

THE INSTITUTE OF COMMERCIAL MANAGEMENT

SUBJECT SYLLABUS



OFFICE PROCEDURES & ADMINISTRATION

28 MARCH 2006

**Introduction:**

The Role & the Relationship of Office Workers in the Organisation

**Office Systems, Procedures & Records:**

Buying & Selling  
Stock Control  
Receipts & Payments  
Petty Cash  
Wages & Salaries  
Filing  
Incoming & Outgoing Mail  
Work Planning & Scheduling

**Office Technology:**

Computer Systems & Terminology  
Reprography  
Calculators  
Health & Safety

**Communications:**

Oral Communication  
Written Communication  
Mail Services  
Receiving & Assisting Visitors  
travel Arrangements  
Organising Meetings & Other Events  
Sources of Information

**Reading List****Main text:**

Office Procedures - J Harrison (Longman)

**Alternative Texts and Further Reading:**

Office Procedures Made Simple - G Whitehead (Heinemann)