhancing conducive office environment e.g. control of noise, provision of good lighting, air conditioner, heating system.</p>	
<p><b>3.0 Office Organisation</b></p> <p>(1) Define office organization.</p> <p>(2) State the major principles of office organisations.</p> <p>(3) State the various functions of different departments in organization.</p>	<p>1. Meaning of office organizations</p> <p>2. Principles of good office organization.</p> <p>3. Functions of various departments in organizations e.g. sales, marketing, personnel etc.</p> <p>4. Public service structure.</p> <p>5. Personnel classification in the public service</p> <p>6. Organisational chart.</p> <p>7. Advantages and disadvantages of organizational chart.</p> <p>8. Forms of organizational structure e.g. staff function, line, line and staff, committee.</p>	

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<p><b>4.0 Communication</b></p> <p>(1) Identify three types of Communication and explain their uses in an Organization.</p> <p>(2) Explain various means of mechanical system of communication used in the office.</p>	<ol style="list-style-type: none"> <li>1. The meaning of communication</li> <li>2. The importance of communication in an organization and factors determining the choice of communication medium e.g. volumes, and type, urgency, distance, capital and running cost.</li> <li>3. Types of office communication and their uses e.g.               <ol style="list-style-type: none"> <li>(a) Oral (Verbal),</li> <li>(b) Written and                   <ol style="list-style-type: none"> <li>(a) Electronics, e.g. BBT, PABX, Telephones, Intercom, Radio phone, walkie-talkie, Telex, letter, Reports etc.</li> </ol> </li> </ol> </li> <li>4. Forms of oral communication e.g. messages, interview, meetings, debates etc.</li> <li>5. Factors affecting communication.</li> </ol> <p><b>WRITTEN COMMUNICATION</b></p> <ol style="list-style-type: none"> <li>6. Types of written communication e.g. letters, memo, reports, telegram, cablegram etc.</li> <li>7. Differences between business and official letters e.g. language formal and style.</li> <li>8. Essential features/qualities of office correspondence e.g. clarity, tactfulness,</li> </ol>	<ul style="list-style-type: none"> <li>- Visit NIPOST</li> <li>- Visit NITEL</li> </ul>

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	<p>use simple language avoidance of ambiguity.</p> <p>9. Minutes and Reports of Committees.</p> <p>10. Terms and abbreviation used in business and official (government letters).</p> <p>11. Address of dignitaries e.g. Governors, Speakers, Chief Justice, Lord Spiritual Temporal etc.</p> <p>12. Means of mechanical systems of communication used in an office e.g. telephone, paging etc.</p> <p>13. Electronic communication e.g. mail – internet. Advantages and disadvantages of electronic communication.</p> <p>14. Advantages and disadvantages of electronic mechanical system-Simulation in the use of the telephone calls.</p> <p>15. Distinguishing private Manual Branch Exchange (PMBX) and private Automatic Branch Exchange (PABX).</p> <p>16. Handling techniques: (a) Receiving calls; (b) Making calls (both local trunk)</p> <p>17. Telephone and Telegraph Service provided by the</p>	

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	Nigerian Telecommunication Limited (NITEL). 18. Office Abbreviations e.g. K.I.V., B.U., A.I.E., CC etc.	
<b>5.0 Mail Room</b> (1) Sort out incoming and outgoing mails, list and explain the equipment for the mail room.	1. Equipment and materials in the Mail Room and their functions. <ul style="list-style-type: none"> <li>- Franking Machine;</li> <li>- Shredding Machine;</li> <li>- Stapling Machine;</li> <li>- Envelope ceiling Machine;</li> <li>- Letter Opening Machine;</li> <li>- Folding Machine;</li> <li>- Stamping and Fixing Machine;</li> <li>- Post Office Directory etc.</li> </ul> 2. Sorting of in-coming and out-going mails into official, secret confidential and personal categories.	Visit to NIPOST
<b>6.0 Postal Services</b> (1) Explain the in-land and external services and distinguish between the auxiliary services of NIPOST and the private postal services.	1. Inland services provided by (NIPOST). 2. Overseas services provided by NIPOST e.g. Surface, Airmail, Express, mail service, reply paid services etc. 3. The Auxiliary service of NIPOST, e.g. postal order, post office box, private mail bag. 4. Functions of private, postal services e.g. courier services such as DHL, IAS etc.	
<b>7.0 Record Keeping,</b>	1. Meaning of “record”.	

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<p><b>Filing and Indexing</b></p> <p>(1) Define “record”</p> <p>(2) State purpose of record keeping.</p> <p>(3) Mention methods of storing records.</p> <p>(4) Define filing.</p> <p>(5) State characteristics of good filing system.</p> <p>(6) Mention methods of classification of filing.</p>	<p>2. Purpose of record keeping.</p> <p>3. methods of storing records e.g. microfilming, stenciling, computer, record processor, microfiche etc.</p> <p>4. Meaning of filing.</p> <p>5. Characteristics of good filing system</p> <p>6. Methods of classification of filing system e.g. Alphabetical, numerical, chronological etc.</p> <p>7. Filing equipment e.g. File guide, folder, box file, cabinet etc</p> <p>8. Procedures for opening files.</p> <p>9. Correction of a misfiled documents.</p> <p>10. Treatment of transit files.</p> <p>11. Cross references.</p> <p>12. Disposal of files e.g. thinning, destruction, transfer of files to archives.</p> <p>13. Meaning of indexing.</p> <p>14. Types of indexing</p> <p>15. Purpose of indexing</p> <p>16. Classification of indexing.</p>	
<p><b>8.0 Office Aids and Machines</b></p> <p>(1) Describe various office equipment and typewriters, and explain their uses.</p> <p>(2) Distinguish the merits and demerits of</p>	<p>1. Simple office aids that all clerical staff should have and their uses, e.g.; hand stapling machine, small two hole punch, date stamp, desk dairy etc.</p> <p>2. Advantages and</p>	<p>- Visit to an office.</p>

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<p>various reprographic system from other office machine and their operations.</p>	<p>disadvantages of the use of machine in the office.</p> <ol style="list-style-type: none"> <li>3. Types of typewriters, e.g; manual, electric, electronic and their uses e.g. dictator, addressing, storing, information etc.</li> <li>4. Types of calculating machines e.g. adding and listing, key driven rotary, punching, electronic and accounting machines and their uses.</li> <li>5. Reprographic systems i.e. stencil (ink), spirit, offset lithography and photocopying machines.</li> <li>6. Advantages and disadvantages of reprographic methods.</li> <li>7. Computer: meaning, functions, merits and demerits of computer.</li> <li>8. Areas of computer application in Business.</li> </ol>	
<p><b>9.0 Methods of Payment</b></p> <ol style="list-style-type: none"> <li>(1) List methods of payment and post office.</li> <li>(2) List the advantages and disadvantages of various methods of payment.</li> </ol>	<ol style="list-style-type: none"> <li>1. General methods of payment e.g. Cash, Bill of exchange</li> <li>2. Method of payment by the bank e.g. cheques, standing order, bank.</li> <li>3. Order, Bank draft.</li> <li>4. Credit transfer, travelers cheques, Dividend warrants.</li> <li>5. Parties to a cheque.</li> <li>6. Features of a cheque.</li> <li>7. Types of a cheque, dishonouring cheques.</li> </ol>	

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	8. Method of payment by the post office e.g. stamps, postal order, money order, telegraphic money order, Giro Service etc. 9. Advantages and disadvantages of various methods/means of payment.	
<b>10.0 Meeting Procedures</b> (1) Define meeting. (2) List the types and qualities of a valid meeting. (3) Explain the roles of a secretary at meetings.	1. Meaning of meeting. 2. Types of meeting with examples e.g. formal, informal, committee. 3. Qualities of a valid meeting. 4. Notice of Meetings and Agenda. 5. Secretary's roles at meetings.	
<b>11.0 Office Personnel</b> (1) Identify the training and qualification of office personnel. (2) List the personal and business qualities of office personnel. (3) State the categories of office staff and mention their duties.	1. Training and qualification of office personnel. 2. Personal qualities and business attributed of office personnel e.g. punctuality, neatness, morality etc. 3. Categories and duties of office employees e.g. clerical staff, stenographer/shorthand typist, copy-typist, confidential secretaries etc. 4. Sources of recruitment e.g. labour office, advertisement etc. 5. Applying for an office position. 6. Selection procedures (screening) 7. Interviewing, methods.	



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	<ol style="list-style-type: none"> <li>8. Assumption of duties.</li> <li>9. Disengagement of employees.</li> </ol>	
<b>12.0 Office Memory Aids and Sources of Business Information</b> (1) List the types of memory aids and their uses. (2) State the sources of information.	<ol style="list-style-type: none"> <li>1. Types of memory aids and their uses. e.g. calendar, indexed memory aids, dairy, appointment card etc.</li> <li>2. Sources of information e.g. official gazette, Hansards etc.</li> </ol>	- Visit Business Centre.
<b>13.0 Business Documents</b> (1) Define business documents. (2) State uses and types of various business documents. (3) Mention essential features of various business documents.	<ol style="list-style-type: none"> <li>1. Meaning of business documents</li> <li>2. Types and uses of Business documents e.g. cash receipts, letter of enquiry, tender, quotation, catalogue, dispatch note etc.</li> <li>3. Essential features of various Business documents.</li> </ol>	- Visit Business Centres
<b>14.0 Visual Aids</b> (1) Define visual aids. (2) State principal uses. (3) Mention types of visual aids. (4) Construct various visual aids.	<ol style="list-style-type: none"> <li>1. Meaning of visual aids</li> <li>2. Principal of visual aids e.g. quick reference, comparison, etc.</li> <li>3. Types of visual aids e.g. line graphs, pie charts, pictograms, flow charts etc.</li> </ol>	