

CONTENTS

Unit 1

Get Started: The Basics of Office Administration

- | | | |
|-----|--|-----|
| 1.1 | Understand the Administrative Work | 001 |
| 1.2 | Take Up the Role of Administrative Staff | 002 |
| 1.3 | Plan Your Career Development | 008 |

Unit 2

Maintain a Healthy, Safe and Effective Working Environment

- | | | |
|-----|--|-----|
| 2.1 | Create and Maintain a Healthy, Safe and Secure Workplace | 026 |
| 2.2 | Monitor Office Controls, Standards and Documentation | 031 |
| 2.3 | Manage Storage and Retrieval of Information | 039 |

Unit 3

Manage Business Communications

- | | | |
|-----|--|-----|
| 3.1 | Plan and Carry Out Oral and Electronic Business Communications | 061 |
| 3.2 | Plan and Carry Out Written Business Communications | 073 |
| 3.3 | Support Communications by Use of Visual Aids | 088 |

Unit 4

Organise Business Meetings and Appointments

- | | | |
|-----|-------------------------------------|-----|
| 4.1 | Plan and Facilitate Meetings | 102 |
| 4.2 | Attend, Support and Record Meetings | 109 |
| 4.3 | Manage Business Appointments | 117 |

Unit 5

Organise
Business Trips

5.1	Prepare for Business Trips	137
5.2	Plan Business Trips Abroad	145
5.3	Arrange Business Trip Follow-ups	151

Unit 6

Develop Positive
Working
Relationships

6.1	Get On Well with Colleagues	162
6.2	Carry Out Effective Teamwork and Support for Others	167
6.3	Present a Positive Image to External Contacts	173

References	187
------------	-----

参考网址	189
------	-----

Unit 1

Get Started: The Basics of Office Administration



Learning Elements

- 1.1 Understand the Administrative Work
- 1.2 Take Up the Role of Administrative Staff
- 1.3 Plan Your Career Development

1.1 Understand the Administrative Work

Every organisation, large or small, depends heavily on the support of their administrative staff. No matter on which levels the administrative positions are placed, the organisation will benefit greatly by efficient and effective support from its administrative staff.

A variety of titles and positions are found in the administrative field: secretary, administrative assistant, personal assistant, office assistant, receptionist, typist, filing clerk, administrator and administrative manager.

These job titles or positions will be determined by the specific job description as well as the size of the organisation, the type of industry, the policy and philosophy of top management. Generally, we use the title of administrator in this book for convenience but it must be noted that it refers to all the titles mentioned earlier.

Much of the administrative work is office-based. The administrator works at a desk all or part of the time, using a computer or other office facilities to deal with paper works. Preparing and attending meetings forms a regular part of the daily office work for some positions. Some might involve dealing with people like customers, suppliers, staff of other

businesses or members of the public.

Skills of team working, communication, organisation and problem-solving are important, ICT (Information Communication Technology) skills are required for most jobs. Supervisors and managers need leadership and decision-making skills. Some positions require specialist skills and qualifications.

Entry is possible at all levels. Some job openings require few formal qualifications, with only some basic office skills; other roles involve a degree or postgraduate qualifications for entry. New employees receive on-the-job training and may attend in-house and external courses. Employees may have the opportunity to study for additional qualifications, from work-related qualifications, such as NVQs (National Vocational Qualifications), to an MBA (Master of Business Administration).

Promotion usually involves taking on extra responsibilities and managing people, projects and resources. Opportunities are available for continuing professional development.

1.2 Take Up the Role of Administrative Staff

The role of administrative staff has evolved greatly as the reliance of office technology continues to expand in offices. Office automation and organisational restructuring have led administrative staff to assume more responsibilities for administration and supervision. In spite of these changes, however, the core responsibilities for administrative staff have remained much the same: performing and coordinating an office's administrative activities and combining people, technology, material, money and sources of information well enough to achieve the objectives of the administrative function and the organisation.

1.2.1 Duties of Administrative Staff

Many job duties of administrative staff are similar in different settings. Administrative staff carry out a variety of duties to support the effective and efficient operations of an organisation. The administrative duties likely to be carried out in most offices are:

- Deal with internal and external telephone calls.
- Deal with incoming and outgoing mails including e-mail and fax messages.
- Greet and assist visitors.
- Maintain and use office equipment such as fax machines, photocopiers, scanners and telephone system.
- Organise the office, ensuring the health and safety regulations are followed.
- Research and prepare for the motions, policies and office procedures.

- Maintain hard copy and electronic filing system.
- Produce letters, reports and other documents by using traditional methods and software packages.
- Organise an effective stock control system.
- Arrange meetings and events including preparing agenda, scheduling conference rooms and proper equipment and recording minutes.
- Take care of travel arrangements and guest accommodations.
- Set up appointments and handle schedules.
- Operate a petty cash system.
- Arrange for payment of honorariums.
- Conduct research and circulate information using telephones, e-mail, letters and websites.

Many of these traditional administrative duties, such as reception, text production and routine office work have become very complex nowadays and often require a wide range of high level skills.

In modern offices, administrative staff support several professional staff and often work as part of a team, so it is important that they are team players. As administrative staff are expected to provide a key link between group members, team working and co-ordination skills are becoming increasingly important.

Administrative staff are also developing their own areas of work and responsibilities. In some organisations administrative staff are increasingly regarded as “IT experts”, well versed with latest development of technology, both in hardware and software and contribute to the organisation’s IT policy. In some cases, more senior administrative staff are getting involved in new staff recruitment, have responsibility for training and orientation of junior office staff and for advising management on administrative staff development and training needs.

Practice 1

Owing to the introduction of new equipment and methods in office work, the duties of office staff are changing. Apart from text processing, what jobs might an office junior be asked to do?

1.2.2 The Qualities and Skills Required

In order to do their work efficiently and effectively and to be successful, administrators have to possess certain attributes and skills. Changes due to technology have greatly influence

the skills that an administrator must have.

Basic skills

Communication skills, which include all written communications, are the most important skills for administrators to deal with superiors, colleagues, customers and visitors.

Basic skills regarding office equipment

- Word/text processing skills.
- Database management skills.
- Desktop publishing skills.
- The ability to operate the large variety of office equipment, e. g. fax machines, scanners, copiers, telephone system, laminators, recording devices, all-in-one machines and motorised filing equipment.
- The ability to use Internet, Intranet, Extranet, e-mail, SMSs, voice mail and video conferencing.

Academic and professional qualifications

Much of the administrator's work is done in the office, as a result, it is essential to master the latest equipment and information technology to carry out many and varied responsibilities more effectively. For an administrator who wants to grow professionally, he/she should keep up with developments in this field and in the business world in general.

Practice 2

Look carefully at the following advertisements for administrative staff and make a list of all the academic and professional qualifications requested.

Discuss your findings with other members of the class. Compare the needs of each job. Are there any skills needed for all the jobs advertised? If there are, make a list and keep it for future reference.

Part-time Secretary

With excellent organisational and telephone skills the successful candidate will help arrange meetings, liaise with outside agencies and carry out more clerical duties.

Applicants should be enthusiastic, able to work on their own initiative and be qualified to MS word processing.

(continued)

Further details and application forms may be obtained from

Personnel Office

University of Huddersfield

Queensgate

Huddersfield HD1 3DH

Tel: 01484 472845

Fax: 01484 473150

E-mail: personnel@hud.ac.uk

Administrative Assistant

Provide administrative support to a department and/or Manager. Duties include general clerical, receptionist and project based work. Project a professional company image through in-person and phone interaction.

Basic reading, writing and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.

Knowledge of Microsoft Office and telephone protocol required. Duties require professional verbal and written communication skills and the ability to type 50 wpm. This is normally acquired through one to three years of clerical experience.

This position is available on a full-time or job-share basis. For further information contact Manjit Smith on: (020) 7123 4567.

Administrative Assistant/Executive Assistant

North East Valley Security Company is seeking an Experienced Administrative/Executive Assistant. This position consists of:

- Preparing bids and proposals
- Providing customer and sales support
- Ordering parts
- Scheduling of all employees, president, technicians and sales
- General office duties such as answering phones, data entry and filing

(continued)

Skills Requirements

- Have excellent interpersonal skills with a “can do attitude”
- Be friendly and professional to customers and co-workers
- Be extremely detail oriented and flexible with strong communication skills
- Have Quickbooks and Microsoft Office proficiency
- Ability to work independently while exhibiting excellent time management skills
- Exhibit excellent telephone manners

If you are interested, please submit your CV to jobing@nevsecurity.com.

The job duties listed in the above advertisements are typical examples of the work performed by positions in specific job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Personal qualities

Since each employer is a unique individual, no two jobs for administrators are alike. Though skills and employment history are important, personality and life experiences must also be considered.

The following are the main qualities which are looked for:

- Good communicator—Administrators should have the ability to deal with customers, visitors and staff in a patient manner, in both oral and written communications.
- Trustworthiness — Administrators are often entrusted with sensitive information and documentation. Some might also be involved in the financial facet of a business, thus integrity and credibility are imperative.
- Responsibility—This implies that administrators accept the result of their own actions and do not try to avoid it. This means the administrator should take the praise or the blame whatever the result of the action is.
- Loyalty — In order for an organisation to be really successful, its employees’ goals should be aligned with that of the organisation. One way this alignment is expressed by loyalty to the organisation.
- Inherent drive—The administrator must be self-motivated and have an inherent drive. This will bring about the willingness to improve in the job situation by improving their qualification or being innovative to increase efficiency.
- Accuracy — All communications which are sent out are a projection of the company image. A minor mistake by an administrator may be responsible for the organisation

losing trade.

- Professionalism — Always project self-confidence and be professional when dealing with clients and visitors. Dress properly in an office setting.
- Punctuality — An administrator who arrives even a few minutes late can cause havoc in a busy office. The administrator should be always punctual and always there when needed.
- Helpfulness — As administrative work often put them in contact with visitors, customers and employees, administrators should certainly be friendly, personable, and approachable.
- Enthusiasm and pleasant disposition — This will enable an administrator to work successfully as part of a team and with staff from other sections.
- Ability to deal with risk — The administrator does not always have all the information available on which decisions can be based and should sometimes make risky decisions.
- Growth potential — The successful administrator is always trying to improve themselves and to assume more responsibility.
- Multitasking — The administrators need to be well organised and able not only to plan their work and prioritize tasks but also to remain flexible enough to deal with other tasks at short notice.

1.2.3 The Importance of Administrative Function in Promoting a Positive Image

Administrators are the central nervous systems of an office. Knowing the best ways to perform office functions will enable administrators to complete their responsibilities more efficiently and effectively.

The first contact for customers, clients and members of staff from other sections is likely to be as the result of a telephone call, a personal visit or some written correspondence.

The following suggestions would be highly recommended in general:

- Telephone calls should be dealt with in a helpful manner in order to ensure that the first impressions of the organisation are of efficiency and helpfulness.
- Visitors may have their first contact with the organisation as the result of personal meeting a member of staff in the reception area. It is very important that this initial contact makes the visitor feel that the staff are helpful, informed and efficient.
- A positive image of an organisation will be built if written correspondence is dealt with quickly and the facts contained are correct. All communications should be checked for accuracy of content and all typographical errors corrected before being sent. Names and addresses should be carefully checked as people get very annoyed when their names are misspelt or a letter goes to another place and has to be

redirected. If a piece of correspondence has to be redirected it does of course delay delivery and does not give a good impression of the organisation.

1.3 Plan Your Career Development

Staff selection and employment, training, appraisal and advancement are covered in this section as they relate to obtaining jobs and, when appointed, making a success of them.

1.3.1 Applying for a Vacancy

Great care should be taken in preparing the letter of application for a post of administrator so that the prospective employer will be favorably impressed. The following points are important:

- The letter should be typed neatly and written in a businesslike manner.
- Avoid errors of grammar or punctuation.
- The source of the advertisement should be referred to at the beginning of the letter, for example, “In reply to your advertisement in *China Daily* of 6, May. . .”.
- The letter should be well planned, covering all the essential points referred to in the advertisement. Take Figure 1.1 as an example, in reply to the advertisement, you should refer to:
 1. your interest in the type of work;
 2. your secretarial skills (typing and shorthand, word processing equipment);
 3. your willingness to undertake audio work;
 4. your experience of working as a secretary;
 5. your age (must over 21);
 6. your present salary;
 7. explanation why this job is attractive to you.
- When stating your qualifications and experience, submit a neatly typed CV (curriculum vitae) containing:
 1. full name and address;
 2. telephone number;
 3. date of birth;
 4. education;
 5. qualifications;
 6. work experience;
 7. interests;
 8. brief information of the persons who make references.

AIRLINE SECRETARY
London Bridge

The successful applicant will provide a secretarial service for the Administration section at our Head Office.

The job will appeal to experienced secretaries over 21 with good typing and shorthand speeds who are also willing to undertake some audio work. Word processing equipment is in use and full training can be provided. Duties will include typing and distribution of weekly planning schedule, general correspondence and industry affairs.

Applications, giving details of age, experience and present salary should be addressed to:

Figure 1.1 Sample Advertisement

1.3.2 On Being Interviewed

If you receive a letter or a telephone inviting you to attend for interview, it means you gain the first step towards success. It is important to approach the interview in a positive, calm and efficient manner. The following advice may prove beneficial:

Before the interview

- Find out as much as possible about the organisation and the vacancy advertised.
- Make a list of likely questions and prepare some good answers to them.
- Prepare some questions to ask the interviewer on such topics as job prospects, employment policies, etc.
- Be sure that you know the place of interview and how to get there in good time.
- Give careful consideration to your appearance and make sure you are smart and tidy.

When attending the interview

- Bring with you any documents and materials necessary.
- Try to be natural and think before you speak when answering questions.
- Be pleasant—a smile creates a favorable impression.
- Answer questions logically—make the most of the subjects in which you have gained most experience and knowledge, but keep to the point.
- Speak clearly and convincingly and do not be afraid to look at the interviewers.
- Show that you are interested and enthusiastic by your attitude to the questions asked.
- Thank the interviewer at the end of the interview.

Here are some interview questions that would help when looking to prepare oneself for an

interview for the post of administrator. The key is to be prepared for all the relevant questions so you can answer confidently, convincingly and positively.

- Give a brief account about your background, early education, past jobs.
- What technical skills do you possess?
- What experience do you have with planning meetings?
- What software packages are you comfortable with?
- How have you gone about prioritizing your work?
- Describe how you handled your manager's work schedule.
- How do you feel about overtime?
- What are your strengths and weaknesses?
- How do you work with confidential information?

1.3.3 Training

New employee orientation effectively integrates the new employee into the organisation and assists with retention, motivation, job satisfaction. Later on training, whether at the workplace or off-the-job, will enable each individual to become contributing members of the work team.

Induction course

This provides the chance of introducing new staff to their company and become effective in their jobs as quickly as possible. An induction course for a new administrator might include:

- An outline of the background to the company and its structure, organisation, products and markets.
- Health and safety regulations.
- Security regulations.
- Social facilities.
- A tour of the company.
- Training on computer access and equipment operation such as fax machine and copier.
- Introduction to appropriate resources and services which are available to facilitate settling you into your new post.
- Main lines of communication within the company including arrangement for consultation, membership of trade unions.

Retraining and continuing education

Changes in the office environment have increased the demand for administrators who are adaptable and versatile. Administrators may have to attend classes or participate in online

education in order to learn how to operate new office technologies, such as information storage systems and updated software packages. They may also get involved in selecting and maintaining equipment.

There are various ways for an administrator to acquire new skills through training or further education:

- High school vocational education programs that teach office skills.
- Programs in office administration offered by business schools, vocational-technical institutes and community colleges.
- Formal training in computer and office skills provided by temporary placement agencies.
- On-the-job instruction by other employees or by equipment and software vendors.
- Specialized training programs for those planning to become administrative technology specialists.
- Bachelor's degrees and professional certifications by colleges and universities.

Practice 3

DESKNOTE

From Henry Smith, Personnel Manager

Date 15/03/2010

I am very conscious that we do not organise a systematic induction for the new staff we take on at our hotels. I think it would be a good idea if we held a day's induction course at one of the hotels 2 or 3 times a year, for all newly-appointed employees from the hotel group.

Would you give some thoughts to it? Let me see a checklist of the steps we would have to take to set up the course together with a proposed programme for the day indicating the topics to be covered.

1.3.4 Preparing for Staff Appraisal

Job assessment or performance rating is a part of any job as knowing what to expect can affect the way you do your job. Staff appraisal schemes are now conducted by many organisations to monitor the performance of staff. When attending an appraisal interview various aspects of your work career prospects and further training will be discussed.

The staff appraisal interview will aim to:

- Assess the performance of employees.
- Help staff achieve their potential.
- Discuss problems and weaknesses and ways of overcoming them.
- Identify training needs.
- Set targets/objectives for staff to achieve.
- Prepare staff for promotion.

An example of a staff appraisal form for administrative position is given in Figure 1.2 to give a better understanding on how an administrator will be assessed. As a result, the administrator can establish good awareness of job role and abilities/skills/competence required, which in turn, will promote the efficiency and effectiveness.

Employee Performance Rating

Employee Name _____ Period Covered from _____ to _____

Objective	Performance criteria	1	2	3	4	5	Total	Comment
Communication <ul style="list-style-type: none"> ■ Ensure a polite and clear telephone manner ■ Where possible ensure messages are clearly understood ■ Use systems to effect internal correspondence ■ Ensure a timely and accurate turnaround of typed letters 	No complaints on manners and attitudes No vital misunderstandings Same-day transfer of notes and messages where possible Same-day completion where possible							
Planning <ul style="list-style-type: none"> ■ Maintain up-to-date diaries and plan to minimize last-minute changes ■ Ensure effective preparation for meetings and discussions ■ Administer an effective system of ring-up and follow-up 	Avoid rearrangements due to overrun and non-attendance Avoid last-minute preparation Timely responses to all requests and required actions							
Administration <ul style="list-style-type: none"> ■ Establish budget and monitor expenditure, highlighting potential out-of-line situations ■ Meet the requirements of the company's safety and security policies ■ Set up and maintain a secretarial back-up file 	Timely identification of potential problems to allow alternative No violations Up-to-date record							

(continued)

Objective	Performance criteria	1	2	3	4	5	Total	Comment
Added value ■ Advise on systems usage ■ Handle correspondence and queries to the limit of knowledge and ability to research ■ Ensure that activities such as correspondence and presentations are of the highest quality	Maintain state of the art usage as appropriate Avoidance of passing on correspondence that could have been previously cleared No errors and consistency of presentation format							
Personal development ■ Increase knowledge of external bodies and local and national issues ■ Learn PC applications to develop efficient system usage	Demonstrate knowledge through increased added value Maintain state of the art knowledge							
Adherence to company policies ■ Come to work regularly and on time ■ Dress appropriately ■ Follow company policy i. e. smoking and use of alcohol and drugs	Be punctual Be suitable for a professional office environment No smoking, alcohol and drugs in office environment							

TOTAL SCORE

Rating scale: 1 = Excellent 2 = Above Average 3 = Average 4 = Below Average 5 = Unsatisfactory

Instructions: Score employee's performance in each category on the scale of 1 (excellent) to 5 (unsatisfactory). Indicate in Comment column the justification for all ratings of 3 or more. Total all scores for overall performance rating and indication of action to be taken;

Total Score of 5 ~ 9 New employees may be removed from probation; others considered for wage increase or promotion.

10 ~ 14 New employees may be removed from probation; others considered for minimal wage increase.

15 ~ 19 Extend probation for new employees; develop detailed improvement plan.

20 ~ 25 Terminate probationary employees. Issue termination warning to others.

26 ~ 30 Grounds for immediate termination.

Signatures below indicate the evaluation has been discussed with the employee and a correction plan developed.

_____ Supervisor	_____ Date	_____ Employee	_____ Date
---------------------	---------------	-------------------	---------------

Figure 1.2 A Performance Plan/Staff Appraisal Form for an Administrator

When preparing for an appraisal interview, an administrator should consider thoroughly the following:

- Work has been done since the last appraisal which you wish to highlight.
- Areas which have caused you concern, putting forward reasons and recommendation to overcome.
- Areas you would like to develop/move into.
- Any areas of personal/professional development which you would like to discuss.

1.3.5 Developing Yourself for Advancement

It is undoubted that an administrator has many opportunities to have a prospect and rewarding career. Administrative work experience proves to be an excellent base for you to move into many other kinds of jobs, including those professional occupations.

Promotion could mean becoming an administrator to a more senior executive within the same organisation, or to a manager in a larger or more prestigious company. You could also move on to general or specialist management positions, using the knowledge and experience you have gained in your area of work. For example, an assistant to a human resources director may become a human resources/personnel manager, possibly studying for a professional qualification, although this would depend on individual circumstances and your determination to succeed.

Job opportunities are always waiting for those who had a strong desire to advance and work hard. Personal development is enhanced when you:

- Establish, agree and maintain an action plan for your career;
- Succeed in achieving qualified diploma or certificate;
- Study for and pass advanced-level public examinations, such as the London Chamber of Commerce and Industry Examination Board (LCCIEB) Business Administration or the Pitman Examinations Institute Level 2 Office Procedures;
- Use initiative and a logical approach to solve day-to-day problems;
- Adopt a positive approach to motivation and the motivation of others;
- Create and maintain a high standard of professional relationships with colleagues and business contacts;
- Relate well with people at all levels;
- Plan, anticipate needs and think ahead unprompted;
- are ambitious to succeed in your career.

Practice 4

Complete the following mini-assessment of yourself. Read each question; circle the word(s) which you feel applicable to yourself and your work performance.

Circle one answer only

1. Do you always give 100% effort in all the work which you carry out?
2. Are you always punctual for work?
3. Do the people whom you work with often tell you that you have performed a job well?
4. Do you consider you have a good working relationship with all your colleagues?
5. How often have you had a disagreement with a work colleague within the past few months?
6. How often has your supervisor/tutor asked you to repeat work over the past few months?
7. At the end of each day, are you always watching the clock, ready to finish work?

Col 1	Col 2	Col 3
Yes	Nearly always	No
Yes	Nearly always	No
Often	Sometimes	Never
Yes	Nearly all	No
Never	Once	More than
Never	Once or twice	Once Often
Never	Occasionally	Yes

Award yourself five points for each answer you have circled in column 1, three points for those in column 2 and one point for those in column 3.

If you have scored between 30 ~ 35 points — well done!; between 20 ~ 30 — there is room for improvement in your work performance; under 20 — a serious re-assessment of your commitment to work is essential!

Self-study Questions and Tasks

1. Based on the given advertisements in Practice 2, write a letter of application for the job you are interested in.
 - ① What type of documents would you submit as your application?
 - ② List the sort of information that you would supply.

2. Because of the increased volume of work in your office, it is proposed to appoint a junior secretary to work under you. Draft the advertisement to appear in the press, and give your employer a short note on what you consider to be the necessary qualifications and personal attributes of the person to be appointed, together with some questions which he can put to candidates at an interview.
3. A company is arranging to interview a number of candidates for some vacancies in its office. Before the interviews take place, what information should be prepared for:
 - ① the candidates;
 - ② the people in the company who are responsible for the recruitment of staff.
4. Most organisations have training and development policies that enable staff to keep up to date with new methods. To help you become aware of what is available in your workplace, complete the following training chart over the next few months, recording details of all training courses, seminars, conferences and in-house training undertaken by yourself and your colleagues. You will probably have to ask your supervisor or line manager to keep you informed of some of these details.

Training Chart		
Self/ Name of colleague	Length of course	Description of training, etc.

5. One way to develop an administrative personality that will later enable you to get a high score on the following chart is to evaluate yourself today and acquire as yet undeveloped desirable traits. Rate yourself excellent, average or needing improvement on each question. Then, to determine whether you perceive yourself as others see you, ask a

classmate, a friend or a family member to check your characteristics on the same scale. Next, set up a specific program for improvement, pinpointed to your low ratings. Repeat the process until you have an attractive, pleasant-to-work-with personality what will earn a high score on this chart.

E—excellent (3 points)

A—average (2 points)

NI—needing improvement (1 point)

	E	A	NI
Accuracy			
How good am I at finding and correcting errors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good judgment			
Are my decisions usually thoughtful than impulsive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Initiative			
Do I often initiate action in my group?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow through			
Do I see a job through—doing implied and specific assignments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resourcefulness			
Do I usually try various possibilities until I solve a problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organisation			
Can I develop a work plan that, when necessary, can be flexible in its execution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency			
Am I aware of the importance of time and the economy of motion in the completion of assignments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skill development			
Do I make a definite effort to improve my weakest skills?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consideration			
Do I often do kind things without being asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discretion			
Do I refrain from divulging business and personal information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tact			
Do I avoid ruffling the feelings of others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Loyalty

Do I stand by my family and my friends through thick and thin? ☐ ☐ ☐

Objectivity

Can I—and do I—look at personal situations impersonally? ☐ ☐ ☐

Respect

Do I recognize the need for lines of authority as part of a team effort? ☐ ☐ ☐

Forbearance

Can I hold my tongue and refrain from petty remarks to a co-worker who is being difficult? ☐ ☐ ☐

Attitude

Do I accept work assignments cheerfully? ☐ ☐ ☐

6. How would you prepare yourself for advancement in your career? Read the case study below and think over the question followed.

Recently, a college graduate came to work in my office. The girl stayed for a month in one department, then came in and said that she had learned all the details there and would like to work in another place. After another month, she again appeared and asked for a second transfer, saying that she had mastered all the requirements for that job. She was moved into a new department. When the same thing happened the third time, I told her that her first responsibility was to serve well in the position in which she was placed and that only by proving her value there would she hope to progress to the next level.

Question for Discussion: Some personnel departments are doubtful about hiring recent college graduates because they are much too anxious to go ahead. Do you think that this criticism is justifiable?

Advice: Do not let ambitious thoughts interfere with the performance of current duties, or you will become unhappy and frustrated. Remember that you gain valuable work experience on whatever job you are assigned. Your first job will be at an entry level. Take time to learn your job well, to work well with others and to find out what you do not know and need to learn. Advancement and promotions are earned through hard work and experience.

7. Fill in the form below and take it as a record of your start for your future development.

Personal Profile

Name

Address

Telephone

Job title

Relevant experience

Description of your current job

Previous work experience

Qualifications and training

Voluntary work/interests

Structure of organisation(include chart or diagram if available)

Statement for personal development



Aim of this unit

To claim competence in this unit, you should be able to understand the nature of administrative work, state and analyse all the duties and requirements for being an administrator. You should also be able to be aware of career development for administrative work and know how to prepare for advancement in the career.

Performance criteria

You should be able to:

- Understand the nature of administrative work.
- State the general duties of administrative staff.
- List the office facilities an administrative staff should learn to operate.
- List the office skills for a qualified administrative staff.
- Prepare yourself in the academic qualification for an administrative related position.
- Figure out administrative staff work as a link between departments.
- Comprehend customer service and interpersonal skills are a must for administrative staff.
- Fully understand administrative staff work both as team players and independent workers.
- Understand and analyse the personal qualities for administrative staff.
- Learn the career prospect for the administrative position.
- Know how to prepare the letter of application as well as CV for a post of administrator.
- Prepare yourself well enough to attend an interview for the post of administrator.
- List of various ways to acquire new skills through training or further education.
- Establish a thorough understanding to job assessment processes and procedures.

Scope

You must provide evidence to convince your assessor that you consistently meet all the performance criteria.

1. State the responsibility for today's administrator for both:
 - a) administration
 - b) supervision
2. Demonstrate administrative skills with office equipment:
 - a) word/text processing
 - b) database management
 - c) desktop publishing
3. Display your understanding on that an administrator work:
 - a) team player
 - b) independent worker
4. Be aware of career development for administrative work:
 - a) staff selection and employment
 - b) training
 - c) appraisal
 - d) advancement

Documentation must include

1. application letter for a post of administrator
2. CV (curriculum vitae)

Cross referencing with other elements

You may find the evidence generated for this unit will also provide evidence towards the following statements:

- Element 2.1 Create and Maintain a Healthy, Safe and Secure Workplace
- Element 2.2 Monitor Office Controls, Standards and Documentation
- Element 3.1 Plan and Carry Out Oral and Electronic Business Communications
- Element 3.2 Plan and Carry Out Written Business Communications
- Element 6.1 Get On Well with Colleagues
- Element 6.3 Present a Positive Image to External Contacts

Assessment Records

Candidate's Name _____ **Unit No.** _____

Element 1.1 Understand the Administrative Work

Element 1.2 Take Up the Role of Administrative Staff

Element 1.3 Plan Your Career Development

Please provide a reflective account of your unit study.

I claim that I attended this assessment as required and provide all evidence independently.

Candidate's Name _____ Date _____

Note: This statement should be completed prior to the formal assessment.

Performance Assessment Record

Element 1.1 Understand the Administrative Work

PERFORMANCE CRITERIA	RATING A B C D	EVIDENCE
You should be able to: ■ State the nature of administrative work. ■ Describe different types of job titles in administrative field. ■ State the possible entries to get a post of administration.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Element 1.2 Take Up the Role of Administrative Staff

PERFORMANCE CRITERIA	RATING A B C D	EVIDENCE
You should be able to: ■ State the typical duties of administrative staff. ■ State the qualities and skills required for administrative staff. ■ Describe the importance of administration function in promoting a positive image.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Element 1.3 Plan Your Career Development

PERFORMANCE CRITERIA	RATING A B C D	EVIDENCE
You should be able to: ■ Apply for a post of administrator with relative documents such as application letter and CV. ■ Prepare for an interview for the post of administrator. ■ Describe the ways to acquire new skills through training or further education. ■ Prepare for staff appraisal. ■ Develop yourself for advancement in your career.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Note: When assessing candidates' performance, assessors should also take into account such factors as teamwork spirit, task understanding, conversation arrangement, English

proficiency and etiquette.

Score _____

Feedback/Comments

The candidate has satisfied the assessor and internal verifier with the standard, scope, knowledge and understanding requirements that have been achieved.

Candidate _____ Date _____

Assessor _____ Date _____

Internal Verifier _____ Date _____