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 of a general/computer or private secretary.

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:


On a Point of Order, BY HF Jooste: Pitman, Latest Edition

The Perfect Private Secretary, by JF Louviaux

SYLLABUS

1. ERGONOMICS
   1.1 Creating a safe and comfortable working environment
   1.2 Safety and security problems and controls
   1.3 Physiological factors
      1.3.1 Colour
      1.3.2 Lighting
      1.3.3 Noise/music
      1.3.4 Temperature
      1.3.5 Plants
      1.3.6 Cleanliness
      1.3.7 Floor covering
      1.3.8 Energy conservation
   1.4 Office space
      1.4.2 Conventional office
      1.4.3 Open plan office
   1.5 Office furniture
      1.5.1 Desk
      1.5.2 Chair
   1.6 Value of rest periods and work breaks
1.7 Choice of tools and aids
1.8 Choice of equipment and technology
1.9 Space utilisation for effectiveness
1.10 Features and fittings
1.11 Features of a good office

2. RECORDS MANAGEMENT
2.1 Control of files (removal/return)
2.2 Follow-up system
2.3 Possible causes for poor filing system
2.4 Transfer to archives

3. TIME MANAGEMENT
3.1 Importance of time management
3.2 Suggestions for effective use of time
3.3 Obstacles to proper time management
3.4 Resistance to planning
3.5 Required skills for effective planning
3.6 Designing an efficient time management schedule (time sheet)
3.7 The office diary

4. STATIONERY AND STOCK CONTROL
4.1 Stock control card system
4.2 Maximum/minimum stock and re-ordering
4.3 Determining the re-order level of stock
4.4 Advantages of stock control
4.5 Efficient organisation of stationery stock room
4.6 Functioning of a computerised stock control system

5. BUSINESS INFORMATION MANUAL/DOSSIER
5.1 Contents
5.2 Sources of reference
5.3 Regular updating

6. DEALING WITH DIFFICULT SITUATIONS AND PEOPLE
6.1 From clients, supervisors, colleagues, subordinates
   6.1.1 Complaints
   6.1.2 Aggression
   6.1.3 Persistence
   6.1.4 Criticism
   6.1.5 Unfair pressure
   6.1.6 Disrespect of access control
   6.1.7 Gossip
   6.1.8 Breach of confidentiality
   6.1.9 Sexual harassment
   6.2 Manager’s failure to
      6.2.1 return messages
      6.2.2 set priorities
      6.2.3 convey expectations
      6.2.4 communicate clearly
      6.2.5 be consistent
      6.2.6 inform you of his/her whereabouts or time of return
6.3 Messengers
6.3.1 Instructions and directions
6.3.2 Security
6.3.3 Co-ordination routines
6.3.4 Systems of control and monitoring
6.3.5 Handling collections
6.3.6 Route planning
6.3.7 External messengers

7. BUSINESS RECEPTIONS AND SOCIAL FUNCTIONS

7.1 Definition of
7.1.1 Conference
7.1.2 Seminar
7.1.3 Symposium
7.1.4 Convention
7.1.5 Congress
7.1.6 Annual general meeting
7.1.7 Committee meeting

7.2 Organisation
7.2.1 Choice of venue
7.2.2 Setting of budget
7.2.3 Nature and length of gathering
7.2.4 Guest speakers, guest of honor, master of ceremonies
7.2.5 Invitations/advertisements/notes
7.2.6 Planning of events (programme)
7.2.7 Accommodation, transport, parking
7.2.8 Sub-committee to arrange function
7.2.9 Seating arrangements
7.2.10 Delegates’ folders
7.2.11 General publicity
7.2.12 Refreshments, incidentals
7.2.13 Speakers’ notes
7.2.14 Audio-visual and presentation aids
7.2.15 Registration procedure
7.2.16 Message service for delegates
7.2.17 Signage
7.2.18 Regular feedback to manager

7.3 Secretary’s role during the event
7.4 Secretary’s role after the event

8. TRAVEL ARRANGEMENTS

8.1 Method or arranging
8.2 Planning with manager
8.3 Preparing itinerary
8.4 Making reservations/accommodation arrangements
8.5 Travel documents
8.5.1 within the borders of the country
8.5.2 internationally
8.6 Travel information file
8.7 Car rental
8.8 Checklist for employer
8.9 Office routine before the trip
8.10 Duties during employer’s absence
8.11 Duties after employer’s return

9. **CORRESPONDENCE**

9.1 Preparation of responses for manager’s approval
9.2 Develop approved writing style
9.3 Typical documents (preparation, presentation)
   9.3.1 Business letters
   9.3.2 Memorandum
   9.3.3 Reports
   9.3.4 Circulars
   9.3.5 Press releases
9.4 Presentation material
   9.4.1 Transparencies
   9.4.2 Slides
   9.4.3 Video
9.5 Business cards

10. **CASH CONTROL**

10.1 Remittance register
10.2 Basic wage system
10.3 Petty cash management
10.4 Depositing money
10.5 Internal claims
10.6 General cash control
10.7 Methods of payment
   10.7.1 Cash on delivery
   10.7.2 Credit card
   10.7.3 Cheque
   10.7.4 Cash

11. **BANKING SERVICES**

11.1 Cheque account
   11.1.1 Procedure for opening
   11.1.2 Advantages
   11.1.3 Disadvantages
   11.1.4 Other services offered by banks
11.2 Cheques
   11.2.1 Completion
   11.2.2 Signing
   11.2.3 Crossing and endorsing
11.3 “Plastic money”

11.3.1 Credit card
11.3.2 AYM card
11.3.3 Charge account card
11.3.4 Phone card
11.3.5 Garage and petrol cards

EXAMINATIONS

All questions will carry equal marks and students will be given a choice of eight questions from which they will be required to answer any five.

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