

BUSINESS STUDIES DEPARTMENT AND INFORMATION TECHNOLOGY

COURSE OUTLINE

OFFICE ADMINISTRATION (Sept –June 2025/2026)

GRADE 10

DATE	TOPIC	SUB-TOPICS	OBJECTIVES	ASSIGNMENT	SOCIAL LEARNING ACTIVITIES	THEORETICAL ALIGNMENT
WEEK 1	Introductory Phase to Office Administration and subject content					
	Diagnostic Test Issued					
	Office Orientation, Communication, Recruitment and Orientation, Records Management, Meetings, Reception and Hospitality					
WEEK 2	Diagnostic		Assess prior knowledge and identify learning gaps		Peer group discussion to analyze test responses and share strategies for improvement	Metacognition Theory – encourages reflection on one's own learning process

WEEK 3	Review & Goal Setting		Reflect on Diagnostics and set specific, measurable, achievable, relevant and time bound (SMART) goals		Collaborative creation of SMART goals in pairs, with peer accountability partners	Goal-Setting Theory – motivation enhanced by specific, measurable objectives
WEEK 4	Office Orientation	Office	1. Define the term Office 2. Describe the role and functions of the office in business activities; 3. Describe how office structure and activity may be organized according to the size and nature of a business;	Class Activities/Homework: Graded worksheet	Think-Pair-Share: students brainstorm functions of an office and share in class	Constructivism Theory – learners build knowledge by connecting ideas through discussion

WEEK 4 Cont'd	Office Orientation	Office	1. Identify the different types of office layouts 2. Compare different types of office layouts; 3.Examine the ergonomics of the office as it relates to comfort, health and safety issues;	Class Activities/Homework: 1. Graded worksheet 2. Draw/Sketch the various types of office layouts	Group role-play designing office layouts on chart paper, then explaining pros/cons	Experiential Learning – hands-on engagement with real-world scenarios
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WEEK 5	Office Orientation	Office	<p>1. Describe the contribution of various types of equipment to office efficiency;</p> <p>2. Explain the propose desirable skills, attitudes and attributes of office personnel;</p> <p>3. Assess the value of good human relationships to office efficiency.</p>	<p>Class Activities/Homework:</p> <ol style="list-style-type: none"> 1. Graded worksheet 2. Re-enactment of office attitudes and attributes in role plays 	Group scavenger hunt activity with images of office equipment; students classify by use	<p>Situated Learning Theory</p> <p>– contextualizing knowledge within authentic practice</p>
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WEEK 5 Cont'd	Communication	Telephone Techniques	1. Explain correctly the various telephone techniques: Telephone etiquette Recording systems, receiving and delivering messages; use of the telephone directory; maintaining a personal and a company directory; functions and operations of	Class Activities/Homework: Graded worksheet Role-plays on answering and sourcing information for clients	Role-play: students simulate receiving and making professional phone calls	Bandura's Social Learning Theory – learning through observation and modeling
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			<p>automated</p> <p>switchboards,</p> <p>Paging devices.</p>			
WEEK 5 Cont'd	Communication	Telephone Techniques.	Describe proper techniques for receiving and relaying messages by telephone;	<p>Class Activities/Homework:</p> <p>Complete graded activity sheet.</p>	Group relay game: messages passed orally, in writing, and electronically, then compared	<p>Shannon-Weaver Communication Model – shows importance of accurate transmission</p>
WEEK 6	Communication	Telephone Services	<p>1. Assess the communication services offered by telecommunication providers:local, long distance and overseas calls</p> <p>2.station-to-station, person-to-person, collect calls, emergency calls; conference calls, video conferencing;</p> <p>3. Differentiate between: call</p>	<p>Class Activities/Homework:</p> <p>Cross word puzzle</p> <p>Graded activity sheet</p>	Small group research and class presentations on telephone service providers	<p>Collaborative Learning – peer sharing deepens understanding</p>

			waiting, call forwarding, voice mail; speed dialing, caller identification; phone cards; electronic top-up machines; mobile phones; text messaging; instant messaging; Voice Over Internet Protocol (VoIP);			
WEEK 6 Cont'd	Communication	Courier Services	<p>1. Describe the services available for dispatching mail; Courier services “Local & Overseas”</p> <p>2. Outline correctly the Postal services available for dispatching mail;</p> <p>3. classification of mail (priority, first class, express, standard);</p>	<p>Class Activities/Homework:</p> <p>Worksheets</p> <p>Short answer questions</p>	Group debate: courier vs electronic mail – which is more reliable for business?	Critical Thinking Theory – encourages evaluation and reasoning

			delivery options (registered, express delivery, recorded delivery, poste restante); Courier services; Skybox.			
WEEK 7	Mid-Term Break (October)					
WEEK 8	Communication	Procedures for sending and receiving parcels	1. Outline procedures for sending and receiving parcels; a) regulations for sending and receiving money and other valuables; parcel post services - nature and use; Packaging. 2. Outline procedures for dealing with	Class Activities/Homework: Worksheets Short answer questions	Simulation activity: mock parcel packaging, labeling, and recording in groups	Experiential Learning – authentic learning through simulation

			incoming and outgoing mail in large and small offices: i) receiving; (ii) recording; (iii) stamping;			
WEEK 9	Communication	Dispatching Mails	<p>1. Explain the procedures for dispatching mail: (i) sorting of mail; (ii) preparation of mailing lists; and, (iii) use of postage books.</p> <p>2. Describe the automation of mailing activities in large offices: (i) mail merge; (ii) addressing</p>	<p>Class Activities/Homework: Worksheets</p> <p>Short answer questions</p>	Students in groups prepare sample mail (letters, envelopes, registers) for dispatch	Active Learning – engaging in hands-on, cooperative tasks

			<p>machines; (iii) franking machines;</p> <p>(iv) letter openers;</p> <p>(v) folding machines; (vi) collating machines; and, (vii) sealing machines.</p>			
WEEK 10	Recruitment and Orientation	Sources of job information	<p>1. Identify sources of information on job opportunities;</p> <p>2. outline factors to be considered when seeking employment</p> <p>3. prepare applications for a job;</p> <p>(i) application forms;</p> <p>(ii) letters;</p> <p>4. Explain factors to be considered when</p>	<p>Class Activities/Homework:</p> <p>Worksheets</p> <p>Short answer questions</p> <p>Practical interviews to be conducted</p>	Group research on sources of job info (newspapers, websites, agencies) and class poster	Inquiry-Based Learning – learning through research and discovery

			preparing for a job interview			
WEEK 11	SESSIONAL 2 (20%)					
WEEK 12	REVISION					
WEEK 13	END OF TERM EXAM (40%)					

CHRISTMAS BREAK

DATE	TOPIC	SUB-TOPICS	OBJECTIVES	ASSIGNMENT	SOCIAL LEARNING ACTIVITIES	THEORETICAL ALIGNMENT
WEEK 15	Introductory Phase to the outstanding topics and SBA continuation					
	Procurement Department, Reception and Hospitality, Sales and Marketing, Operations, Dispatch & Transport Department, Accounts Department					

WEEK 16	Recruitment and Orientation	Sources of information on job opportunities	<p>1. Identify correctly sources of information on job opportunities</p> <p>2. Define correctly the terms recruitment, job description, resume`, application letter and job specification</p> <p>3. Outline factors to be considered when seeking employment</p>	<p>Class Activities/Homework:</p> <p>Create a application letter along with a detailed resume for a job outlined in the gleaner classified</p> <p>Do homework researching the different methods of job sourcing.</p>	Group research on sources of job info (newspapers, websites, agencies) and class poster	Inquiry-Based Learning – learning through research and discovery
WEEK 17	Recruitment and Orientation	Preparing applications for a job	1. Outline correctly the procedures for making applications	<p>Class Activities/Homework:</p> <p>Prepare a resignation letter (graded)</p>	Peer review workshop: students draft resumes/letters and exchange for feedback	Social Constructivism – knowledge built collaboratively through peer interaction

			<p>2. Preparation of various follow-up letters</p> <p>3. List correctly the different types of letters issued by an employee to an employer</p>	Preparation of a application of leave letter		
WEEK 18	Recruitment and Orientation	Preparation for Job Interviews	<p>1. Define correctly the term interview with the assistance from peers</p> <p>2. Explain correctly the factors to be considered when preparing for a job interview</p> <p>3. Demonstrate accurately knowledge of the requirements of the work environment</p>	<p>Class Activities/Homework:</p> <p>Graded Peer assessment – the interview process</p> <p>Created a mini graded book report on the labour laws in Jamaica.</p>	Continuation of peer review workshop: students draft resumes/letters and exchange for feedback	Social Constructivism – knowledge built collaboratively through peer interaction

WEEK 19	Reception and Hospitality	Contribution of the reception desk (receptionist)	<p>1. Assess the contribution of the reception desk to the welfare of the organization</p> <p>2. Identify the duties and attributes of a receptionist;</p> <p>3. Outline the procedure on how to manage appointments for an executive using electronic or manual systems;</p> <p>4. Explain the importance and use of electronic and manual reminder systems</p>	Class Activities/Homework: Worksheets Short answer questions Past paper guided questions on the topic	Role-play activity where students act as receptionist, visitor, and employee	Role-Playing Theory – developing understanding by embodying roles
WEEK 20	Mid-Term Break (April)					

WEEK 22	Procurement and Inventory Management	The procurement office functions	<ul style="list-style-type: none"> Describe the functions of the procurement and inventory management office; Identify the duties and attributes of a clerk in the purchasing department; (i) integrity; (ii) honesty; (iii) initiative; and, (iv) detail oriented. <p>Outline procedures for purchasing goods and acquiring services</p> <ul style="list-style-type: none"> Prepare documents used in the purchase of goods and services; a) Requisition forms (purchase and stock); and, (b) order forms. 	Class Activities/Homework: Past paper guided questions on the topic	Group case study tracing procurement steps from request to purchase	Cognitive Apprenticeship – learning through guided practice and problem-solving
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WEEK 23	Sales, Marketing and Customer Service	Duties of the Sales & marketing departments	<ul style="list-style-type: none"> ▪ Explain the functions of staff involved in Sales, marketing and Customer service; ▪ Identify duties of a clerk in the sales office; ▪ Prepare documents used in sales and marketing; 	Class Activities/Homework: Past paper guided questions on the topic	Group project: create a marketing plan for a school product/service	Project-Based Learning – applying knowledge in real-world, collaborative tasks
WEEK 24	Sales, Marketing and Customer Service		<ul style="list-style-type: none"> ▪ Distinguish among the different types of discounts; ▪ Outline the functions of the Corporate Communications Clerk. 	Class Activities/Homework: Worksheets Short answer questions	Students will be divided into groups, and each group will be assigned a type of discount (e.g., trade discount, cash discount, seasonal discount, bulk/quantity discount, promotional discount).	Bloom's Taxonomy: Encourages higher-order thinking—analysis (comparing discounts), application (role-plays), and evaluation (discussing effectiveness).
WEEK 13	SESSIONAL 2 (20%)					
WEEK 14	REVISION					
WEEK 15	END OF YEAR EXAM (40%)					