



CARIBBEAN EXAMINATIONS COUNCIL

CSEC[®] Office Administration

**SYLLABUS
SPECIMEN PAPER
MARK SCHEME
SUBJECT REPORTS**

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Office Administration Syllabus Extract

Office Administration is a Business Education subject concerned with the study of administrative principles, policies, procedures and technological competencies governing the modern office environment. The content and teaching strategies used reflect current trends in the modern office. The syllabus aims to provide students with knowledge, skills and attitudes for immediate access to entry-level positions such as administrative assistants, clerical assistants, receptionists, record management clerks, accounting clerks and factory and dispatch clerks and other related positions.

The syllabus adopts a practical approach, aimed at equipping students with the technical and professional skills to perform effectively, and for mobility as administrative support personnel within an organisation. Further, it seeks to nurture and improve students' social and personal management skills and foster the development of a positive work ethic. In addition, the syllabus provides the foundation for students desirous of furthering their education in other related fields. The syllabus is arranged in 12 sections, sub-divided into specific objectives and corresponding content.

- Section 1 Office Orientation
- Section 2 Communication
- Section 3 Recruitment and Orientation
- Section 4 Records and Information Management
- Section 5 Reception and Hospitality
- Section 6 Meetings
- Section 7 Travel Arrangements
- Section 8 Human Resources Management
- Section 9 Accounts and Financial Services
- Section 10 Procurement and Inventory Management
- Section 11 Sales, Marketing and Customer Service
- Section 12 Operations, Despatch and Transport services



CARIBBEAN EXAMINATIONS COUNCIL

**Caribbean Secondary Education Certificate®
CSEC®**

OFFICE ADMINISTRATION SYLLABUS

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