

# Simply a Better Way to Learn!



S K I L L S U P G R A D I N G

## Office Procedures – Level 2

### Course Introduction

This course covers a variety of topics as it simulates an office environment and challenges students with tasks that they would typically perform. Students develop an understanding of the various levels of management and associated responsibilities. They also learn about the various forms used in an office and how to complete these forms. A section on organizing workspace, planning work activities, and using a scheduling system to plan events is included. Students also learn about reprographics, preparing for a meeting, procedures to follow in a meeting, and requirements when making travel arrangements.

This course consists of six Lessons and a Final Exam. Each Lesson is divided into Sections with related Tasks. There are questions at the end of each Lesson designed to reinforce the concepts the student has learned in the Lesson.

### Course Prerequisite(s)

Office Procedures Level 1, Introduction to Personal Computers, Microsoft Word Level 1, and Microsoft Excel Level 1, or equivalent.

### Course Aim

To familiarize the participant with office functions and procedures, building on concepts learned in Office Procedures Level 1.

### Of Interest to

Those who plan to work in an office environment.

### Course Notes

Course manual provided for ongoing reference. There is a final exam upon completion of the course. Participants who receive 75% or higher on their exam will receive a certificate.

### Course Breakdown

#### Lesson 1:

Understanding the Organizational Structure; Exploring the Levels of Management; Identifying the Support Staff; Examining Departmental Functions

#### Lesson 2:

Planning Your Day; Working with Reminder Systems; Organizing Your Workspace; Managing Stress in the Workplace

#### Lesson 3:

Examining Business Forms; Preparing Purchasing Forms; Issuing Invoices and Credit Notes; Organizing Statements of Account

#### Lesson 4:

Understanding Imaging Technologies; Managing Copier Use; Using Reprographic Services; Copying and Copyright Laws

#### Lesson 5:

Organizing Meetings; Planning Conferences and Events; Understanding Teleconferencing

#### Lesson 6:

Planning a Business Trip; Preparing the Itinerary; Arranging Travel Funds; Organizing Travel Details



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