



Business & Computing Examinations (BCE) LONDON (UK)

Secretarial Programme Analysis

The development of BCE programmes include extensive market research from the following sources:

- Data from BCE Centre Annual Reports.
- Enquiries received from different stakeholders.
- Email survey from statutory consultees and stakeholder bodies.
- Questionnaire survey from BCE learners.
- Input received during Approved Centres and Corporate companies training seminar.
- BCE discussions and feedback from potential employers.

BCE learners are 18+, classified as follows:

- Holders of General Certificate of Secondary Education (GCSE) intending to obtain a programme for employment or further education.
- Those already in employment furthering their knowledge for promotion or to venture into new fields.
- Corporate Companies approaching BCE directly or Approved Centres for in-house training.
- Those looking for career change.
- Mature adults with no formal programmes.

Guided Learning Hours is the entire notional learning hours representing estimate of total amount of time reasonably required for learners to achieve necessary level of attainment for the award of a programme.

Activities that contribute to guided learning hours include:

- Guided Learning
- Independent and unsupervised research/learning
- Unsupervised compilation of a portfolio of work experience
- Unsupervised e-learning
- Unsupervised e-assessment
- Unsupervised coursework
- Watching a pre-recorded podcast or webinar
- Unsupervised work-based learning

Activities that contribute to Guided Learning include:

- Classroom-based learning supervised by a Tutor
- Work-based learning supervised by a Tutor
- Live webinar or telephone tutorial with a Tutor in real time
- E-learning supervised by a Tutor in real time
- Forms of assessment

Level 5 Diploma in Secretarial Studies (145 Credits)

Secretaries use a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. In addition, secretaries often use computers to do tasks previously handled by managers and professionals, such as: creating spreadsheets, composing correspondence, managing databases; and creating presentations, reports, and documents using desktop publishing software and digital graphics.

Why does the programme exist – Many secretaries now provide training and orientation for new staff, conduct research on the Internet, operate and troubleshoot new office technologies. They also provide high-level administrative support for top executives of an organisation, hence Computer Keyboard Typing & WordProcessing Skills, Accounting, Business Legal Documents, Managerial Communication & Interpersonal Skills and Business Office skills knowledge is vital.

How does it fit into the larger programme – Generally, today's secretaries perform fewer clerical tasks, they handle more complex responsibilities such as reviewing incoming memos, submissions, and reports. They also

prepare agendas and make arrangements for meetings of committees and executive boards, conduct research and prepare statistical reports.

For who it was designed – Those who complete the Level 4 Certificate in Business Studies & Internet Technology.

How it will benefit learners – Career opportunities include: Receptionists and information clerks; Communications equipment operators and Bookkeepers. This give learners a wide range of opportunities.

Units:

- Computer Keyboard, Typing & WordProcessing Skills
- Accounting
- Business Legal Documents
- Business Office Skills
- Managerial Communication & Interpersonal Skills

Computer Keyboard, Typing & WordProcessing Skills – everybody today be it a CEO or Manager, type their emails, hence having a certain minimum speed and knowing the keyboard layout helps.

Accounting - Accounting is the backbone of business. Ethical and professional accounting forms a clear financial image of a business, and allow managers to make informed decisions, keep investors abreast of developments in the business, and check business profitable. Accountancy (profession) or accounting (methodology) is the measurement, disclosure or provision of assurance about financial information that helps managers, investors, tax authorities and other decision makers make resource allocation decisions.

Business Legal Documents - To be competitive, it is important to be knowledgeable on a variety of essential business documents, legal forms and agreements used in households and corporate organisations.

Business Office Skills - business management skills need to be developed to their full potential if a manager, and therefore an organisation, is to be successful. The famous management guru Peter Drucker made the vital distinction between ‘efficient’ and ‘effective’ business skills. Performing an activity swiftly and economically is efficient, while doing the right thing well is effective. The wrong thing, however, is ineffective by definition. Good business management skills guide you towards the right goals, and achievement of those will be highly effective.

Managerial Communication & Interpersonal Skills – Managers spent most of their times solving staff and organisational problems, intermediating or addressing delegates. Only if proper communication channels are followed will Managers’ responsibilities be effective.

| Unit | Pre-requisite | Core-requisite | Guided Learning Hours | Number of Credits |
|---|---|---|-----------------------|-------------------|
| Computer Keyboard, Typing & WordProcessing Skills | Basic business knowledge. | A pass or higher in Certificate in Business Studies or equivalence. | 360 | 36 |
| Accounting | Basic knowledge of Accounting Principles. | A pass or higher in Certificate in Business Studies or equivalence. | 200 | 20 |
| Business Office Skills | Basic business knowledge. | A pass or higher in Certificate in Business Studies or equivalence. | 280 | 28 |
| Business Legal Documents | Basic business knowledge. | A pass or higher in Certificate in Business Studies or equivalence. | 220 | 22 |
| Managerial Communication & Interpersonal Skills | Basic business knowledge. | A pass or higher in Certificate in Business Studies or equivalence. | 200 | 20 |
| Coursework (Project) for all units | | | 190 | 19 |

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|------------------------------|-------------------------|
| Rules of combination: | All units are mandatory |
| Age Group: | 18+ |
| Programme Type: | Vendor/Industry |

Computer Keyboard, Typing and WordProcessing Skills Learning Hours Information Sheet

| Unit Titles | Credits | Notional Learning Hours | | | | | |
|--|-------------|---------------------------------|-------------------------|--|----------------------------|------------|------------|
| | | Guided / Contact Learning | Independent Learning | Research Activities / Group Work | Assessment (self/class) | Coursework | Total |
| Microsoft Word (Word Processing) [see Diploma in Information Technology] | | | | | | | |
| Keyboard Typing | | | | | | | |
| 01 Keyboard setup and key functions | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 02 Keyboard letters | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 03 Typing speed and accuracy | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 04 Formatting attributes to text | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 04 Numbers and special characters | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 05 Creating business official documents | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 06 Creating tables in word | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 07 Creating business legal documents | <u>2.0</u> | <u>8</u> | 6 | 2 | 2 | 2 | <u>20</u> |
| | 14.0 | 56 | | | | | 140 |

Accounting Learning Hours Information Sheet

[see Diploma in BA & Computer Systems]

Business Office Skills Learning Hours Information Sheet

| Unit Titles | Credits | Notional Learning Hours | | | | | |
|--|-------------|---------------------------|----------------------|----------------------------------|-------------------------|------------|------------|
| | | Guided / Contact Learning | Independent Learning | Research Activities / Group Work | Assessment (self/class) | Coursework | Total |
| 01 Office equipment overview | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 02 Internal and external communication | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 03 Document management | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 04 Customer service and support skills | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 05 Reception customer service | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 06 Business structures | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 07 Occupational workplace health and safety | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 08 Career development plan | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 09 Creativity, innovation and change | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 10 Group teamwork | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 11 Business travel | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 12 Financial records and managing petty cash | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 13 Business banking policies and procedures | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 14 Ordinary and electronic mail | <u>2.0</u> | <u>8</u> | 6 | 2 | 2 | 2 | <u>20</u> |
| | 28.0 | 112 | | | | | 280 |

Business Legal Documents Learning Hours Information Sheet

| Unit Titles | Credits | Notional Learning Hours | | | | | |
|---|-------------|---------------------------|----------------------|----------------------------------|-------------------------|------------|------------|
| | | Guided / Contact Learning | Independent Learning | Research Activities / Group Work | Assessment (self/class) | Coursework | Total |
| 01 Business documents | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 02 Company registration process | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 03 Employment contracts and forms | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 04 Personal relationship documents | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 05 Domestic and consumer documents | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 06 Financial agreement legal documents | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 07 IT contracts and software agreements | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 08 Partnership documents | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 09 Power of attorney | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 10 Property letting legal documents | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 11 Legal Wills | <u>2.0</u> | <u>8</u> | 6 | 2 | 2 | 2 | <u>20</u> |
| | 22.0 | 88 | | | | | 220 |

Managerial Communication & Interpersonal Skills Learning Hours Information Sheet

| Unit Titles | | Credits | Notional Learning Hours | | | | | Total |
|-------------|---|-------------|---------------------------------|-------------------------|--|----------------------------|------------|------------|
| | | | Guided / Contact Learning | Independent Learning | Research Activities / Group Work | Assessment (self/class) | Coursework | |
| 01 | Role of communication | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 02 | Factors managers should review before communicating | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 03 | Communication technologies | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 04 | Managerial writing strategies | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 05 | Functions of reports | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 06 | Listening skills | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 07 | Negotiation strategies | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 08 | Interviewing techniques | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 09 | Effective meetings | 2.0 | 8 | 6 | 2 | 2 | 2 | 20 |
| 10 | Team building skills | <u>2.0</u> | <u>8</u> | 6 | 2 | 2 | 2 | <u>20</u> |
| | | 20.0 | 80 | | | | | 200 |