

LCA



Office Assistant & Office Practice

Sample

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Mapping of Learning Outcomes



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C. Services in an Office

1. Here are some services. Complete the sentences:

control, double-sided, post, transferring, appointments, classification

Reception services, e.g. answering visitor inquiries, arranging and the maintenance of a visitor book.

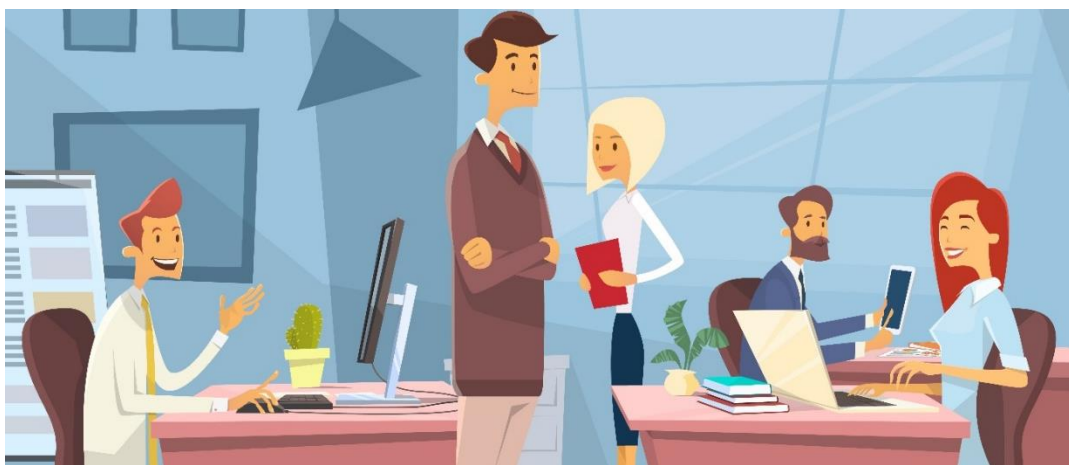
Telephone services, e.g. answering screening and calls, giving information to existing and potential clients, and making calls on behalf of others.

Stock services, e.g. as processing of delivery and supplier invoices for incoming goods, purchase orders, receipts and credit notes, returns notes and requisitions and issue notes for outgoing stock.

Filing services, e.g. maintenance of an efficient system using appropriate filing equipment, a recognised data system within a filing schedule appropriate to the company.

Photocopying services, e.g. document production of one-off or multiple copies, printing, collating and booklet creation.

Postal services, e.g. receiving/signing for and sorting post according to status - general, confidential or urgent, date stamping and distribution of post to individual trays, pigeon-holes or department trays.



E. Processing and Communicating Information

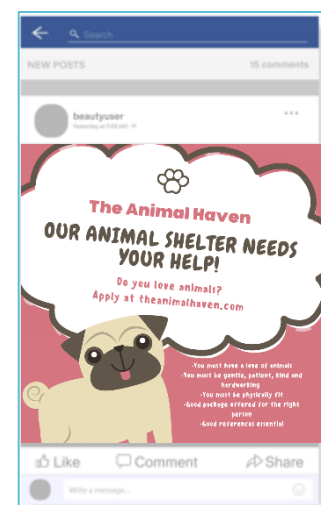
1. Read: Duties and responsibilities also include processing and communicating information in different ways. Examples:

- **Orally:** face-to-face meetings, telephone, videoconferencing, Zoom, Microsoft Teams
- **Written:** letters, memos, reports
- **Electronically:** for example, email, SMS, social media
- **Visually:** notice boards, bar charts, histograms

2. Name each type of communication:













F. Filing Systems

1. Read: A well-maintained filing system allows vital information to be accessed quickly and saves a company money by saving time. Businesses, schools, government agencies and everyday people use filing systems to keep their information organised.

Here are some types of filing systems:

- A. Alphabetic
- B. Numeric
- C. Geographic
- D. Subject
- E. Chronological
- F. Colour Coding



Alphabetic filing

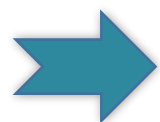
- This is the most common filing system for less than 5,000 records.
- Files are arranged in alphabetic order using the names of individuals, businesses, institutions, agencies, subjects, topics or geographic locations.
- This system is effective for client or customer name files.

Numeric filing

- Its greatest benefit is its speed and therefore increases productivity.
- It provides a positive identification of the record and a degree of confidentiality too.
- Files are arranged in sequential order using the numbers directly from the record or an assigned number.
- Most systems use an index to retrieve the files.
- It provides accurate identification and allows for greater confidentiality.
- It is capable of infinite expansions and you can use it for more than 5,000 records, unlike alphabetic filing systems.

Alpha -numeric filing

- Alpha-numeric filing uses a combination of names and numbers.
- You commonly use this type of filing system with subject names and numbers.
- Files are arranged according to alphabetic divisions or subject heading, then by number category.



G. The Data Protection Act

1. Read: Many organisations, both public and private, hold information about you, e.g. your contact details, your home address, your medical history or your online browsing history.



People have concerns about their privacy, or about the accuracy and the further use of the information by the collecting organisation and any other organisation it decides to share that information with.

These concerns have led to the development of data protection laws around the world. In the EU, this area is mostly governed by the General Data Protection Regulation (GDPR). Specific EU laws also deal with matters such as criminal investigations. There are additional laws in each EU member state. In Ireland, these laws include the Data Protection Acts and other regulations.

The law states that your personal data should generally only be stored where there is a lawful basis, such as your consent or a legal obligation. You have a number of rights under data protection laws, like the right to access the personal data held and the right to have it corrected or erased in certain circumstances.

2. Answer the questions:

a) What information about you might your pharmacy keep?

b) What does GDPR stand for?

c) Name a circumstance under which your personal data can be stored.

d) What could happen if there were no data protection laws?

3. Read: Personal data is information that relates to, or can identify you, either by itself or together with other available information. Personal data can include:

- Your name
- Your address
- Your contact details,
- Identification numbers (for example your PPS number)
- Your IP address (this is your Internet address)
- CCTV footage
- Access cards
- Audio-visual or audio recordings of you
- Location data



4. Name 2 companies / organisations that hold information on you.

Company or organisation 1:

Type of information they hold:

Company or organisation 2:

Type of information they hold:

I. Data Security

1. Read: The security of data must be maintained, as learned about on page 23. This includes the creating of passwords, changing passwords periodically, installing updates of antivirus software, backup routines and assigning access rights to data.



123456
75243
qwerty



3K89DI73GLzO3
4D98L3DrMnVpL
76fKjLsHu73Hkd

Tips for creating a strong password:

- Use a mix of alphabetical and numeric characters.
- Use a mixture of upper- and lowercase; passwords are case sensitive.
- Use symbols if the system allows. (don't use spaces)
- Use a combination of letters and numbers, or a phrase.
- Pick something obscure:
 - an odd character in an otherwise familiar term, e.g. phunnyfrog instead of funny frog
 - a combination of two unrelated words, e.g. salty-light
 - An acronym for an easy to remember quote or phrase, e.g. HersL00kn@U (Here's looking at you).

You want to choose something that is easy to remember with a minimum of 8 characters that uses as many of the techniques above as possible. One way to do this is to pick a phrase you will remember, pick all the first or last letters from each word and then substitute some letters with numbers and symbols. You can then apply capitals to some letters (perhaps the first and last, or second to last, etc.) You could also perhaps keep or add punctuation.

Some examples:

Phrase	First Letters	Password
So long and thanks for all the fish"	slatfatf	5L@tf@tF
"Best Show Ever: David Attenborough's Blue Planet II"	bsetdabp2	B53:da'BP2
"You Can't Have Everything. Where Would You Put It?"	ycheuwyp	Uch3Wwup1?

2. Based on the advice above, write down 3 strong passwords:

Phrase	First Letters	Password

M. Routine Office Tasks



1. TELEPHONE SYSTEMS

a) Read: There is a variety of telephone systems in use in today's office environment.

Here are some common functions. Look at a real office telephone. Tick the functions that it has:

- A redial function that allows you to press one button and the last number you called is automatically redialled.
- A mute function that allows you turn off the microphone.
- A volume function that allows you to alter the volume of the handset.
- A hold function that allows you to put a caller on hold without losing the call.
- A memory function that allows you to store frequently used numbers.
- A conference function that allows a number of different callers to be involved in the same conversation.
- A transfer function that allows you to transfer a call to another extension.
- A function that allows you to pick up other people's phone calls, e.g. if they are out of the office.

b) Look at the telephone. Name the key:



a) Turns off the microphone.

b) Dials the same phone number again.

c) Puts the call on loudspeaker.

d) Allows you to switch between calls.

e) Calls back a missed call.



a) How much do you know about emails? Answer the questions.

What is an example of a webmail provider?

What is an Inbox?

If you delete an email, is it gone forever? Explain.

How do you attach a document to an email?

Why should you include a subject when you write an email?

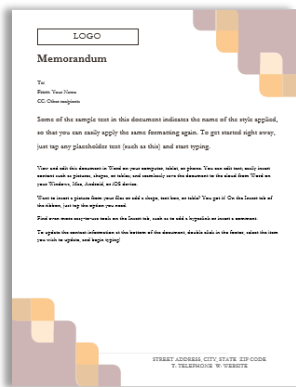
Can you send the same email to a few people at once? Explain.

When would you forward an email?

What is an advantage of email over posted correspondence?



16. MEMORANDUM



A memorandum is a written message that is typically used in a professional setting. Commonly known as a "memo," these messages are usually brief and easily understood. It is a written report that is prepared for a person or committee in order to provide them with information about a particular matter.

Look for memo templates online.

Here is a typical layout of a memo:

See 'A Day at the Office' Task Book.



FRESH FASHION

Memorandum

SUBJECT: Autumn Clothes Line Promotion

TO: All staff

FROM: James Forest, Manager

DATE: June 14, 2021

Market research and analysis show that the proposed advertising media for the new autumn fashion lines need to be changed. Findings from focus groups and surveys have made it clear that we need to update our advertising efforts to align them with the styles and trends of young adults today. It has become increasingly important to use the Internet as a tool to communicate with our target audience to show our dominance in the clothing industry.

Internet Advertising

Fresh Fashion needs to focus advertising on Internet sites that appeal to young people. According to surveys, 72% of our target market uses the Internet for five hours or more per week. The following list shows in order of popularity the most frequented sites:

- Google
- Facebook
- EBay
- Amazon _____

O. Telephone Techniques

1. Read: Always have a professional manner. The caller should feel informed and appreciated.

Tips:

- Be prepared. Get familiar with your phone, and learn how to transfer calls.
- Answer right away. Answer within three rings.
- Announce yourself. "Thanks for calling Company Name".
- Be an active listener. Let the caller finish, and ask relevant follow up questions.
- Focus. Give the person your full attention.
- Consider your tone. Be friendly and smile.
- Speak slowly and cheerfully, not too fast.
- Emphasise your words, and take your time.
- Talk in your normal voice. Not too loud, and not too soft.
- Your voice should not be too high pitched or too low pitched.
- Don't use speakerphone. Opt for a headset, or do a conference call.
- Do not eat or drink, or have anything in your mouth.
- Do not use slang and never swear.
- Answer with good manners. Use Mr. or Ms.
- Summarise before hanging up. Reiterate the conclusion/next steps for the caller.
- End on a professional note. Thank the caller for their time or business.



2. Complete the conversation:

Caller: "Hi there. I need to speak to someone about an invoice."

You:

Caller: "I received a letter stating that it wasn't paid, but I have proof that it is paid."

You:

Caller: "It is Invoice HP3490. It was paid by bank transfer on the 15th September. The amount was €64.50."

You:

Caller: "I hope this does not happen again! I got quite a fright!"

You:

P. Working as Part of a Team

1. Read: A teamwork environment encourages friendship and loyalty. Good relationships motivate employees and help them to work harder, cooperate better and be supportive of one another.



We have different talents, weaknesses, communication skills, strengths, and habits. As a team, these differences can help towards achieving the overall goals and objectives. Teamwork brings people together and motivates them to rely on one another to get things done. Teamwork also makes progress easier and allows the group to overcome obstacles that would have been difficult to overcome as an individual.

Teamwork is a sense of unity. It's an enthusiasm that a group of people share for their common interests and responsibilities.

Read the infographic:



Mapping of Learning Outcomes

OFFICE ASSISTANT

Unit 1: Understanding the role and function of the office

1. outline the different types of office layouts **Student Workbook: Pages 8 to 9 (office layouts)**
2. identify the functions of an office in relation to information (e.g. receipt, collection, recording, sorting, classification, storage, communication and protection) **Student Workbook: Pages 10 to 12 (services in an office), Pages 13 to 14 (duties and responsibilities), Pages 15 to 16 (processing and communicating information)**
3. list the different departments found within an office and identify the main roles of each of these departments (e.g. wages, accounts, mail, purchasing) **Student Workbook: Pages 5 to 7 (features of an office environment), Pages 13 to 14 (duties and responsibilities)**
4. present an organisational chart **Student Workbook: Page 6 (organisational chart)**
5. demonstrate the use of common office equipment (e.g. photocopier, calculator, stapler, guillotine, telephone, fax, filing cabinet) **Student Workbook: Pages 47 to 58 (routine office tasks), Pages 59 to 65 (documents) Task Book: Pages 4 to 24 (using computer, software, printer, photocopier, calculator, telephone, filing cabinet, guillotine, Internet, laminator, etc.)**
6. use common items of office stationery and supplies (e.g. headed paper, envelopes, memos, diaries, paper clips, correction fluid) **Task Book: Page 5 (invitations on A5 paper, envelope), Page 5 (budget), Page 7 (memo template), Page 7 (poster, A4), Page 7 (spreadsheet calculations, calculator), Page 8 (staff roster), Page 8 (formal letter), Page 9 (calendar), Page 9 (letter of complaint, amending), Page 10 (business letter and envelope), Page 10 (cash receipts, journal), Page 11 (survey),**

Page 11 (menu, proofreading, highlighter), Page 12 (invoice), Page 12 (letter on headed paper), Page 13 (stocktaking spreadsheet), Page 14 (menu, amending, laminating), Page 15 (email, composing, sending, using cc), Page 15 (social media post), Page 16 (memo, amending), Page 16 (flyer, amending, printing, using guillotine), Page 22 (office team project, agenda, minutes, using a projector/IWB)

7. use a range of standard paper and envelope sizes **Task Book: Page 5** (invitations on A5 paper, envelope), Page 7 (memo template), Page 7 (poster, A4), Page 7 (spreadsheet calculations), Page 8 (formal letter and envelope), Page 9 (letter of complaint), Page 10 (business letter and envelope), Page 10 (cash receipts, journal, A4 envelope), Page 11 (survey), Page 12 (invoice), Page 12 (letter on headed paper), Page 13 (stocktaking spreadsheet, enlarging to A3), Page 14 (menu, amending), Page 15 (social media post), Page 16 (flyer, using guillotine), Page 22 (office team project, agenda, minutes)

8. write a business letter and address an envelope **Task Book: Page 8** (formal letter and envelope), Page 9 (letter of complaint), Page 10 (business letter, envelope), Page 10 (cash receipts, journal, A4 envelope), Page 12 (business letter on headed paper)

9. identify the uses of common generic computer applications packages (word processing, data base, spreadsheets). **Student Workbook: Pages 51 to 53** (computers, software packages), **Task Book: Pages 4 to 16, 20 to 22** (using different computer applications)

Unit 2: Filing

1. explain the importance of an efficient filing system **Student Workbook: Pages 17 to 22** (filing systems)

2. list the essential elements of a filing system **Student Workbook: Pages 17 to 22** (filing systems)

3. use a variety of different methods of filing **Task Book: Pages 4 to 16 (filing manually and electronically), Page 20 (sorting files electronically and manually), Page 21 (filing postage book sheet), Page 22 (filing of office team project, agenda, minutes)**
4. demonstrate the use of these methods effectively **Task Book: Pages 4 to 16 (filing manually and electronically), Page 20 (sorting files electronically and manually), Page 21 (filing postage book sheet), Page 22 (filing of office team project, agenda, minutes)**

Unit 3: Communications and the office

1. use some of the means of transmitting information (e.g. telephone, fax, electronic mail) **Student Workbook: Pages 66 to 69 (telephone techniques), Task Book: Page 5 (invitations on A5 paper, envelope), Page 5 (budget), Page 7 (memo template), Page 7 (poster, A4), Page 8 (staff roster), Page 8 (formal letter and envelope), Page 9 (calendar), Page 9 (letter of complaint), Page 10 (business letter), Page 10 (cash receipts, journal), Pages 11 to 16 (emails and attachments), Page 12 (invoice), Page 12 (business letter), Page 13 (stocktaking spreadsheet), Page 14 (menu, amending), Page 15 (email, composing, sending, using cc), Page 15 (social media post), Page 16 (memo, amending), Page 22 (office team project, agenda, minutes)**
2. identify circumstances when the telephone, fax, modem, electronic mail are used **Student Workbook: Pages 15 to 16 (processing and communicating information)**
3. demonstrate an ability to use correct telephone techniques including receiving, recording, dealing with irate customers, making calls for third parties and receiving messages for third parties (e.g. telephone, fax, electronic mail) **Student Workbook: Pages 66 to 69 (telephone techniques), Task Book: Pages 17 to**

19 (telephone calls – incoming/outgoing calls, being professional, recording information, listening to voice recordings, using VoIP)

4. identify the common methods of reproducing documents in the office (e.g. photocopiers, printers) Task Book: Page 5 (invitations on A5 paper, envelope), Page 5 (budget, printing to fit on one page, printing graphic), Page 6 (visitor's book - photocopying), Page 7 (memo template, printing), Task Book: Page 7 (poster, printing), Page 7 (spreadsheet calculations, printing), Page 8 (staff roster, printing), Page 8 (formal letter, printing), Page 9 (letter of complaint, printing), Page 10 (business letter, printing), Page 10 (cash receipts, journal, printing and photocopying in greyscale), Page 11 (survey, printing 2 copies – 2 pages on one page, back-to-back printing), Page 11 (menu, printing), Page 12 (invoice, printing), Page 13 (stocktaking spreadsheet, printing, photocopying), Page 14 (menu, amending, making 3 colour copies), Page 15 (email, printing), Page 15 (social media post, printing), Page 16 (flyer, printing), Page 21 (printing postage book sheet, printing a paragraph from the Internet), Page 22 (office team project, agenda, minutes)

5. demonstrate an ability to use the photocopier to make double sided copies of multiple page documents, to enlarge and reduce documents on a photocopier. Task Book: Page 6 (visitor's book - photocopying), Page 10 (cash receipts, journal, photocopying in greyscale), Page 13 (stocktaking spreadsheet, enlarging, using A3)

OFFICE PRACTICE

Unit 1: Recording Information

1. sort incoming mail Task Book: Page 21 (sorting mail)
2. record visitors to the organisation Student Workbook: Page 64 (visitor book)
Task Book: Page 6 (visitor's book)



3. record receipts and payments (with 4 analysis columns) **Task Book: Page 10 (cash receipts and journal)**
4. record outgoing mail **Student Workbook: Page 64 (postage book) Task Book: Page 21 (creating and using postage book)**
5. record verbal messages correctly. **Task Book: Page 18 (voice recordings, recording information – cheque / phone message)**

Unit 2: Petty cash

1. explain the purpose of petty cash **Student Workbook: Page 65 (petty cash)**
2. record transactions in a 4 columnar petty cash book **Task Book: Page 6 (petty cash exercise)**
3. explain the imprest system of petty cash. **Student Workbook: Page 65 (petty cash)**

Unit 3: Personal and interpersonal skills

1. work as part of a team **Student Workbook: Pages 70 to 71 (working as part of a team), Task Book: Page 22 (office team project)**
2. listen to and follow instructions throughout the course
3. work under supervision throughout the course
4. formulate questions in order to gather information throughout the course
5. pay attention to detail in the execution of all office duties throughout the course
6. appreciate the importance of good personal hygiene/grooming **Task Book: Page 22 (office team project)**
7. appreciate the importance of timekeeping **Task Book: Page 22 (office team project)**
8. appreciate the importance of maintaining a good attitude to work. **Student Workbook: Pages 45 to 46 (office etiquette) Task Book: Page 22 (office team project)**

Unit 4: Health and Safety

1. use office equipment safely (e.g. guillotine, electrical equipment, lifting, rest periods) Student Workbook: Pages 23 to 27 (Data Protection Act), Pages 28 to 31 (office safety), Pages 32 to 34 (data security), Pages 35 to 38 (in an emergency, emergency action plan), Pages 40 to 44 (caring for office equipment, cleaning checklist) Task Book: Pages 4 to 22 (carrying out office tasks safely, using office equipment safely)
2. recognise and avoid potential hazards in the office Student Workbook: Pages 28 to 31 (office safety, risk assessment), Pages 40 to 44 (caring for office equipment, cleaning checklist) Task Book: Pages 4 to 22 (carrying out office tasks safely, using office equipment safely)
3. understand the main provisions of the Health and Safety at Work Act Student Workbook: Pages 28 to 31 (office safety, risk assessment), Pages 35 to 38 (in an emergency, emergency action plan), Page 38 (health and safety act) Task Book: Pages 4 to 22 (carrying out office tasks safely, using office equipment safely)
4. understand the importance of fire regulations. Student Workbook: Page 39 (fire safety)