

COURSE TITLE	OFFICE PRACTICES AND PROCEDURES LEVEL 2
COURSE AIM	This course is targeted at those who are looking to work in the business environment. It is targeted at those who wish to develop their organizational, financial and secretarial skills. The course deals with office support services, Communication, Information and record handling etc.
COURSE CONTENTS	<ol style="list-style-type: none"> 1. Organisational Charts 2. Personnel 3. Health and Safety in the Office 4. Communications – Methods, Interpersonal Skills, Oral Skills, and Writing Skills 5. Office Machinery 6. Telecommunications 7. Document entries 8. Record Keeping System 9. Single Entry Bookkeeping System 10. Double Entry Bookkeeping System 11. Maintaining a filing System 12. Retrieval and Presentation of Information 13. Meetings 14. Travel Arrangements
DURATION	90 hours
SCHEDULE	Five times a week, mornings or two times a week, evenings.
VENUE	At the ETC Training Complex in Hal Far.
ELIGIBILITY	Applicant should have successfully completed Office Practices and Procedures Level 1.
FEE	Nil
CERTIFICATION	A Certificate of Achievement (as applicable) is issued by ETC.

