

# Office Management:

## An Introduction

HIGHER NATIONAL DIPLOMA

### 办公管理 (初级)

【英】苏格兰学历管理委员会 (SQA)

英文原版

### Unit Student Guide

BUSINESS

DE1X 35



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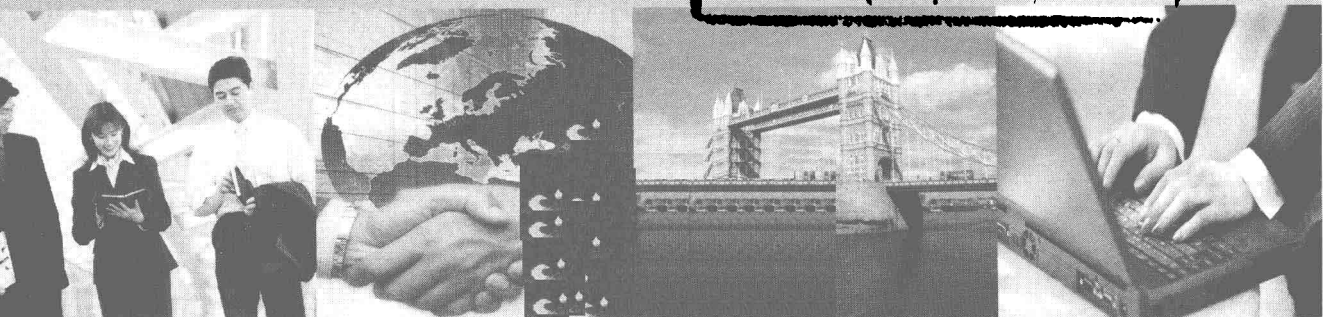
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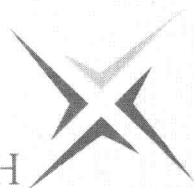
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Office Management: An Introduction

办公管理 (初级)

苏格兰学历管理委员会著

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# 1

## Introduction to the unit

### 1.1 What this unit is about

This unit introduces the essential skills required to effectively manage and organise an administrative environment. It would be suitable for candidates wishing to progress to a supervisory/managerial career within an organisation.

### 1.2 Outcomes

1. Lead and organise the core activities of office management.
2. Implement and manage change within the strategic/operational objectives of an organisation.
3. Contribute to the recruitment process.
4. Respond to the training and development requirements of individuals and teams within the organisation.

### 1.3 Unit structure

This unit contains four study sections. You will need two books to cover the whole unit.

Study sections 1 and 2 are contained in this book. Study sections 3 and 4 are contained in the companion volume for this unit entitled: **DE1X 35 Office Management: Advanced.**

Section number	Title	Approximate study time
1	Lead and organise the core activities of office management	19 hours
2	Implement and manage change within the strategic/operational objectives of an organisation	20 hours
3	Contribute to the recruitment process	24 hours
4	Respond to the training and development requirements of individuals and teams within the organisation	17 hours

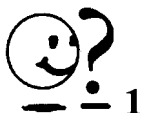
#### 1.4 How to use these learning materials

You should work through each section, completing the activities and self assessment questions (SAQs). The answers to the SAQs are included. At the end of each section there is a tutor assignment. This is designed to help you reach the standard necessary and to prepare you for the final assessment for each outcome, which will be given to you by your tutor. Once these four assessments have been completed satisfactorily, you will have achieved a pass in the unit.

#### 1.5 Symbols used in this unit

These learning materials allow you to work on your own with tutor support. As you work through the course, you will encounter a series of symbols that indicate something follows which you are expected to do. You will notice that as you work through the study sections you will be asked to undertake a series of SAQs, activities and tutor assignments. An explanation of the symbols used to identify these is given below.

## Self-Assessed Question



This symbol is used to indicate a self-assessment question. Most commonly, SAQs are used to check your understanding of the material that has already been covered in the sections.

This type of assessment is self contained: everything is provided within the section to enable you to check your understanding of the materials.

The process is simple:

- you are set SAQs throughout the study section
- you respond to these by writing either in the space provided in the assessment itself or in your notebook.
- on completion of the SAQ you turn to the back of the section to compare the model SAQ answers with your own
- if you are not satisfied after checking your responses, turn to the appropriate part of the study section and go over the topic again.

Remember — the answers to SAQs are contained within the study materials. You are not expected to guess at these answers.

## Activity



This symbol indicates an activity, which is normally a task you will be asked to do that should improve or consolidate your understanding of the subject in general or a particular feature of it.

The suggested responses to activities are to be found at the end of the section.

Remember that the SAQs and activities contained within your package are intended to allow you to check your understanding and monitor your own progress throughout the course. It goes without saying that the answers to these should only be checked after the SAQ or activity has been completed. If you refer to these answers before completing the activities, you cannot expect to get maximum benefit from your course.

**Tutor assignment — formative assessment**

This symbol means that a tutor assignment is to follow. These will be found at the end of each study section. The aim of the tutor assignment is to cover and/or incorporate the main topics of the section and prepare you for unit (summative) outcome assessment.



# 2

## Other resources required

Basic materials are included in this pack, however access to the Internet or a good library will be helpful. Where certain resources are particularly useful, they are indicated in the text.

To complete the unit you will require the book entitled: ***DE1X 35 Office Management: Advanced***, which contains study sections 3 and 4.



# 3

## Assessment information

### 3.1 How you will be assessed

Evidence for this unit should be generated through assessment undertaken in a variety of assessment conditions. There must be arrangements in place to ensure the authenticity of work produced.

It is recommended that assessment for this unit is thematic, as it is possible to link outcomes as part of a theme.

- **Outcome 1** is assessed by means of an 800-word response under closed-book conditions.
- **Outcome 2** is a report under open-book conditions.
- **Outcome 3** is a series of practical exercises and short responses to a case study under closed-book conditions.
- **Outcome 4** is a report based on a case study under open-book conditions.

Where candidates are asked to submit a report in open-book conditions, the use of a bibliography will be mandatory.

An Assessment Exemplar has been produced to indicate the national standard of achievement required.

3.2  
When and  
where you will  
be assessed

You will be assessed on each outcome by arrangement with your tutor.

3.3  
What you have  
to achieve

The evidence requirements for each outcome are indicated at the beginning of each section of this pack.

3.4  
Opportunities  
for  
reassessment

Normally, you will be given one attempt to pass an assessment with one reassessment opportunity.

Your centre will also have a policy covering exceptional circumstances — for example, if you have been ill for an extended period of time. Each case will be considered on an individual basis and is at your centre's discretion (usually via written application); they will decide whether to allow a third attempt. Please contact your tutor for details regarding how to apply.

# 4

## **Section 1: Lead and organise the core activities of office management**

### 4.1

#### Introduction to this section

### **What this section is about**

This section covers the content of Outcome 1 of the unit.

### **Outcomes, aims and objectives**

The knowledge and/or skills required for this outcome involve:

- leading, controlling and organising activities;
- operational planning and taking operational decisions;
- top-down and bottom-up communication;
- motivating employees;
- generating new activities;
- quality management;