BACK-OFFICE MANAGEMENT

UNIT CODE: BUS/CU/BF/CR/08/6/B

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Manage Back Office

Duration of Unit: 200 Hours

Unit Description

This unit specifies the competencies required to manage back office. It involves processing employee salary, managing suspense account, managing asset register, managing office stationery, managing bank voucher, performing data clean up and managing customer account.

Summary of Learning Outcomes

1. Process employee salary
2. Manage suspense account
3. Manage asset register
4. Manage office stationery
5. Manage bank voucher
6. Perform data clean up
7. Manage customer account

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Process employee salary	- Salary - Process - Validation of business customer details - Image - Signature - Account balance - Verification of employee details. - Importance of verification of employee details - Requirement for salary processing\ - Costs involved with salary processing.	- Written tests - Observation - Oral questions - Third party report
2. Manage suspense account	- Suspense - Importance of managing suspense accounts	- Written tests - Observation - Oral questions

	• Types of suspense accounts • The need for suspense accounts in banks. • Risks associated with suspense account • Retrieval of suspense report. • Reconciliation and reversal of suspense items	• Third party report
3. Manage asset register	• Asset register • Different types of assets found in a bank. • Importance of maintaining asset registers • Process of marking assets • Details to capture in asset register • Depreciation of assets • Disposal of asset • Repair of assets	• Written tests • Observation • Oral questions • Third party report
4. Manage office stationery	• Stationery • Types of stationeries needed in a bank. • Importance of managing stationeries. • Reorder level • Acquisition of stationeries. • Disposal of obsolete stationeries • Stationery cost management. • Maintenance of the stationery room. • Storage of stationeries • Different methods of arranging stationeries. • Retrieval of stationeries.	• Written tests • Observation • Oral questions • Third party report

5. Manage bank voucher	• Voucher • Types of vouchers • Importance of managing vouchers. • Ticking of vouchers. • Storage of vouchers. • Retrieval of vouchers • Disposal of obsolete vouchers. • Voucher confidentiality.	• Written tests • Observation • Oral questions • Third party report
6. Perform data clean up	• Data • Types of data in a bank • Importance of cleaning data. • Process of cleaning different types of data. • Customer data confidentiality. • Importance of maintaining confidentiality.	• Written tests • Observation • Oral questions • Third party report
7. Manage customer account	• Accounts • Importance of managing accounts. • Requirements for different types of accounts. • Dormant accounts. • Handling of dormant accounts. • Risks associated with dormant accounts. • Zero balance accounts. • Effects of the zero balance accounts. • Handling the zero balance accounts. • Overdrawn accounts. • Handling of overdrawn accounts. • Customer data confidentiality. • Importance of maintaining confidentiality.	• Written tests • Observation • Oral questions • Third party report

Suggested Methods of Instruction

- Project
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Simulation
- On job training

Recommended Resources

- Writing materials
- Projector
- Computer
- Flip Chart/white board