

BUSINESS STUDIES DEPARTMENT AND INFORMATION TECHNOLOGY

COURSE OUTLINE

OFFICE ADMINISTRATION (Sept –June 2025/2026)

GRADE II

DATE	TOPIC	SUB-TOPICS	OBJECTIVES	ASSIGNMENT	SOCIAL LEARNING ACTIVITIES	THEORETICAL ALIGNMENT
WEEK 1	Introductory Phase to the outstanding topics and SBA continuation					
	Procurement Department, Reception and Hospitality, Sales and Marketing, Operations, Dispatch & Transport Department, Accounts Department, Human Resource Dept.					
WEEK 2	Human Resource Department	Functions of the Human Resource Department	<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>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 role-play simulating different HR functions like recruitment or employee onboarding	Bandura's Social Learning Theory – learning through observation and modeling behaviors

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			3. Outline factors to be considered when seeking employment			
WEEK 3	Human Resource Department	Duties of the Human Resource Clerk	<p>1. Outline correctly the procedures for making applications</p> <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>	<p>Class Activities/Homework</p> <p>Prepare a resignation letter (graded)</p> <p>Preparation of a application for leave letter</p>	Group discussion and matching activity where students pair duties to correct roles	Constructivism Theory – students build understanding through social interaction

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WEEK 4	Human Resource Department	Types of Leaves	<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>	Create a group presentation or infographic on different types of leaves (e.g., sick, vacation, study)	Vygotsky's Social Development Theory – learning via peer collaboration
WEEK 5	Reception and Hospitality	Contribution of the reception desk (receptionist)	1. Assess the contribution of the reception desk to the welfare of the organization	<p>Class Activities/Homework</p> <p>Worksheets Short answer questions</p>	Mock office setup with rotating receptionist roles handling visitor inquiries	Experiential Learning Theory – learning through simulation and real-life practice

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			<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>	Past paper guided questions on the topic		
WEEK 6	Mid-Term Break (October)					

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WEEK 10	Procurement and Inventory Management	The procurement office functions	<p>1. Describe the functions of the procurement and inventory management office;</p> <p>2. Identify the duties and attributes of a clerk in the purchasing department; (i) integrity; (ii) honesty; (iii) initiative; and, (iv) detail oriented.</p> <p>3. Outline procedures for purchasing goods and acquiring services</p> <p>4. Prepare documents used in the purchase of goods and services; a) Requisition forms (purchase and stock); and, (b) order forms.</p>	<p>Class Activities/Homework</p> <p>Past paper guided questions on the topic</p> <p>Sample documents preparation tasks</p>	<p>Small group task: trace the flow of procurement steps using a real-life case study</p> <p>Group work to sort and classify procurement documents (e.g., invoices, purchase orders)</p>	<p>Cognitive Apprenticeship – learning through guided expert modeling and practice</p> <p>Situated Learning Theory – knowledge developed through authentic contexts</p>

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WEEK11	Sales, Marketing and Customer Service	Duties of the Sales & marketing departments	<ol style="list-style-type: none"> 1. Explain the functions of staff involved in Sales, marketing and Customer service; 2. Identify duties of a clerk in the sales office; 3. Prepare documents used in sales and marketing; 	Class Activities/Homework Past paper guided questions on the topic	Team project to create and present a marketing plan for a product	Project-Based Learning – real-world collaboration and problem-solving
WEEK 12	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	Group math activity: solve pricing scenarios using different types of discounts (e.g., trade, cash)	Bloom's Taxonomy (Application) – applying knowledge to solve problems

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WEEK 13	SESSIONAL 2 (20%)					
WEEK 14	REVISION					
WEEK 15	END OF TERM EXAM (40%)					

Week 17	Accounts Department	Role of the accounts department	<ol style="list-style-type: none"> 1. Define the role and functions of the accounts department within an organization. 2. Identify key personnel and their responsibilities in the accounts department. 3. Explain the importance of accurate financial record-keeping for an organization. 	Class Activities/Home work: Worksheets Short answer questions	Group poster creation explaining each function of the Accounts Office	Collaborative Learning Theory – learning through group sharing and cooperative construction of meaning
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Week 18	Accounts Department	Role of the accounts department	<ol style="list-style-type: none"> 1. Describe the various financial documents used in the accounts department, such as invoices, receipts, and purchase orders. 2. Understand the importance of maintaining proper documentation for financial transactions. 3. Demonstrate the ability to correctly fill out common financial forms. 	Class Activities/Home work: Worksheets Short answer questions	Classroom debate on which duty is most critical in the accounts department	Critical Pedagogy Theory – encourages evaluation and analysis in social context
Week 19	Accounts Department	Role of the accounts department	<ol style="list-style-type: none"> 1. Define budgeting and its importance in the accounts department. 2. Prepare a basic budget for a specific department or project within an organization. 3. Discuss strategies for managing and controlling expenses within a budget. 	Class Activities/Home work: Worksheets Short answer questions	Group document-matching game (e.g., invoice, receipt, payment voucher, statement)	Active Learning Theory – learning by doing through cooperative engagement

Week 20	Accounts Department	Role of the accounts department	<ol style="list-style-type: none"> 1. Analyze financial data to assess an organization's financial performance. 2. Prepare financial reports, including income statements and balance sheets, using real-world data. 3. Communicate financial findings effectively to stakeholders. 	Class Activities/Home work: Worksheets Short answer questions		Bloom's Taxonomy (Application) – applying knowledge to solve problems
Week 21	Accounts Department	Role of the accounts clerk	<ol style="list-style-type: none"> 1. Define the role and responsibilities of a clerk in the accounts department. 2. Explain the importance of the clerk's role in maintaining financial records and supporting the department's functions. 3. Identify key skills and qualities required for 	Class Activities/Home work: Worksheets Short answer questions		Active Learning Theory – learning by doing through cooperative engagement

			success in the role of an accounts department clerk.			
Week 22	Accounts Department	Role of the accounts clerk in generating documents	<ol style="list-style-type: none"> 1. Understand the role of the clerk in managing accounts receivable and customer transactions. 2. Describe the process of generating and sending invoices to customers. 3. Analyze and record customer payments and manage overdue accounts effectively. 			Active Learning Theory – learning by doing through cooperative engagement
			CSEC PREPARATION			
			PAST PAPERS UTILIZED			