

The New Senior Secondary Curriculum for Sierra Leone

Subject Syllabus for Clerical Office Studies

Subject stream: Economics, Business and Entrepreneurial Studies



This subject syllabus is based on the National Curriculum Framework for Senior Secondary Education. It was prepared by national curriculum specialists and subject experts.



Curriculum Elements for Clerical Office Studies – an applied subject

Subject Description

Clerical office studies can be defined as the practice of duties and activities which taken together support the smooth and efficient running of an office, and include data entry, filing and indexing of office documents etc. These functions are performed by office secretaries, clerks and administrative assistants. Clerical office studies can support career development for such staff. Clerical office duties can vary according to the type of work, e.g. bookkeeping, bank transactions, communications, operating office machines, delivering messages and arranging appointments.

Rationale for the inclusion of Clerical Office Studies in the Senior Secondary School curriculum

This course is primarily written to assist Senior Secondary School students who wants to pursue office procedure courses at tertiary level and the business world. It provides vital information for students who want to improve their understanding of office practices. Under the heading of clerical office studies, there are some general skills that are commonly needed for clerical assistants e.g. accurate record keeping skills, computer skills, sound reasoning, active listening skills, administrative and organizational skills etc. as well as more specific clerical skills such as typing skills.

General learning studies

At the end of the course, students will be able to:

- Perform administrative tasks to support daily business operations
- Describe the professional examinations such as a National Vocational Qualification (NVC), Higher National Diploma (HND) of a degree in Business Studies
- Transfer upon the completion of his/her senior secondary level to a programme in the tertiary level
- Seek employment in positions such as typist, receptionist, office assistant etc.



Outline of the Syllabus Content Over the Three Year Senior Secondary Cycle

SSS 1	SSS 2	SSS 3
<ul style="list-style-type: none"> ▪ The office ▪ Professional image of the office and its staff ▪ Business English ▪ Communications ▪ Information (Information Communication Technology) ▪ Office equipment ▪ Filing and Indexing: Records Management ▪ Mail handling 	<ul style="list-style-type: none"> ▪ Business units ▪ Entrepreneurship ▪ Business transactions ▪ Stock procedures ▪ Banking ▪ Post Office ▪ Transportation, insurance, and advertising ▪ Travelling 	<ul style="list-style-type: none"> ▪ Human relations ▪ Human resources ▪ Employment preparation ▪ Receptionist and telephonist ▪ Reprography ▪ Visual aids

Teaching Syllabus

Topic/Theme/Unit	Expected learning outcomes	Recommended teaching methods	Suggested resources	Assessment of learning outcomes
The office				
Offices <ul style="list-style-type: none"> • Meaning of an office • Functions of an office <ul style="list-style-type: none"> ○ receiving information ○ recording information ○ Processing information etc. • Importance of the office • Functions of office management <ul style="list-style-type: none"> ○ Planning ○ Organising ○ Directing, etc. • Centralisation and decentralisation 	Learners will be able to: <ul style="list-style-type: none"> ▪ Define an office ▪ Explain the functions of an orderly office ▪ Explain how the office serves as an intermediary between the customers and the organisation. ▪ Differentiate between centralisation and decentralisation 	<ul style="list-style-type: none"> ▪ Arrange the class into an office space to make explanations and demonstrations, role plays etc. easier, and to stimulate the students' interest. ▪ Use the students' existing knowledge and 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Charts ▪ YouTube clips ▪ Gradually build up a collection of office items, stationery and equipment that can be used for role play etc. ▪ An organisational chart. 	<ul style="list-style-type: none"> ▪ Short answer questions e.g. 'What does an office manager do?', 'What factors affect office location?' ▪ More open questions e.g. 'What role do you think you would like within an office, and why?'



<ul style="list-style-type: none"> • Departments in an organization <ul style="list-style-type: none"> ○ Purchasing ○ Marketing ○ Human resources, etc. Sections of an office <ul style="list-style-type: none"> ▪ General office ▪ Reception ▪ Registry or mail room ▪ Stores, etc. Office personnel <ul style="list-style-type: none"> ▪ Office manager ▪ Office supervisor ▪ Company secretary ▪ Managing director ▪ Board of directors ▪ General clerk ▪ Account clerk etc. Office organisation <ul style="list-style-type: none"> ▪ Meaning of an office organisation ▪ Principles of a good organisation <ul style="list-style-type: none"> ○ span of control ○ unity of command ○ objectives etc. Organisational structure <ul style="list-style-type: none"> ▪ Meaning of an organisational structure ▪ Importance of structure ▪ Organisational chart ▪ Types of organizational charts <ul style="list-style-type: none"> ○ vertical chart ○ horizontal chart, etc. ○ advantages and disadvantages of organisational charts 	<ul style="list-style-type: none"> ▪ List and explain the factors affecting office location ▪ Identify the different departments and show their inter-relationships ▪ Give the meaning of each section in an office and their functions ▪ List and explain the qualities of an office worker and the duties of office personnel ▪ Describe suitable qualifications of different office personnel ▪ Give the meaning of organisational structure ▪ Describe how to read and use an organisational chart to help the flow of authority of an organization ▪ List the advantages and disadvantages of the different types of organisation ▪ 	<p>experience to stimulate discussion</p> <ul style="list-style-type: none"> ▪ Use different types of questions for different purposes; short answer questions to check for recall or understanding and longer more open questions to stimulate discussion, or encourage reflection ▪ Use a mix of individual, group and whole class approaches ▪ Use online learning when possible 		<ul style="list-style-type: none"> ▪ Written assignments and exit notes ▪ Observation of the students' during role play and discussions (both the level and quality of the students' participation).
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<ul style="list-style-type: none"> ▪ Types of organisation <ul style="list-style-type: none"> ○ line organisation ○ line authority etc. ▪ Planning an office 				
The professional image of an office and its staff (health, safety and welfare)				
<p>Image of the office</p> <ul style="list-style-type: none"> ▪ Health hazards ▪ Health measures ▪ Accidents <ul style="list-style-type: none"> ○ causes ○ preventive measures ▪ Welfare measures ▪ Importance of Health, Safety and Welfare Services/Measures <p>Image of the office staff</p> <ul style="list-style-type: none"> ▪ Attributes/qualities of office staff <ul style="list-style-type: none"> ○ self-discipline ○ honesty ○ respectful etc. ▪ Social and Personal habits <ul style="list-style-type: none"> ○ hard work ○ neatness and accuracy ○ getting along with people etc. ▪ Social qualities of an office staff <ul style="list-style-type: none"> ○ good telephone manners ○ fluency of speech ○ good health etc. ▪ Hygiene of office staff 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ List and explain the attributes of an office staff ▪ Explain the personal social habits of an office worker, with examples ▪ Describe how an office staff member should present themselves in an office 	<ul style="list-style-type: none"> ▪ Teacher leads students in discussions about the image of an office and its staff ▪ Invite a member from the school office to talk to the students, and answer their questions ▪ Display some hygiene kits 	<ul style="list-style-type: none"> ▪ Course guidebooks ▪ Hygiene kits 	<ul style="list-style-type: none"> ▪ Assessments as for the previous unit (replacing specific questions).
Business English				
<ul style="list-style-type: none"> ▪ Steps for effective business writing ▪ Bias-free writing ▪ Official style of writing 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ Write and spell correctly 	<ul style="list-style-type: none"> ▪ Help the students revise spellings, punctuation, 	<ul style="list-style-type: none"> ▪ Course guidebooks ▪ Dictionary 	<ul style="list-style-type: none"> ▪ Written exercises, on spelling, punctuation etc



<ul style="list-style-type: none"> ▪ Proof reading ▪ Proper spelling, punctuation and capitalization ▪ Abbreviations and terms used 	<ul style="list-style-type: none"> ▪ Punctuate well when writing a statement or a report ▪ State the abbreviated words used commonly in offices or business, 	<p>abbreviations and capitalisation</p> <ul style="list-style-type: none"> ▪ Explain and provide examples of business writing and proof reading 		<ul style="list-style-type: none"> ▪ Students complete a piece of proof reading ▪ Tests on capitalisation, punctuation and abbreviations.
Communication in business				
<ul style="list-style-type: none"> ▪ Meaning of communication ▪ Importance of communication ▪ Objectives of communication ▪ Communication process ▪ Factors to consider when choosing a medium of communication ▪ Formal and informal communication ▪ Types of communication ▪ Directions/Channels of communication ▪ Forms of communication ▪ Methods of communication in an organisation ▪ Communication barriers <p>Business Letters</p> <ul style="list-style-type: none"> ▪ Meaning of business letter ▪ Importance of letter writing ▪ Techniques/requirements in business letter writing ▪ Classes of letters ▪ Layout/presentation of business letters 	<ul style="list-style-type: none"> ▪ Describe how to transfer information from one person to another ▪ Explain why communication is essential in any business ▪ List and explain the types of communication and their channels ▪ Describe how communication helps them to make decisions and give instructions ▪ Write business letters and reports ▪ List and define the different types of business report and its benefit in any organization 	<ul style="list-style-type: none"> ▪ Guides students to list and explain the forms of communication ▪ Display specimen office business letters and reports ▪ Identify the barriers to good communication ▪ Illustrate how communication is done in an office ▪ Discuss how letters are used to communicate ▪ Help class write business report and letter and an agenda 	<ul style="list-style-type: none"> ▪ Textbook ▪ Computer ▪ Typewriter ▪ Charts/Diagrams ▪ Telephone directory ▪ Writing pads ▪ Specimen business letters ▪ Publication from communication companies ▪ Specimen of business reports 	<ul style="list-style-type: none"> ▪ Assessment/ Assignment ▪ Response from students ▪ Interpreting of business letters and reports ▪ Class participation/ Discussion



<ul style="list-style-type: none"> ▪ Parts of a business letter ▪ Categories of business letters <p>Business reports and meetings (communication)</p> <p>Business reports</p> <ul style="list-style-type: none"> ▪ Meaning and types of business reports ▪ Uses/purposes of business reports ▪ Qualities of a good business report ▪ Format of a business report <p>Business meetings</p> <ul style="list-style-type: none"> ▪ Meaning and purpose of business meetings ▪ Requirement of a valid business meeting ▪ Forms of business ▪ Meetings, formal and Informal ▪ Notice of a meeting, forms and content <p>Agendas</p> <ul style="list-style-type: none"> ▪ Meaning and forms of an agenda ▪ Minutes, meaning and style of minutes <ul style="list-style-type: none"> ○ qualities and features of a good minutes ▪ Committees <ul style="list-style-type: none"> ○ types of committees ○ executive committee ○ standing committees etc. 	<ul style="list-style-type: none"> ▪ List the different types of report • Describe the layout of a business report • Explain the meaning of business meetings • Outline the purposes of a business meetings • List terms connected with meetings • Describe Items on the agenda ▪ Distinguish between types of committee 			
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Information/Sources of information

<ul style="list-style-type: none"> ▪ Communications, post office guides, telephone directories, street directories etc. ▪ Government reports, White paper, official gazettes etc. ▪ Reference books, dictionary, encyclopedia World Almanac, Yearbooks, mail guides etc. ▪ Travel books, atlases etc, ▪ Special reference books ○ bank review ○ prospectus ○ diaries 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ Identify the various sources of information and their uses in business 	<ul style="list-style-type: none"> ▪ Help students to interpret maps, directories, atlases etc 	<ul style="list-style-type: none"> ▪ Specimens the sources of information ▪ Maps ▪ Atlas ▪ Gazette ▪ Dictionary ▪ Charts/Diagrams 	<ul style="list-style-type: none"> ▪ As in previous units.
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Information Communication Technology

<ul style="list-style-type: none"> ▪ Meaning and types of computers ▪ Terms used in computing; data, software, database etc. ▪ Functions of a computer; receiving data (inputs), storing information and processing data ▪ Hardware; monitor, systems units, keyboard etc ▪ Software; programmes, programming language ▪ Benefits and problems of using computers ▪ Application of computers ○ Business and accounting ○ Communication ○ Research 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ Explain the meaning of Management Information Technology ▪ Differentiate data and information ▪ Explain the importance of management information and technology in today's business ▪ Use applications ▪ Describe the functions of computers and their components 	<ul style="list-style-type: none"> ▪ Lead class discussions ▪ Demonstrate using a computer ▪ Charts/ Diagram of the computer input devices ▪ Guide students on the applications used in business 	<ul style="list-style-type: none"> ▪ Textbook ▪ Computer manual ▪ Computer ▪ Charts/Diagrams ▪ Display of parts of a computer 	<ul style="list-style-type: none"> ▪ As in previous units, with a practical assignment on computer skills.
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	<ul style="list-style-type: none"> ○ Use different applications, Microsoft word, excel, etc. ○ Describe different programming languages, e.g., Fortran. 			
Office equipment/machines				
<ul style="list-style-type: none"> ▪ Role and importance of machines in today's business ▪ Factors to be considered when choosing office equipment, cost, accuracy, training, functions etc. ▪ Functions of office machines ▪ Advantages and disadvantages of machines ▪ Ways to maintain office machines ▪ Types of machines <ul style="list-style-type: none"> ○ computers ○ typewriters ○ duplicating machines etc. 	<ul style="list-style-type: none"> ▪ Describe the role of machines in the everyday business world and how they are used ▪ Explain the importance of office machines and how they help to reduce future data loss ▪ Know the meaning of data and information and their differences ▪ List and explain the functions, advantages and disadvantages of office equipment ▪ List and explain the benefits and problems of machines in an organisation ▪ Know and list the different types of machines and how to maintain them for durability. 	<ul style="list-style-type: none"> ▪ Introduce students to the types of machines that are used in offices ▪ Illustrate on a chart or board the different machines and their uses ▪ Discuss how to maintain a machine 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Charts/Diagrams ▪ Display of some office machines available ▪ Black/White board 	<ul style="list-style-type: none"> ▪ Uses of office equipment (where possible). ▪



Filing and indexing/records management				
<ul style="list-style-type: none"> • Meaning, purpose and benefits of a good filing system <ul style="list-style-type: none"> ○ protection ○ planning ○ evidence • Requirements of a good filing system <ul style="list-style-type: none"> ○ simplicity ○ safety ○ economy etc. • Filing systems <ul style="list-style-type: none"> ○ departmental filing ○ vertical filing etc. • Classification of filing <ul style="list-style-type: none"> ○ alphabetical filing ○ numerical filing ○ subject filing etc. • Micro filming • Filing procedures • Indexing <ul style="list-style-type: none"> ○ essentials of good filing system ○ Importance and benefits ○ forms of indexing, advantages and disadvantages • Electronic/computerized filing system <ul style="list-style-type: none"> ○ purpose ○ advantages and disadvantages 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ Describe the meaning of filing and indexing ▪ List and explain the basic qualities of a good filing system ▪ Explain the importance of filing and indexing documents in any business or organisation ▪ Describe the different types of filing and indexing systems and their importance 	<ul style="list-style-type: none"> ▪ Set up a filing system in the class ▪ Visit to an office to observe their filing systems ▪ Lead discussion on filing and indexing systems 	<ul style="list-style-type: none"> • Course guidebook • Charts/Diagrams • Excursion to companies that are engaged in filing 	<ul style="list-style-type: none"> ▪ Report on the filing system observed during the field visit. ▪ Assignments as for the previous units.
Mail Handling				
<ul style="list-style-type: none"> • Meaning of mail handling • Functions of mail room 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ Describe the meaning of mail handling 	<ul style="list-style-type: none"> ▪ Outline the procedures for handling 	<ul style="list-style-type: none"> ▪ Textbook ▪ Black/White board 	



<ul style="list-style-type: none"> • Incoming mail: specimen of incoming mail register/book • Outgoing mail: dispatch register or outgoing mail book • Postage book • Circulation slip • Messenger receipt book • Types of mail room equipment <ul style="list-style-type: none"> ○ letter opening machine ○ addressing machine etc. 	<ul style="list-style-type: none"> ▪ Describe the functions and benefits of a mail room in an office ▪ Describe when to check mail ▪ Draw up a mail book ▪ List and define the different types of mail room equipment and their advantages and disadvantages 	<p>outgoing and incoming mails in an organization</p> <ul style="list-style-type: none"> ▪ Illustrate with documents that are been used for attending to mails ▪ Display of some mail documents available 	<ul style="list-style-type: none"> ▪ Mail room equipment ▪ Specimen of mail books and other mail documents ▪ Class demonstration 	<ul style="list-style-type: none"> ▪ Assessment/ Assignment ▪ Role play ▪ Using of mail equipment
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Business units/organizations

<ul style="list-style-type: none"> ▪ Factors determining the choice and location of business units ▪ Factors that determine the types of business units ▪ Sole proprietorship ▪ Partnerships and partnership deeds ▪ Companies <ul style="list-style-type: none"> ○ Holding company ○ Formation of a company ○ Features of forming a company ○ Shares of a company ○ Joint stock company ▪ Public corporations ▪ Cooperative societies ▪ Credit ▪ Chambers of commerce ▪ Employers Association ▪ Consumers association <p>Civil services</p>	<ul style="list-style-type: none"> ▪ Describe how the location of any business either help the business to succeed or fail ▪ Explain the meaning of a sole proprietorship, partnership business, their source of capital and their features ▪ Draw up a partnership deed ▪ Write and explain a memorandum and articles of association ▪ Describe the role of chamber of commerce ▪ Describe the meaning of the civil service and their functions 	<ul style="list-style-type: none"> ▪ List the factors that are relevant in choosing a location and types of business units. Students role play choosing a location for a business unit ▪ Organise excursions to a business site to know how business transactions are done ▪ Invite a government official to give a 	<ul style="list-style-type: none"> ▪ As with previous units ▪ Specimen of a partnership deed 	<ul style="list-style-type: none"> ▪ Observe involvement in the role play ▪ Written assessments: the memorandum of understanding, articles of association, and the partnership deed ▪ Presentation on visit to the local business.
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<ul style="list-style-type: none"> ▪ Functions and characteristics of civil services ▪ Problems of civil service <p>Local authorities</p> <ul style="list-style-type: none"> • The nature and importance of local authorities 	<ul style="list-style-type: none"> ▪ Differentiate between civil services and local authority 	<p>short talk on civil services and local authority</p>		
<p>Entrepreneurship, business plans, record keeping, time management and small businesses</p>				
<p>Entrepreneurship</p> <ul style="list-style-type: none"> ▪ Meaning and characteristics of entrepreneurship ▪ Roles of entrepreneurs in society ▪ Reasons for business failure and how small businesses succeed ▪ Ways of entering business <p>Business plans</p> <ul style="list-style-type: none"> ▪ Meaning, contents and purpose of a business plan <p>Record keeping</p> <ul style="list-style-type: none"> ▪ Meaning, importance and types of record keeping <p>Time management</p> <ul style="list-style-type: none"> ▪ Meaning, importance and methods of time management <p>Small businesses</p> <ul style="list-style-type: none"> ▪ Meaning and features of small business ▪ Advantages and disadvantages of small scale business ▪ Types of small business 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ Describe the meanings of entrepreneur and entrepreneurship ▪ Describe the growth and role of entrepreneurship in Sierra Leone and its environs ▪ Define what a business plan is and list the contents of a good business plan ▪ Explain the purpose of a business plan in today's business ▪ Explain the meaning of record keeping and why it is important in any business ▪ Explain the importance of time in any society or business 	<ul style="list-style-type: none"> ▪ Encourage students to discuss entrepreneurs and entrepreneurship, beginning by using their own knowledge and experience. ▪ Lead a group discussion on the steps of setting up their own businesses. ▪ Provide information about why a business needs a plan ▪ Guide students to draw up a business plan, in groups, including how to secure 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Black/White board ▪ Charts/Diagrams ▪ Specimen business plans ▪ Specimen of an office time book and record card ▪ Journals/ Publications on small scale business 	<ul style="list-style-type: none"> ▪ Observe participation in discussions on entrepreneurship and business plans, time management team work ▪ Short answer questions on why businesses succeed or fail, ▪ Presentation of the group business plan



<ul style="list-style-type: none"> ▪ Registration and tax system of small business ▪ Importance of small business ▪ Factors needed for success in business (personality), hard work, team work etc. ▪ Source of finance for small scale businesses: personal savings, loans, trade credits etc. 	<ul style="list-style-type: none"> ▪ Demonstrate how to take down time records in a business ▪ Explain the role of small businesses in the economic development of any country, specifically in Sierra Leone ▪ Identify and explain the benefits and challenges faced by small businesses faced in the country ▪ Give reasons why small businesses fail and succeed 	<p>finance for the business</p> <ul style="list-style-type: none"> ▪ Demonstrate a specimen time card and ask students to design their own ▪ Set up a time management team in class ▪ Use research materials on entrepreneurship, 		
<p>Business transactions (documents used in business)</p> <ul style="list-style-type: none"> ▪ Documents <ul style="list-style-type: none"> ○ Requisition form ○ Enquiry letter ○ Quotation ○ Delivery note ○ Consignment note ○ Credit note ○ Debit note ○ Invoice etc. ▪ Commercial terms and abbreviations <ul style="list-style-type: none"> ○ C.A.O (Cash Against Order) ○ Ad Valorem Duty (AVD) etc. ▪ Documents used in foreign trade 	<ul style="list-style-type: none"> ▪ List and define the different types of documents used in business transactions ▪ Explain their uses ▪ Distinguish documents used in foreign trade and other business documents ▪ Define the meaning and importance of a petty cash voucher ▪ Calculate and input items and prices that 	<ul style="list-style-type: none"> ▪ Guide students on the uses of business transaction documents, letting them handle and discuss examples ▪ Help students in solving some petty cash calculations, and 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Black/White board ▪ Calculators ▪ Specimen of business documents ▪ Petty cash vouchers 	<ul style="list-style-type: none"> ▪ Observe participation in discussions ▪ Petty cash calculations



<ul style="list-style-type: none"> ○ bill of lading ○ certificate of origin ○ letter of credit etc. ▪ Methods of payment ▪ Petty cash ○ -meaning ○ -functions of petty cashbook ○ -principles of a petty cash book ○ -factor to consider when preparing petty cash book ▪ Imprest system and its benefits ▪ Petty cash vouchers and their purpose 	<p>are supposed to be in a petty cash book</p> <ul style="list-style-type: none"> ▪ Use commercial terms correctly 	<p>role play their use</p> <ul style="list-style-type: none"> ▪ Help students to list and understand the terms used 		
<p>Stock procedures</p>				
<ul style="list-style-type: none"> ▪ Meaning of stock ▪ Importance of stock keeping ▪ Ordering procedure ▪ Store requisition procedure ▪ Proper stock control procedure ▪ Importance of stock control ▪ Stock taking ○ -types ○ -importance ○ -advantages and disadvantages ▪ Methods of stock evaluation ▪ Stock records ▪ Reasons for keeping stock records ▪ Duties of the store keeper ▪ Stock control terms 	<ul style="list-style-type: none"> ▪ Define 'stock' ▪ Distinguish between stock keeping and stock control ▪ List the reasons for stock control and what is required to make a good stock system ▪ Calculate under stock valuation 	<ul style="list-style-type: none"> ▪ Guide students in listing consumable stocks ▪ Help students in calculating required figures ▪ Role play among students to illustrate how a storekeeper works 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Calculator ▪ Specimen of stock record cards ▪ Examples of some consumable stocks 	<ul style="list-style-type: none"> ▪ Participation in role play and discussion ▪ Calculations



Banking				
<ul style="list-style-type: none"> ▪ Money ▪ Forms and functions of modern money ▪ Types of banks <ul style="list-style-type: none"> ○ -central bank ○ -commercial banks ○ -development banks etc. ▪ Types of accounts, current, savings and deposits ▪ Factors a creditor will consider before granting loans ▪ Cheques ▪ Reason for dishonoring cheques ▪ Advantages and disadvantages of using cheques ▪ Bank clearing house 	<ul style="list-style-type: none"> ▪ State the function of the different types of bank and explain the types of accounts ▪ Distinguish between commercial banks and specialized banks ▪ Discuss the forms of payments done in banks ▪ Discuss or trace the origin of central banks, specifically in Sierra Leone. 	<ul style="list-style-type: none"> ▪ Lead discussions on the different kinds of banks and methods of payments ▪ Lead discussions on forms of payments ▪ Invite a banker or a customer of any bank to talk to the class ▪ Organise visits to a bank or bureau 	<ul style="list-style-type: none"> ▪ Class discussion ▪ Textbooks ▪ Cheques ▪ ATM Cards ▪ Pay-in-slips ▪ Charts/Diagrams 	<ul style="list-style-type: none"> ▪ Oral questions, e.g. Differentiate between savings and current account ▪ Describe the different types of accounts
Post Office				
<ul style="list-style-type: none"> ▪ Functions of postal services ▪ Classes of mail ▪ Courier services, their features and functions of courier service ▪ Financial services of the post office ▪ Telegraphic services ▪ Uses of telephone ▪ Telephone techniques ▪ Electronic mails 	<ul style="list-style-type: none"> ▪ Describe the functions of a postal service in Sierra Leone ▪ Explain the types of mails operating in a country ▪ Describe a courier and their functions ▪ Describe how telephones and E-mails are relevant in any business or organisation 	<ul style="list-style-type: none"> ▪ Invite postal office personnel or organise an excursion to a postal office ▪ Guide students in identifying courier services within the country ▪ Lead a discussion on the benefits of a postal and courier service 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Samples of mail, telephone etc ▪ Excursion 	<ul style="list-style-type: none"> ▪ Observation of student participation ▪ Written report on the visit from post office staff or excursion



		towards the economy of a country		
Transportation, Insurance and Advertising				
<p>Transport</p> <ul style="list-style-type: none"> Meaning and Importance of transportation Factors determining the choice of transportation, i.e. nature of goods, time etc. Forms of transport and their functions; road, rail, air and sea Advantages and disadvantages of types of transport Documents used in transportation -bill of lading -manifest Consignment note <p>Insurance</p> <ul style="list-style-type: none"> Meaning, principles, types and importance of insurance Terms used in insurance <p>Advertising</p> <ul style="list-style-type: none"> Meaning and objectives of advertising Advertising media Types of advertising Factors influencing the choice of advertising Advantages and disadvantages of advertising Making advertising effective 	<ul style="list-style-type: none"> Explain the importance of appropriate transport for goods in today's business List and identify documents used in transportation Explain the advantages and disadvantages of the different forms of transportation Define and trace the origin of insurance in Sierra Leone Discuss or explain the basic principles of insurance Describe and explain the types of risks in an insurance company Describe the importance of insurance in today's business State the meaning of advertising 	<ul style="list-style-type: none"> Guide students to list registered transportation companies within the country Class discussion about the different forms of transportation and their role in today's business Guide students to make a list of registered insurance companies in Sierra Leone and their locations Students should collect insurance brochures and examine the provision of any insurable risk Guide students in listing registered advertising firms 	<ul style="list-style-type: none"> Course guidebook Black/White board Specimen of documents used in transportation Pictures of different insurance companies Insurance brochures Posters Bill board pictures Television Radio 	<ul style="list-style-type: none"> Participation of the pupil on the discussions, role play etc Presentations e.g. the group adverts Interpreting of insurance brochures





	<ul style="list-style-type: none"> List and discuss the objectives of advertising Describe the importance of advertising in today's business and our daily lives 	<ul style="list-style-type: none"> Role play on advertising or group work to create an advert Watch and listen to some adverts 		
Travelling				
<ul style="list-style-type: none"> Reasons for Travelling Making Business Trips Travel Arrangement, itineraries Overseas Tours 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Describe why travelling is a vital factor of growth in commerce and industry Explain how to make travelling arrangements 	<ul style="list-style-type: none"> Lead students in a discussion on why to go on a business trip. Organise group role plays on planning a trip including what they hope to achieve by it. 	<ul style="list-style-type: none"> Course guidebooks Sample travel documents 	<p>Student participation in the group planning session.</p>
Human relations				
<ul style="list-style-type: none"> Meaning, types and importance of human relations Ways of improving human relations Ways of disseminating information Internal relations, and ways of improving them Public relations and ways of improving them 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> List and explain the types of relations and their importance in any business Improve human relation among themselves Explain ways in which good human relations can be 	<ul style="list-style-type: none"> Guide students to understand customer-worker and supervisor-worker relations Guide students, describing the skills a manager needs to improve his human relationship with his employees. Ask them to 	<ul style="list-style-type: none"> Course guidebooks Research materials on ethics 	<ul style="list-style-type: none"> Questioning Participation in role play



	achieved in an organisation	reflect on their own experience. <ul style="list-style-type: none"> Organise role plays to illustrate positive and negative talks between an employer and an employee to improve an issue, e.g; time keeping 		
Human resources				
<ul style="list-style-type: none"> Recruitment Selection Training Performance Appraisal Promotion and demotion Termination Job evaluation Health Safety and welfare measures Wages and salaries Administration Time keeping and recording Payroll accounting Collective bargaining Joint consultation Welfare Labour relations Job security Improved working conditions [benefits] 	<ul style="list-style-type: none"> Define the meaning of human resource management and its relevance in any business Describe the principles and practices of human resource management Outline the functions of human resource management in businesses or organisations Describe the steps in the recruitment process Describe the role of the human resource department and manager in dealing 	<ul style="list-style-type: none"> Provide information on human resource management Use a flow chart to illustrate the recruitment process of an employee Lead a discussion on the role of a human resource manager. 	<ul style="list-style-type: none"> Course guidebook Charts/organogram Publications on human resource management 	<ul style="list-style-type: none"> Assess students ability to follow and interpret a flow chart, by asking them to describe the process it illustrates Written assessment on how a human resource manager would a dismissal process Short answer questions on the role of a human resource manager



	with employees in an organisation or business (training, promotion, demotion, salary and dismissal)			
Employment preparation				
<ul style="list-style-type: none"> ▪ Job advertisement ▪ Letter of application ▪ Parts of a letter of application ▪ Layout/format of the curriculum vitae ▪ Planning for an interview ▪ Advantages and Disadvantages of interviews 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ Describe the meaning, sources and format of a job advertisement ▪ Write a letter of application and curriculum vitae 	<ul style="list-style-type: none"> ▪ Help students write a letter of application and a C.V. ▪ Show students guidelines on preparation for interviews ▪ Roles of job interviews 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Specimens of job adverts, letters of application and CVs 	<ul style="list-style-type: none"> ▪ Written assessment of the letters and CVs ▪ Participation in the role plays
Receptionist and Telephonist				
<ul style="list-style-type: none"> ▪ Duties and qualities of receptionist ▪ Visitors register ▪ Procedure for dealing with callers ▪ Types of callers ▪ Qualities and duties of the telephonist 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> ▪ List the duties of a receptionist and a telephonist in an organisation or business ▪ Describe how a receptionist keeps a register of an appointments ▪ Explain the communication skills of a receptionist or telephonist 	<ul style="list-style-type: none"> ▪ Lead a discussion on the duties and qualities of a receptionist and telephonist and develop agreed lists ▪ Organise role plays the procedures for welcoming visitors 	<ul style="list-style-type: none"> ▪ Course guidebook ▪ Specimen visitors' register ▪ Specimen appointment list 	<ul style="list-style-type: none"> ▪ Assess the students; participation during the discussion and role play



Reprographics

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| <ul style="list-style-type: none">Processes of copying and duplicating, including the machinery and supplies required | <ul style="list-style-type: none">Describe the processes of copying and duplicating | <ul style="list-style-type: none">Study the use of the school's copying and duplicating equipment | <ul style="list-style-type: none">Course guidebook | <ul style="list-style-type: none">Presentation or written assessment on what the student has learned about copying and duplication, and the schools processes for carrying these out. |
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