



Certified Office
Administrator
VS-1017

V-Skills Certifications

**A Government of India
&
Government of NCT Delhi Initiative**

V-Skills



Certified Office Administrator

Certification Code VS-1017

For growth and development, all organizations need well-timed and efficient administrative support to function effectively. Nearly every sector requires administrative managers; Office and administrative supervisors to perform administrative tasks such as keeping schedules and tasks organized, organize meetings, events and activities as required etc, which help to keep everything in an office running smoothly and efficiently. Vskills provide certification course for those seeking career in Administration and Office Management that help people with office administration jobs to perform their tasks better.

Why should one take this certification?

The course is developed with a motive to enhance your skills and helps in building confidence, thus making your job more challenging and rewarding. The certification helps extend office management skills and ultimately achieve proficiency at work.

Who will benefit from taking this certification?

The certification is designed to focus on development of employability skills essential for today's office personnel that inculcate organization and time management, stress management, self-analysis, self-promotion and professional development skills. It provides an opportunity for those who wish to work in an organization as an administrative professional.

Test Details:

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%); There is no negative marking in this module.

Fee Structure:

Rs. 4,000/- (Includes all taxes)*

*Fees may change without prior notice, please refer <http://www.vskills.in> for updated fees

Companies that hire Vskills Certified Office Administrator

Vskills Certified Office Administrator might find employment in banks, Schools, corporate, travel and tourism, hotel Industry etc as administrative staff. Practically every business needs an office administrator and this course can really help get a job that you deserve.

Table of Content

Overview of Office Administration

- Qualities required in an office assistant
- Interview tips
- Daily Routine of an Office assistant
- Office Supplies

Telephone Usage

- Telephone Manners
- Telephone etiquettes
- Voice Mail etiquettes

Mail Services

- Incoming Mail
- Outgoing Mail
- Fundamental activities of mail handling department
- Mail Automation

Travel Arrangement and Hotel Reservation

- Hotel reservations
- Hotel Accommodation

Hospitality

- Important tasks of a receptionist
- Etiquettes as a host
- Etiquettes as an Invitee
- Etiquettes of using Elevators/Escalators
- Etiquettes of using Stair Case
- Etiquettes of using a Door
- Table Manners/Etiquettes of using Table

Meetings

- Types of meetings
- Types of Committees
- Meeting Terminologies Glossary

Record Management

- Horizontal Filing
- Vertical filing
- Lateral filing
- Computer filing

Office Automation

- Duplicating machine
- Photocopying machine
- Features of photocopying machine
- FAX (Facsimile)
- Dictaphone
- Desktop Publishing (DTP)
- Time recording machine
- Document Shredder
- Telecom Equipments

Computer Fundamentals

- Computer Hardware
- Computer Software

MS-Word 2003

- MS- Word Window Elements
- File Management
- Using the Interface
- Editing Text
- Viewing Options
- Insertion Options
- Formatting Document
- Word Tools
- Mail Merge
- Using Wizards
- Document Templates
- Reference Document
- Tables
- Charts
- Creating Web Pages

MS-EXCEL 2003

- Worksheet Basics
- Split Windows
- Freeze Panes

Certified Office Administrator

- File Management
- Working with workbooks
- Menus and toolbars
- Editing data
- AutoFill
- Viewing Options
- Formula
- Working with Ranges
- Formatting Cells
- Hide and Display Sheets, Rows and Columns
- Style
- Tools
- Data Operations
- Previewing Charts
- Creating and using multiple worksheets and linking workbooks
- Overview of linked and embedded objects

MS-Power Point 2003

- Loading of PowerPoint
- Starting with a presentation
- Different Views
- Slide Management
- Formatting Options
- Working of a Slide Show

Office Ergonomics

- Distance between desk and chair
- Positioning Computer keyboard and Mouse
- Positioning of computer display
- Organizing the work area
- Constant intervals

Miscellaneous

- Internet
- E-banking
- Data Security
- Business Letter
- Book-Keeping and Accounting
- Stress Management
- Time Management

Course Outline

Overview of Office Administration

- Explains the importance of an office administrator and tasks performed by an office administrator
- Describes the qualities required to be an efficient office administrator
- Understand the daily routine of an office administrator depending on the type and functioning of the organization
- Describes the various office supplies that are required to be maintained in any organization such as audiovisual equipments, pantry storages, calendar and planners, filing, binding and storages, printing tools and equipments etc.

Telephone Usage

- Explains the telephone manners needed for having a pleasing telephone personality and well modulated voice
- Procedure of taking messages by maintaining written records in terms of caller's name, telephone number, purpose of call etc.
- Explains the telephone etiquettes required when answering calls
- Explains the points to be considered when encountering voice mails

Mail services

- Explains the procedure of handling incoming mails by means of sorting, arranging and sending them out to the appropriate department.
- Provides details on the management outgoing mails
- Explains the fundamental activities performed by mail handling department
- Describes the advantages of centralized and decentralized mail handling system
- Explains the various techniques of mail automation

Travel arrangement and Hotel Reservation

- Describes the procedure of scheduling travel arrangements and making hotel and setting contracts with travel arrangements.
- Understand the procedure and requirements when making hotel reservations
- Describes the points to be considered when making hotel accommodation

Hospitality

- Explains the important tasks of a receptionist, procedure of managing visitor's appointments and tackling different situations in case there is visitor has no appointment or the visitor has to wait for a while.

Certified Office Administrator

- Describes the etiquettes, courtesy and manners one should possess in case you are a host or an invitee.
- Explain the etiquettes of using Elevators/Escalators, stair case and a door.
- Describes the table Manners that everyone should possess.

Meetings

- Understanding of different types of meetings and different types of committees formed in an organization.
- Describes the points to be taken into consideration when doing the arrangements to be made prior to the day of the meeting, on the day of the meeting, during the meeting and after the meeting.

Record Management

- Explains the purpose of maintaining records and the features of an effective record management system.
- Understanding the different ways of filing of records such as horizontal, vertical lateral and computer filing.

Office Automation

- Explains the benefit and limitations of Office automation
- Gives details on the functioning of office equipments used in an organization such as duplicating machine, photocopying machine, FAX (Facsimile), Dictaphone, Desktop Publishing (DTP), document Shredder etc.
- Understand the various types of telecom equipments and the special telephone services provided.

Computer Fundamentals

- Understand the functioning of hardware/physical parts of a computer present such as monitor, CPU, RAM, ROM, printer, scanner etc.
- Explains the different types of Computer Software such as application software and system software.

MS - WORD 2003

- MS- Word Window Elements
- File Management for new, open, close, save, save as and exit MS-Word
- Moving and selection by mouse and keyboard
- Different files in MS-Word as windows and their arrangement and views
- Printing document and using the page setup options
- Using the Interface of toolbars and menu bar
- Editing Text for cut-copy-paste, undo and redo, delete and find-replace

Certified Office Administrator

- Different views of a document, setting the header and footer and show or hide optional window component like toolbars, ruler, etc.
- Break and its type explaining usage of each
- Steps for inserting pictures, clip art, word art, and auto shapes in the document
- Insertion options for miscellaneous items like symbol, date-time and page number
- Formatting font, paragraph of a document
- Setting the format of bullet and numbering, border and shading, columns and tabs
- Using MS-Word Tools like Spell and Grammar Check, Thesaurus, AutoCorrect, AutoText, AutoComplete and Macros
- Document protection
- Utilizing Mail Merge facility in MS-word for letter, envelopes and labels
- Using Wizards of MS-Word like The Letter Wizard
- Document Templates use in MS-Word
- Using Reference in a Document
- Tables creation, sorting and formatting in MS-Word
- Creating Charts and Web Pages in MS-Word

MS - EXCEL 2003

- Basics of Worksheet and MS-Excel window
- Split Windows and Freeze Panes in MS-Excel
- File Management for create, open, save, save as, close of workbook in MS-Excel
- Setting for Printing, Page setup, break and Header and Footer in MS-Excel
- Working with workbooks for moving and selecting data and worksheet
- Menus and toolbars of MS-Excel
- Using of Cut-copy-paste, redo-undo, drag-drop, paste special operations of data
- Steps to insert, delete row, column and cell
- Using find-replace and go to facility of MS-Excel
- Following rules for sheet names
- Steps to Rename, add, delete worksheets and how to move worksheet in multiple open workbook
- Using AutoFill facility by mouse and fill option
- Explaining the different Views of worksheet and show or hide of optional components like toolbar, formula bar, etc.
- Explaining formula, different data types, operators and MS-Excel in-built functions
- Using auto sum and function wizard facility of MS-Excel
- Working with cell Ranges and names
- Relative and Absolute Reference in MS-Excel
- Formatting Cells by Auto formatting, by toolbar, Format Dialog Box and Conditional Formatting in MS-Excel
- Hide and Display Sheets, Rows and Columns
- Setting Styles in MS-Excel
- Various tools of MS-Excel like Spell Check, Workbook Sharing, What If Analysis, Scenario Manager, Goal Seek, Macros and Workbook protection
- Explaining Data and list Operations of sort, find by criteria, filter and advanced filter
- Using pivot table

Certified Office Administrator

- Working with graphs and charts
- Creating and using multiple worksheets and linking workbooks
- Linking and embedding in MS-Excel

MS - POWER POINT 2003

- Accessing PowerPoint
- Basics of starting, opening and closing a presentation
- Different Views of presentation in MS-Powerpoint
- Slide Management for creating, deleting and changing order of slides
- Editing the slide master
- Formatting Color Scheme and Background
- Adding Clip Art and Drawing Objects
- Setting the Customs Animation and transitions in Slide Show
- Setting up a Slide Show and Slide Timings Creating common language set

Office Ergonomics

- Describes the ways of designing office tools and requirements for an effective working environment
- Describes the amount distance that should be there between desk and chair for a good sitting position.
- Describes the positioning of computer keyboard and mouse according to the user's convenience
- Describes the positioning of computer display according to the lighting in the work area for a good orientation of display
- Describes the points that should be kept in mind when organizing the work area such as placement of equipments, lighting, records etc.
- Describes the need for breaks at constant intervals to avoid fatigue and monotony and to reduce strain while working.

Miscellaneous

- Understand the concept of E-banking for facilitating delivery of banking products and services
- Explains the objectives, benefits and future of the banking industry within an e-banking framework.
- Describes the need for data security system to ensure that no information, records and other confidential data is lost.
- Explains the threats that could hamper the working of an organization, usage of special codes and audit logs for protecting the company's data and maintaining a security check list to ensure a safe data storage system.
- Business Letter
- Describes in brief the purpose, objective and advantages of accounting, a general provision about VAT in India and the typical facilities available for keeping an account in a bank.

Certified Office Administrator

- Understand the need for management of stress in order to strengthen inner confidence and the techniques for overcoming stress
- Understand the importance of time management and encourages to be more focused and organized with a view to facilitate better results.

Sample Questions

1. The methods of arranging records side by side is known as

- A. Computer filing
- B. Lateral filing
- C. Vertical filing
- D. Horizontal filing

2. PBX is a computerized telephone machine that allows _____ telephone number for a business to be accessed _____ by numerous outside callers

- A. a single, simultaneously
- B. multiple, separately
- C. connected, simultaneously
- D. a single, separately

3. The view that puts a blue a blue line around each page that would be printed is the _____

- A. Split View
- B. Print Preview
- C. Normal View
- D. Page Break Preview

4. In order to email a Word document from within Word:

- A. Go to File → Send To → Mail Recipient
 - B. Save the file as an email attachment
 - C. Start Outlook and attach the file while open in Word
- This is an impossible operation

5. What excel feature can you use if you want to work with one record at a time?

- A. Data form
- B. Auto filter
- C. Auto Complete
- D. Sub totals

Answers: 1 (B), 2 (A), 3 (D), 4 (A), 5 (A)

Certifications

➤ Accounting, Banking and Finance

- Certified AML-KYC Compliance Officer
- Certified Business Accountant
- Certified Commercial Banker
- Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
- Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
- Certified Treasury Market Professional
- Certified Wealth Manager

➤ Big Data

- Certified Hadoop and Mapreduce Professional

➤ Cloud Computing

- Certified Cloud Computing Professional

➤ Design

- Certified Interior Designer

➤ Digital Media

- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
- Certified Digital Marketing Master

➤ Foreign Trade

- Certified Export Import (Foreign Trade) Professional

➤ Health, Nutrition and Well Being

- Certified Fitness Instructor

➤ Hospitality

- Certified Restaurant Team Member (Hospitality)

➤ Human Resources

- Certified HR Compensation Manager
- Certified HR Staffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

➤ Office Skills

- Certified Data Entry Operator
- Certified Office Administrator

➤ Project Management

- Certified Project Management Professional

➤ Real Estate

- Certified Real Estate Consultant

➤ Marketing

- Certified Marketing Manager

➤ Quality

- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
- Certified TQM Professional

➤ Logistics & Supply Chain Management

- Certified International Logistics Professional
- Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

➤ Legal

- Certified IPR & Legal Manager
- Certified Labour Law Analyst
- Certified Business Law Analyst
- Certified Corporate Law Analyst

➤ Information Technology

- Certified ASP.NET Programmer
- Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
- Certified E-commerce Professional
- Certified IT Support Professional
- Certified PHP Professional
- Certified Selenium Professional
- Certified SEO Professional
- Certified Software Quality Assurance Professional

➤ Mobile Application Development

- Certified Android Apps Developer
- Certified iPhone Apps Developer

➤ Security

- Certified Ethical Hacking and Security Professional
- Certified Network Security Professional

➤ Management

- Certified Corporate Governance Professional
- Certified Corporate Social Responsibility Professional

➤ Life Skills

- Certified Business Communication Specialist
- Certified Public Relations Officer

➤ Media

- Certified Advertising Manager
- Certified Advertising Sales Professional

➤ Sales, BPO

- Certified Sales Manager
- Certified Telesales Executive

& many more job related certifications

Contact us at :

Vskills

011-473 44 723 or info@vskills.in

www.vskills.com