

CPD Course in
Business Administration

Open Learning Programme Information

Programme Information	Course Outline	<p>1 Equipment, Materials, Services and Supplies</p> <p>Uses, functions, benefits and general care of business equipment. Reasons for choice and selection of equipment. Innovations and developments in business equipment and communications. Stationery and office consumables, reasons for choice of supplier. External business services including telecommunications, reasons for choice and fitness for purpose considerations.</p> <p>2 Work Environment and Controls</p> <p>How office design and other factors can impact on employee performance. Changing work practices and the impact of the virtual office. The need for safety and security in the workplace and basic requirements. Office controls, standards and documentation including stock and petty cash.</p> <p>3 Procedures, Information and Communication</p> <p>Procedures and standards including turnaround times, reporting and tracking work. Systems, methods and standards for storing and retrieving information. Methods of, and aids to communication including use of planning boards, flow charts etc. Communication mediums, their appropriateness and advantages including written, spoken and other forms. The need for security and confidentiality. Sources of business information.</p> <p>4 Organisation and Personal Effectiveness</p> <p>Office cover and contingency arrangements. Effective organisation, planning and prioritising of work. How technology can help with planning and meeting deadlines. Work patterns and the virtual office. The importance of teamwork, appraisal and performance monitoring.</p> <p>5 Business Meetings, Events and Travel</p> <p>Preparation for meetings and other events. Choice of venue and requirements for meetings and events. Making arrangements for business travel and accommodation.</p>
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