



**BARBADOS
VOCATIONAL
TRAINING
BOARD**

**SKILLS TRAINING PROGRAMME
in**



OFFICE PROCEDURES

BARBADOS VOCATIONAL TRAINING BOARD
"Lawrence Green House"
Culloden Road
St. Michael
436-7970

OFFICE PROCEDURES

The Office Procedures course is designed for persons who are disciplined and conscientious, and are prepared to develop skills which will assist them to function efficiently in an office setting.

The office is an essential part of any organization and exists mainly to receive, process, record, control and transmit information. Persons who operate in an office therefore, must be competent to manage the information systems within that office, to the extent that there is minimal delay or error in information transfer.

COURSE OBJECTIVES

On completion of the training the **Office Clerk** will be able to:

- ◆ Develop and use proper telephone techniques.
- ◆ Execute the functions of office machines according to the manufacturer's instructions.
- ◆ Apply Occupational Health and Safety standards in the office setting.
- ◆ Acquire information on office procedures through research and other appropriate methods to supplement practical skills.
- ◆ Recognize characteristics of efficient employees within an office environment.
- ◆ Develop skills for handling office visitors.

- ◆ Make travel arrangements/itineraries.
- ◆ Establish filing systems.
- ◆ Handle incoming and outgoing mail.
- ◆ Create/complete documents using the computer.
- ◆ Create a portfolio of items developed in the Office Procedures training course.
- ◆ Develop sound interpersonal/human relations skills.
- ◆ Acquire information on acceptable office attire.

The training program is of thirteen (13) weeks duration.

OCCUPATIONAL/SKILLS PROFILE—OFFICE PROCEDURES

Unit 1	Manage the reception area
Unit 2	Execute functions of office machines
Unit 3	Perform communication activities for customers
Unit 4	Perform scheduling activities for employers
Unit 5	Process mail
Unit 6	Conduct records management activities
Unit 7	Maintain office equipment and supplies
Unit 8	Input data into computer
Unit 9	Create portfolio