

Pacing Guide Course Outline

Course Description: Students are made aware of how to develop information management, technology and communication skills that are valuable for all types of workers. Office Procedures reinforces and extend basic skills involving math, language, decision making, critical thinking and teamwork.

Prerequisites: To maximize the potential successes of our students, it is strongly recommended that all persons enrolled in this course possess the following minimum BJC passes or equivalent: English (C) Math (D) and have a minimum of a 2.50 GPA at the end of Grade 9.

Exit Competencies: City and Guilds Office Procedures Levels I-III
Office Procedures BGCSE Examination

In an effort to keep our students on target, monitor their progress and expected outcomes, this document outlines the projected areas of focus for the academic year of 2022-2023. We have segmented content based on levels of learning as referenced below. Please visit the Ministry of Education's website at ministryofeducationbahamas.com for updates. Together, we will experience academic growth.

A = Advanced **F** = Fundamental **I** = Intermediate

NATIONAL PACING GUIDE

CURRICULUM: *Office Procedures*

GRADE LEVEL: 10

TERM: I

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-3	The Office Today	<ul style="list-style-type: none"> • Define the term office. • Discuss activities that take place in a business office. • Identify types of offices. • Explain the advantages and disadvantages of various types of offices. • Explain the functions of an office. • Describe the physical organization of the office – (enclosed and open floor plans) • Identify various office plan layouts (cubicle, private, flexible, hoteling, shared, combination Office, enclosed plan open-plan) layouts and advantages and disadvantages. • Distinguish between Management and Clerical Workers. • Identify and explain office clerical and administrative careers. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Structured questions • Interactive online game-based learning experiences • Projects <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Key term (quiz) • Unit test • Complete past papers questions from national and international exams

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TERM: I

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-4	Foundation of business organization	<ul style="list-style-type: none"> • Define the term business. • Describe the goals of a business. • Identify different types of business structures (corporation, public corporations, limited liability companies, partnership, sole proprietorship). • Identify Bahamian-owned business for each type of business structure. • Analyze the pros and cons of each type of business organization. • Explain the purpose of an organizational chart. • Differentiate between the different ranks in an organization. • Differentiate between the chain of control and the span of the control. • Explain the role and function of each member of the organizational chart. • Create an organizational chart of a business. • Determine how an organizational chart aids in understanding a company. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	12 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Structured questions • Interactive online game-based learning experiences • Projects <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Key term (quiz) • Unit test • Complete past papers questions from national and international Exams

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TERM: I

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1-3	Office Support Staff Careers	<ul style="list-style-type: none"> • Discuss core competencies (communication and computation) by office workers. • Identify technology skills needed for office workers. • Define the Phase soft skills. • Explain the importance of soft skills in an office setting. • Discuss job related etiquette. • Examine various models of decision-making. • Demonstrate the ability to make effective decisions. • Identify support staff positions in offices. • Prepare job descriptions for office positions. • Compare office positions in various industries: banking, legal, medical, academic, retail etc. • Identify and explain office careers and the qualifications needed for each career. • Examine employment opportunities for office support positions in The Bahamas 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com <p>Virtual Field trips</p>	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Structured questions • Interactive online game-based learning experiences • Projects <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Key term (quiz) • Unit test • Complete past papers questions from national and international Exams

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1-3	Workspace Design and Occupational Safety	<ul style="list-style-type: none"> • Identify types of workspaces. • State the components of a workspace. • State the advantages/disadvantages found in a modular workstation. • Identify common office supplies found in a workspace. • Explain the importance of an organized workspace. • Create a workspace layout to optimize productivity. • Define Ergonomics. • Discuss the benefits of an economically design workspace. • Critique a workplace to determine potential hazards and suggest safety measures. • Create an emergency procedure for an office. • Discuss emergency exit procedures in an office. • Discuss methods of securing office buildings and workspaces. 	<ul style="list-style-type: none"> • Textbook: • Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i> • Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188 • Online • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Structured questions • Interactive online game-based learning experiences • Projects <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Key term (quiz) • Unit test • Complete past papers questions from national and international Exams

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TERM: II

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-3	<p>Business Communication Skills</p> <ul style="list-style-type: none"> • Communication Forms and Procedures 	<ul style="list-style-type: none"> • Define Communication. • Examine the need for clear communication in the business environment. • Identify the essential elements of communication. • Differentiate between the internal and external ways to communicate. • Discuss types of communication in the workplace (verbal, non-verbal, visual, written). • Identify factors that govern the choice of communication 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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1-3	<p>Business Communication Skills</p> <ul style="list-style-type: none"> • Foundations of Communication Reading and Writing 	<ul style="list-style-type: none"> • Explain how having an extensive vocabulary can facilitate better reading comprehension • Explain the importance of obtaining a specialized vocabulary for the industry in which you are employed. • Examine techniques to improve reading comprehension. • Differentiate types of reading for various industries. • Explain common techniques for improving reading skills. • List common writing tasks in an office setting. • Explain the 5 C's of effective written communication • Describe procedures for managing a writing task. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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1-3	Business Documents	<ul style="list-style-type: none"> • State the types of business documents. • Identify steps for developing exceptional written communication documents. • Distinguish between the different types of business documents. • Explain the function of letters, envelopes, memos and emails. • Identify and demonstrate proper utilization of the parts of memos, letters, envelopes and emails. • Compose memos in Formal/Standard and Simplified Formats. • Compose letters in block, modified block and AMS Styles. • Identify the essential parts of a professional email. • Compose e-mails. • Effectively review drafts of written documents. • Demonstrate editing skills by correctly applying proofreader marks when reviewing documents • Define positive, negative and neutral messages. • Contrast the strategies used in preparing positive, negative and neutral messages. • Explain why businesses use set guidelines for their business letters. • Describe letterheads. • Create a business letterhead • Identify and appropriately use the parts of the envelope. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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1-3	Business Reports	<ul style="list-style-type: none"> • Define business report • Discuss the types of business reports. • Distinguish between the different types of reports • Discuss different methods of searching for information on the internet • Elaborate on the advantages of these types of investigation of information on the internet or using information services. • Define plagiarism. • Discuss the effect of plagiarism in the workplace. • Examine types of research documentation. • Select the appropriate writing style for a report. • Identify the essential parts of a formal business report. • Differentiate between left bound and an unbound report. • Identify the essential parts of an informal business report. • Identify visual supports often used in business reports. • Create visual supports used in reports. • Describe the best uses for pie charts, bar graphs, and line graphs. • Prepare reports in different styles. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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TERM: II

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1-2	Listening Skills	<ul style="list-style-type: none"> Define listening. Explain the importance of listening. Discuss barriers to listening. Discuss the benefits of developing listening strategies. Describe what an effective speaker achieves. Express ideas clearly when speaking. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> Youtube Videos Live Chats Office Procedures Nuggets Canva.com Flipgrid Google slides Nearpod.com Virtual Field trips 	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> Game-based learning Projects Quiz Worksheets (structured questions, matching questions, true and false, fill in the blank) Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> Unit Test, Complete past paper questions from national and international exams
1-2	Speaking Skills	<ul style="list-style-type: none"> Demonstrate the ability to use standard English. Present ideas in a clear manner. Distinguish between types of non-standard jargon. Discuss the effect of nonverbal communication when speaking. 		6 hours	
1-2	Creating Effective Presentations	<ul style="list-style-type: none"> Select and refine a message for a presentation. Define the audience. Create an audience profile. Determine what interests and concerns your audience. Create an outline of the message. Make use of a graphic organizer to develop a message. Select a methodology for presenting the message. Discuss different types of visual aids and audio media used in presentations. Create visual and audio elements for a presentation. 		6 hours	

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TERM: II

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1-2	Creating Effective Presentations	<ul style="list-style-type: none"> List the advantages and disadvantages of working in a team to create a presentation. Create a team and individual presentation 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p>	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> Game-based learning Projects Quiz Worksheets (structured questions, matching questions, true and false, fill in the blank) Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> Unit Test, Complete past paper questions from national and international exams
1-2	Presenting Presentations	<ul style="list-style-type: none"> Explain the importance of practicing a presentation. Discuss the benefits of practicing a presentation before an audience. Discuss the importance of accepting constructive criticism. Explain why the location of a presentation will influence the method of delivery. Discuss the importance of arranging the location of the presentation. Explain the importance of checking all electronic equipment before a presentation.. Devise different methods of readying yourself for a presentation. Choose methods for practicing and planning for a presentation. Explain the importance of reading the room during the presentation. Discuss the importance of body language during the presentation. Discuss how changes in tone, cadence, and articulation can be powerful when used during a presentation. 	<p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> Youtube Videos Live Chats Office Procedures Nuggets Canva.com Flipgrid Google slides Nearpod.com Virtual Field trips 	6 hours	

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1-2	Presenting Presentations	<ul style="list-style-type: none"> • Discuss whether the appearance of the presenter affects the presentation. • Develop strategies for answering questions during a presentation 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by Alan Whitcomb ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com <p>Virtual Field trips</p>	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Check point questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams
1-2	Technology and Equipment in the workplace Office Equipment	<ul style="list-style-type: none"> • Identify various types of office equipment and supplies used in the office setting. • Discuss how to safely use various types of office equipment and supplies. • Classify which types of equipment are identified as small machines. • Explain how to use small office machines. 		6 hours	
1-2	Photocopying	<ul style="list-style-type: none"> • Define the term reprographics. • Explain how office photocopies are classified. • Describe an electronic multifunction machine. • Identify the common copier features. • Determine when to use low, high or medium copiers. • Describe methods of controlling copier operating procedures (centralized copying, monitoring devices, copy log, and user guidelines). • Prepare materials to be copied. • Describe the modern photo compositing process. 		6 hours	

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TERM: II

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1-3	Technology	<ul style="list-style-type: none"> • Define the term computer technology. • Discuss various computer equipment used in offices. • Distinguishing between hardware and software. • Discuss the advantages and disadvantages of various storage devices. • Discuss software used in offices. • Describe and apply the use of Word Processing, Spreadsheet, Presentation, Database, E-mail, Accounting, and Desktop Publishing Software in an office. • Explain the term networks. • Distinguish the types of networks. • Contrast the Internet, Intranet, and extranet. • Identify security issues and solutions for protecting computer data. • Describe how the internet affects the way businesses acquire, use, and share information. • Provide examples of how organizations promote themselves using websites. • Provide examples of how an e-commerce business can use the information to build consumer trust. • Identify typical information systems used in business. • Describe traditional information resources. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	6 hour	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, Complete past paper questions from national and international exams

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1-2	Technology	<ul style="list-style-type: none"> • Discuss the value of global communication tools. • Describe the tools and technology used for collaborating in the workplace. • Demonstrate overall intent and proper procedures for setup and operation of equipment. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com <p>Virtual Field trips</p>	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams
1	Cell Phones	<ul style="list-style-type: none"> • Discuss how cell phones can be effectively used in an office setting. • Discuss the effect of cell phone usage on office productivity. • Examine polices related to company cell phones and privacy. • Develop a cell phone policy for an office. 		3 hours	
1	Social Media	<ul style="list-style-type: none"> • Discuss the usage of social media in the office setting. • Discuss the use usage of social media by business. • Examine the effect of social media on employment. 		3 hours	
1	Emerging Technology	<ul style="list-style-type: none"> • Examine new technologies that are impacting workflow and productivity in business offices. 		3 hours	

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TERM: I

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-3	Banking Services	<ul style="list-style-type: none"> • Define cash. • Compare and contrast methods of safeguarding cash • Identify services that are offered by banks. • Discuss the advantages and disadvantages of banking services to business. • Distinguish between types of banking accounts. • State the definition of check. • Discuss various types of checks. • State the five entries on a check. • Distinguish between, the drawer, the drawee and the payee • Write a check. • Explain the difference between different types of endorsements. • State reasons why a check may be dishonored. • Explain the purpose of a post-dated check. • Perform reconciliation for a banking account. • Demonstrate how to complete a deposit slip. • State the services provided by ATM machines. • Compare and contrast ATM services with counter services. • Discuss the advantages/disadvantages of online banking. • Prepare petty cash fund reports. • Explain billing procedures. • Identify documents used for billing customers. • Explain the functions of the accounts payable department. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments</p> <p>:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments</p> <p>:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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TERM: I

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1	Petty Cash	<ul style="list-style-type: none"> Define petty cash. Explain the Imprest System. Distinguish between petty cash voucher and a petty cash receipt. Demonstrate how to perform a reconciliation of a petty cash book. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</p>	3 hours	<p>Formative Assessments</p> <p>:</p> <ul style="list-style-type: none"> Game-based learning Projects Quiz Worksheets (structured questions, matching questions, true and false, fill in the blank) Review the Topic/Checkpoint questions <p>Summative Assessments</p> <p>:</p> <ul style="list-style-type: none"> Unit Test, Complete past paper questions from national and international exams
1-2	Payroll	<ul style="list-style-type: none"> Define payroll. State the difference between salary and wages. Explain different compensation plans (salary, wages, commission, piece work). Define overtime. Calculate overtime at various rates. Distinguish between net pay and gross pay. Distinguish between mandatory and voluntary deductions. Compile a payroll. 	<p>Office Administration for CSEC Student Bk & CD, by Alan Whitcomb ISBN-10: 0435812181, ISBN-13: 978-0435812188</p>	6 hours	
1-2	Financial Reports	<ul style="list-style-type: none"> Define the terms budget, income statement, and balance sheet. Prepare a budget and Income Statement. Explain concepts and procedures related to payroll payments. Identify and prepare various financial reports. 	<p>Online</p> <ul style="list-style-type: none"> Youtube Videos Live Chats Office Procedures Nuggets Canva.com Flipgrid Google slides Nearpod.com Virtual Field trips 	6 hours	

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TERM: II

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1-2	Purchasing Department	<ul style="list-style-type: none"> • Explain the purpose of the purchasing department in an organization. • Identify the main functions of the purchasing department. • Utilize procurement procedures. • Create purchasing documents. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com <p>Virtual Field trips</p>	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) <p>• Review the Topic/Checkpoint questions</p> <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams
1-2	Time Management and Reminder Systems	<ul style="list-style-type: none"> • Define the term time management. • Explain the benefits of time management. • Identify ways in which time is wasted in the office. • Demonstrate the ability to prioritize task. • Identify time management strategies. • Identity tools to assist with time management. • Compare and contrast manual and electronic reminder systems. • Demonstrate the ability to schedule appointments manually and electronically. 		6 hours	

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TERM: II

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-3	Business Meetings	<ul style="list-style-type: none"> • Explain why business hold meetings. • Differentiate between types of business meeting. • Identify and describe the steps needed to prepare for a business meeting. • Describe the principal officers of meetings. • Define the term agenda. • Discuss items that may appear on an agenda • Describe rules and procedures for a meeting. • Define the term minutes. • Discuss the importance of minute taking. • Identify the items that should appear on minutes. • Compare and contrast the types of voting. • Define the term group dynamics. • Discuss the components of group dynamics. • Explain the steps needed to encourage group participation. • Recognize the rules to observe during brainstorming. • Define the term teleconference. • Describe the types of teleconferences. • Describe preparation needed for a teleconference. • Plan business meetings • Prepare documents related to business meetings. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com • Virtual Field trips 	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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TERM: II

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-3	Business Travel	<ul style="list-style-type: none"> • Identify the key terms related to travel. • Identify and describe modes of business travel. • Identify and describe types of accommodations • Identify methods of arranging business travel. • Explain the purpose of a passport and visa during travel. • Explain other documents that may be required for travel. • Prepare an itinerary. • Explain travel etiquette. • Explain the importance of being aware of travel advisories and local customs/culture when traveling. • Identify countries and their capitals with economic connections to The Bahamas. • Make use of a map to locate travel destinations. • Change time from the 12 hour clock to the 24 hour clock. • Employ a time zone map. • Identify methods of payment available when traveling. • Identify follow-up activities after a business trip. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p>	9 hours	<p>Formative Assessments</p> <p>:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments</p> <p>:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams
1-2	Manage Office Records	<ul style="list-style-type: none"> • Identify the benefits of records management. • List the advantages and disadvantages of storage media. • Identify the types of microforms. • Describe the characteristics of the various types of microforms. • Identify and discuss the factors that affect the efficiency of a records management system. • List and describe the six phases of the record life cycle. • List and describe the four record categories. • Categorize records as to their importance to the company. 	<p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides 	6 hours	<p>Summative Assessments</p> <p>:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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TERM: II

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-3	Physical Records Systems	<ul style="list-style-type: none"> • Identify the components of a paper filing system. • Provide examples for each component. • Use guides that apply to all systems. • Classify guides as primary or special. • Describe the benefits of using color-coded labels. • Identify the various file folders and paper sizes. • Describe alphabetic filing systems. • Explain the alphabetic filing rules. • Describe the four frequently used alphabetic filing systems. • Explain how a numeric filing system is organized. • Describe an accession log. • Distinguish between terminal digit filing and middle digit filing. • Describe a chronological filing system. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p>	9 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions
1-3	Managing Physical Records Systems	<ul style="list-style-type: none"> • Identify the steps involved in preparing paper records for storage. • Describe the purpose of a release mark. • Explain the process used to code a record. • Describe conventional and bar coding. • Explain why it is necessary to cross-reference some records. • Apply efficient filing procedures. • Explain the purpose of a special folder. • Describe the advantage and disadvantage of using the most common filing equipment to help maintain paper records. • Describe uses of requisition cards, our guides, out folders in charge-out procedures. • Explain how inactive files are transferred and stored. • Describe storage plans for vital records protection. 	<p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides 	9 hours	<p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-2	Managing Digital Records	<ul style="list-style-type: none"> Describe the advantages of using record management software. Discuss the function of records management. Discuss the importance of backup copies of disk and tapes. Describe the advantages of optical storage. Explain how computer-assisted retrieval systems are used to speed the record retrieval process. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> Youtube Videos Office Procedures Nuggets 	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> Game-based learning Projects Quiz Worksheets (structured questions, matching questions, true and false, fill in the blank) Review the Topic/Checkpoint questions <p>Summative Assessments</p> <ul style="list-style-type: none"> Unit Test, Complete past paper questions from national and international exams
1-2	Procedures for handling Incoming Correspondence	<ul style="list-style-type: none"> Define the term interoffice mail. Describe safety precautions office workers can take to protect themselves against dangerous substances that might be present in envelopes or packages via mail. Understand policies for sorting and distributing incoming mail. Demonstrate opening, separating, and annotate incoming mail. Identify a referring, routing, and prioritized mail. Use appropriate procedures to document the receipt of mail. 		6 hours	
1-2	Procedures for handling Outgoing Correspondence	<ul style="list-style-type: none"> Distinguish between steps used for mailing items using a window fold letter for standard and window envelopes. Indicate the function of a postage meter. Describe the various methods of adding postage to the meter. Provide examples of items that might be sent volume mail. Describe the optical character reader. List reasons as to why an OCR might not be able to read the address on an envelope. Describe the recommended format for most items. Identify and briefly describe the classes of domestic mail. Describe the special postal services provided by the post office. Identify the kinds of items that should be sent via international mail. Apply appropriate procedures used to send international mail. Describe the procedures for sending mail via private courier/delivery service. Identify the elements involved in processing interoffice mail. 		6 hours	

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TERM: II

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-2	Procedures for handling Outgoing Correspondence (cont'd)	<ul style="list-style-type: none"> • Identify the kinds of items that should be sent via international mail. • Apply appropriate procedures used to send international mail. • Describe the procedures for sending mail via private courier/delivery service. • Identify the elements involved in processing interoffice mail. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Office Procedures Nuggets 	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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TERM: I

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-2	Telephone communication technology	<ul style="list-style-type: none"> • Define telephony and list features offered by telephone technology. • Describe the purpose and features of a centralized telephone system. • Discuss types of mobile phones available. • List common features of telephones and telephone systems. • Discuss procedures for telephone use, such as participating in conference calls and leaving voice mail messages. • Describe procedures for effective use of fax messages. • Identify methods of transmitting information using telephone technology. • Describe equipment and features of image and voice communication systems. • Describe effective procedures for using image and voice transmission systems. • Discuss emerging telephone technologies/services 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid 	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams
1-2	Effective Telephone Communications	<ul style="list-style-type: none"> • Determine the amount of charge for placing various calls • Apply telephone techniques and procedures that will enable you to handle incoming calls courteously and efficiently. • Plan calls and use tools such as a printed and computerized directory. • Describe procedures to place local and long-distance domestic and international calls. • Describe the various types of telephone services and equipment. • Describe the various types of long-distance services. 	<p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid 	6 hours	<p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams

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TERM: I

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
	Effective Telephone Communications	<ul style="list-style-type: none"> Describe techniques for controlling telephone costs. Describe and apply skills required to make a favorable first impression over the telephone. Demonstrate use of proper telephone techniques and procedures to place local and long-distance calls. 	Textbook: Textbook: The Office Procedures and Technology by Oliverio, Pasework, White, 6 th Edition	6 hours	Formative Assessments: <ul style="list-style-type: none"> Game-based learning Projects Quiz Worksheets (structured questions, matching questions, true and false, fill in the blank) Review the Topic/Checkpoint questions Summative Assessments: <ul style="list-style-type: none"> Unit Test, Complete past paper questions from national and international exams
1-2	Seeking Employment	<ul style="list-style-type: none"> Discuss how to find employment. Discuss methods of locating job opportunities. Discuss way to develop professional qualifications. Interpret a job advertisement. Examine paper and electronic job application form. Describe the typical parts of a resume. Differentiate between Chronological and Functional Resume. Compose a resume. Create a digital resume from a paper resume Compose a letter of application. Define short-list. Discuss how to prepare for a job interview Compose a follow up letter. Compose a letter of resignation. 	Office Administration for CSEC Student Bk & CD, by Alan Whitcomb ISBN-10: 0435812181, ISBN-13: 978-0435812188 Online <ul style="list-style-type: none"> Youtube Videos Live Chats Office Procedures Nuggets Canva.com 	6 hours	
1-2	Human Resources	<ul style="list-style-type: none"> Discuss the responsibilities of the Human Resource Department. Explain the purpose of job orientation/induction. Discuss the elements of a contract of employment. Discuss employment appraisal documents. Discuss office attire/dress codes. 		6 hours	

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TERM: II

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-2	Human Resources	<ul style="list-style-type: none"> • Discuss job benefits. • Distinguish between different types of work schedules. • Discuss Employment Appraisal Documents. • Discuss the benefits of improving skill set. • Distinguish between being fired and being made redundant. 	<p>Textbook:</p> <p>Textbook: <i>The Office Procedures and Technology by Oliverio, Pasework, White, 6th Edition</i></p>	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> • Game-based learning • Projects • Quiz • Worksheets (structured questions, matching questions, true and false, fill in the blank) • Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> • Unit Test, • Complete past paper questions from national and international exams
1-2	Legal Matters	<ul style="list-style-type: none"> • Discuss relevant Bahamian Labor and Employment laws (Employment Act, Minimum Wages Act, Industrial Relations Act, Health and Safety at Work Act, National Insurance Act). • Distinguish between basic forms of Intellectual property (copyrights, patents, trademarks). • Explain the fair use doctrine in relation to copyrights. • Explain the Work for Hire Rule in relation to employee created work products. 	<p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p> <p>Online</p> <ul style="list-style-type: none"> • Youtube Videos • Live Chats • Office Procedures Nuggets • Canva.com • Flipgrid • Google slides • Nearpod.com Virtual Field trips 	6 hours	

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TERM: II

Week	TOPIC	OBJECTIVES	CURRICULUM LINK	TIME SPAN	ASSESSMENT
1-2	Personal Qualities at Work	<ul style="list-style-type: none"> Define the term character. Describe the two concepts on which character is based. Explain how personal characteristics influence an individual. Explain work ethics, participation and learning as they contribute to the success of organization. Describe aspects of personality that are critical for effective performance at work. Explain the attitudes that contribute to the success of organizations. 	<p>Textbook:</p> <p>Textbook: The Office Procedures and Technology by <i>Oliverio, Pasework, White, 6th Edition</i></p> <p>Office Administration for CSEC Student Bk & CD, by <u>Alan Whitcomb</u> ISBN-10: 0435812181, ISBN-13: 978-0435812188</p>	6 hours	<p>Formative Assessments:</p> <ul style="list-style-type: none"> Game-based learning Projects Quiz Worksheets (structured questions, matching questions, true and false, fill in the blank) Review the Topic/Checkpoint questions <p>Summative Assessments:</p> <ul style="list-style-type: none"> Unit Test, Complete past paper questions from national and international exams
1-2	Human Relations at Work	<ul style="list-style-type: none"> Describe the many benefits of effective interaction with supervisors, managers, and co-workers means. Describe appropriate responses in handling conflicts with managers and ethical behavior. Assess their ability to work with others. Explain what effective interaction at work with others really means. 	<p>Online</p> <ul style="list-style-type: none"> Youtube Videos Live Chats Office Procedures Nuggets Canva.com Flipgrid Google slides 	6 hours	
1-2	Customer Service	<ul style="list-style-type: none"> Define Customer Services. Distinguish between internal and external customers. Discuss the effect of poor customer service on an organization's brand. Discuss strategies for dealing with customer complaints. 		6 hours	